

North Texas Telephone Company

Information Pages

September 2013

Byers, TX

Petrolia, TX

How To Reach Us

Repair Service: 529-6123

Locating Underground Cable: 811 or 800-545-6005

Business or Residential Service

To establish new phone service at your home or business, have service disconnected or transferred to a different location, discuss billing, or get information on phones or business communication systems, call 940-529-6123.

Yellow Pages

For your advertising needs..... 940-529-6123

Application and Information Sheets for other Services Upon

Request are:

Ballot Lists

Internet Subscriber Agreement

Internet Pricing Sheet

Right of Way Easement

Low-Income Lifeline Discount Program

Enrollment Forms

Service Office Location

You may apply for telephone service, buy a phone, pay your telephone bill, and obtain other telephone related services at our office, located at:

519 Main St.

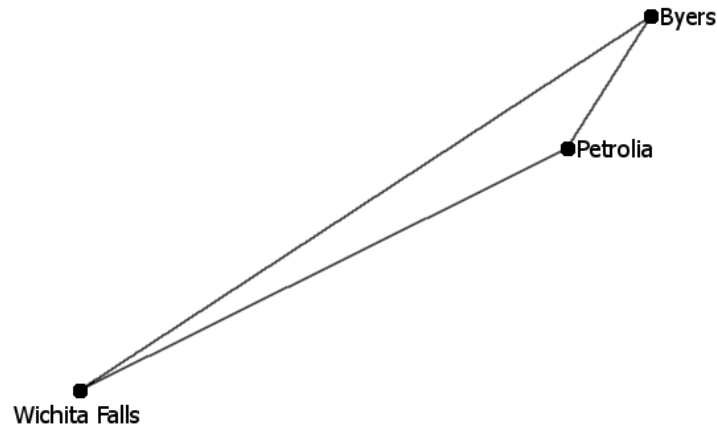
Byers, TX

For more information on Service & Billing, see page 15-17.

Local Calling

Local Calling Area

Calls may be placed toll free between the exchanges connected by a single solid black line in the exchange dialing map below. Simply dial the complete 7-digit number (e.g. 529-6123) which you wish to call.



Long Distance

Long Distance Company Calls

For calls made to exchanges outside your local calling area, you must use another long distance company. Many different long distance companies offer their services to North Texas Telephone Company (“NTTC”). If you wish to change your chosen long distance company, you may do so by contacting the long distance company you prefer. There is a charge for changing long distance companies. You must contact the long distance company to establish an account.

You may access the long distance company you have selected simply by dialing “1” plus the telephone number or “0” plus the telephone number for any call to an exchange outside your local calling area. These calls may appear on your monthly telephone bill as your long distance company’s calls, or your long distance company may send you a separate bill for long distance calls. A list of long distance companies available to NTTC customers may be obtained by contacting our business office. Questions regarding these companies’ rates and services can be obtained by contacting the long distance companies directly.

Using Other Long Distance Companies

You may also make calls using a long distance company other than the one you have selected to handle your 1+ and 0+ calls by dialing the appropriate seven-digit access code (1010XXX) for that company. You must establish an account with each long distance company you wish to use. Each long distance company can supply you with its seven-digit access code.

Letter of Authorization

Letter of Authorization is to provide NTTC with the authorization to free customer's Preferred Carrier Selection for both Interlata and IntraLata long distance services for all telephone numbers bills to customer's account. Ballot Lists for IntraLata and Interlata long distance service providers are available with initial installation and when requested by the customer.

Operator Assistance

Your long distance company may provide operator service. Not all long distance companies offer operator services; contact your long distance company for more information.

Local Access Transport Area (LATA)

You may use one long distance company for calls within your LATA, and another for calls outside your LATA. You may also use one company for both areas.

The Wichita Falls LATA includes all North Texas Telephone Company exchanges.

Direct Distance Dialing

With Direct Distance Dialing (DDD), you can dial your own station-to-station long distance calls without incurring operator surcharges. The key to placing DDD calls is the 3-digit Area Code of the location you are calling. You can probably obtain the Area Code you need by checking the maps and listings on pages 6-9 of this directory. If these do not clearly show the Area Code you need, call the operator and ask for the Area Code of the city you wish to call.

Station-To-Station Within the U.S.:

- dial 1 + Area Code + Telephone number

Station-To-Station International:

- dial 011 + Country Code + City Code + Telephone number

Toll Free Calls

You can call free to telephone numbers that are preceded by Area Code "800", "888", or another toll-free prefix. You may dial toll-free numbers direct by dialing 1+ the toll-free prefix and the number. A separate Centralized Information Center is maintained for all toll-free area code numbers and may be reached by dialing as you would for any long distance directory assistance call: 1+800+555+1212, 1+888+555+1212, or another toll-free prefix 1+8XX+555+1212.

Local Directory Assistance

- Call 1 + 411

Long Distance Directory Assistance

- Call 1 + Area Code + 555-1212

Operator-Assisted Dialing

Operator-assisted calls include collect or person-to-person calls, calls charged to a Calling Card, or calls placed from coin phones or from hotel guest phones. Operator surcharges may be added to calls dialed by the operator.

Person-To-Person, Collect, Calling Card Within the U.S.:

- dial 0 + Area Code + Telephone number

Assistance in Calling

- dial 0 or 00 For your long distance company Operator

Person-To-Person, Collect, and Calling Card International:

- dial 01 + Country Code + City Code + Telephone number

Calling Card Service:

Dial number as instructed above, then follow instructions below:

- From Touch Tone phones (wait for tone or announcement):
Dial Calling Card Number
- From rotary & pulse dial phones (wait for operator):
Give Operator your Calling Card Number

Person-To-Person Calls

Call Person-To-Person if you wish to talk with a particular person or extension. Tell the operator you wish to make a person-to-person call and give the name of the person you are calling. Charging begins when conversation starts with the person you have called.

Collect Calls

A collect call is a telephone call for which you will pay all charges for that call. Customers should be aware that when they receive a collect call, they will be asked to accept or reject this type of call. Unless you are willing to pay those charges, do not accept the phone call.

NTTC encourages customers to be certain of the caller's identification prior to accepting collect calls. If the caller's identification is not recognized, the customer should reject the call.

Before a collect call is connected you have the right to either accept or decline the charges. You should request the rate and charges of the collect call prior to accepting the charges. Once the collect call has been accepted, you will be billed for all charges connected to that phone call.

If you are billed for a collect call that exceeds a \$35 charge for a call less than five minutes in duration, you should contact the company at:

North Texas Telephone Company
519 Main Street
Byers, TX 76357
(940) 529-6123

or the Public Utility Commission of Texas at:

PUC - Customer Protection

P.O. Box 13326

Austin, TX 78711-3326

Tele: 1-888-782-8477 or in Austin 512-936- 7120 (TTY 1-800-735-2988)

Fax: 1-512-936-7003

E-mail: customer@puc.state.tx.us

If you believe you have been billed for unauthorized collect call charges, the particular call or calls in question may be deducted from the bill upon notification to North Texas Telephone Company until the charges have been verified or adjusted. The balance of the bill is due and payable by the due date.

The Public Utility Commission of Texas has directed telecommunications providers to provide this notice to customers regarding your rights when accepting collect calls as there have been instances where collect calls have been placed for fraudulent reasons.

The company is required to monitor customer calls based on fraudulent collect calls.

Therefore, if you believe to have been victimized by such practices you are encouraged to report it.

Calling Card Calls

Using a Calling Card is a convenient way of placing long distance calls when away from home. To apply for a Calling Card, call your long distance company.

Conference Calls

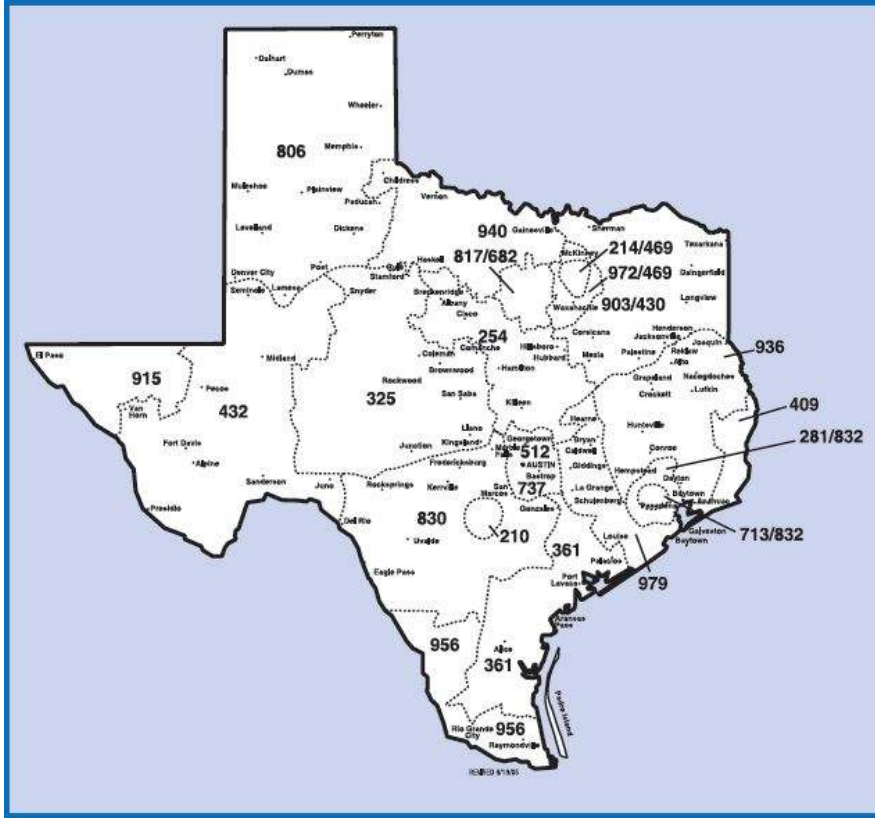
You can talk with several people in different places at the same time. Tell the operator you wish to make a conference call.

Nation Wide Area Codes



These time zones are based on Standard Time, between the last Sunday in October and the first Sunday in April. Boundaries are approximate and may vary somewhat. The time at the place you're calling from determines whether day, or evening or night rates apply.

Texas Area Codes



Area Codes

ALABAMA (AL)

Birmingham 205
Huntsville 256/938
Mobile 251
Montgomery 334

ALASKA (AK)

All Locations 907

ARIZONA (AZ)

Flagstaff 928
Glendale 623
Phoenix 602
Scottsdale 480
Tucson 520

ARKANSAS (AR)

Fort Smith 479
Jonesboro 870
Little Rock 501
Pine Bluff 870

CALIFORNIA (CA)

Anaheim 714/657
Bakersfield 661
Burbank 818/747
Concord 925
Fresno 559
Irvine 949
La Jolla 858

Long Beach 562
Los Angeles - Business 213

Los Angeles - Other 323

Modesto 209

Monterey 831

Oakland 510

Palm Springs 760/442

Palo Alto 650

Pasadena 626

Redding 530

Riverside 951

Sacramento 916

San Bernardino 909

San Diego 619

San Francisco 415

San Jose 408/669

San Mateo 650

Santa Barbara 805

Santa Monica 310/424

Santa Rosa 707

Stockton 209

COLORADO (CO)

Colorado Springs 719

Denver 303/720

Fort Collins 970

CONNECTICUT (CT)

Hartford 860/959

New Haven 203/475

Stamford 203/475

DELAWARE (DE)

All Locations 302

DISTRICT OF COLUMBIA (DC)

All Locations 202

FLORIDA (FL)

Boca Raton 561
Daytona Beach 386
Ft. Lauderdale 754/954

Ft. Myers 239

Ft. Pierce 772

Gainesville 352

Jacksonville 904

Key West 305/786

Lakeland 863

Melbourne 321/407

Miami 305/786

Orlando 407/321

Pensacola 850

Sarasota 941

St. Petersburg 727

SW of Jacksonville 386

Tallahassee 850

Tampa 813

GEORGIA (GA)

Albany 229
Atlanta 404/678/470
Augusta 706/762
Macon 478
Marietta 678/770/470
Savannah 912

HAWAII (HI)

All Locations 808

IDAHO (ID)

All Locations 208

ILLINOIS (IL)

Aurora 630/331
Bloomington 309
Champaign 217/447
Chicago 312/773/872
Cicero 708/464
East St. Louis 618/730
Joliet 815/779
Northbrook 847/224

INDIANA (IN)

Ft. Wayne 260
Gary 219
Indianapolis 317
Lafayette 765
South Bend 574
Terre Haute 812

IOWA (IA)

Cedar Rapids 319

Des Moines 515
 Mason City 641
 Quad Cities 563
 Sioux City 712

KANSAS (KS)

Dodge City 620
KANSAS (KS) Cont.
 Kansas City 913
 Topeka 785
 Wichita 316

KENTUCKY (KY)

Ashland 606
 Bowling Green 270/364
 Frankfort 502
 Lexington 859
 Louisville 502

LOUISIANA (LA)

Baton Rouge 225
 Lafayette 337
 New Orleans 504

Shreveport 318
 Southeast 985

MAINE (ME)

All Locations 207

MARYLAND (MD)

Baltimore 410/443/667
 Silver Spring
 240/301/227

MASSACHUSETTS (MA)

Boston 857/617
 Cape Cod 774/508
 Lowell 351/978
 Lynn 339/781
 Springfield 413

MICHIGAN (MI)

Ann Arbor 734
 Detroit 313/679
 Farmington Hills
 248/947
 Flint 810
 Grand Rapids 616
 Kalamazoo 269
 Lansing 517

Macomb County
 586/810

Muskegon 231
 Pontiac 248/947
 Saginaw 989

Sault Ste. Marie 906

MINNESOTA (MN)

Bloomington 952
 Brooklyn Park 763
 Duluth 218
 Minneapolis 612
 Rochester 507
 St. Cloud 320

St. Paul 651

MISSISSIPPI (MS)

Biloxi 228
 Jackson 601/769
 Tupelo 662

MISSOURI (MO)

Columbia 573
 Jefferson City 573
 Kansas City 816
 Sedalia 660

MISSOURI (MO) Cont.

Springfield 417
 St. Charles 636
 St. Joseph 816
 St. Louis 314

MONTANA (MT)

All Locations 406

NEBRASKA (NE)

Grand Island 308
 Lincoln 402/531
 Omaha 402/531

NEVADA (NV)

Las Vegas 702/725
 Reno 775

NEW HAMPSHIRE (NH)

All Locations 603

NEW JERSEY (NJ)

Atlantic City 609
 Camden 856
 Elizabeth 908
 Hackensack 201/551
 New Brunswick
 732/848

Newark 862/973

Trenton 609

NEW MEXICO (NM)

Albuquerque 505
 Las Cruces 575
 Roswell 575
 Santa Fe 505
 Taos 575

NEW YORK (NY)

Albany 518
 Binghamton 607
 Buffalo 716
 Long Island (Suffolk)
 631
 Long Island (Nassau)
 516
 New York City
 347/718/917/292
 Bronx 347/718/917/292
 Brooklyn
 347/718/917/292
 Manhattan 212/646/917

Queens

347/718/917/292
 Staten Island ..
 347/718/917/292
 Poughkeepsie 845
 Rochester 585
 Syracuse 315
 White Plains 914

NORTH CAROLINA (NC)

Asheville 828
 Charlotte 704/980
 Durham 919/984
 Fayetteville 910
 Raleigh 919/984
 Rocky Mount 252
 Winston-Salem 336

NORTH DAKOTA (ND)

All Locations 701

OHIO (OH)

Akron 234/330
 Canton 234/330
 Cincinnati 513
 Cleveland 216
 Columbus 614
 Dayton 937
 Lorain 440
 Marion 740
 Toledo 419/567

OKLAHOMA (OK)

Lawton 580
 Oklahoma City 405
 Tulsa 539/918

OREGON (OR)

Astoria 503/971
 Eugene 541/458
 Portland 503/971
 Salem 503/971

PENNSYLVANIA (PA)

Allentown 610/484
 Butler 724/878
 Erie 814
 Harrisburg 717
 Philadelphia 215/267
 Pittsburgh 412/878
 Scranton 272/570

RHODE ISLAND (RI)

All Locations 401

SOUTH CAROLINA (SC)

Charleston 843
 Columbia 803
 Spartanburg 864

SOUTH DAKOTA (SD)

All Locations 605

TENNESSEE (TN)

Chattanooga 423

Clarksville 931

Jackson 731
 Knoxville 865
 Memphis 901
 Nashville 615

TEXAS (TX)

Abilene 325
 Amarillo 806
 Austin 512/737
 Beaumont 409
 Bryan/College Station
 979

Corpus Christi 361
 Dallas 214/469/972
 Del Rio 830

El Paso 915
 Fort Worth 682/817
 Galveston 409

Houston
 281/364/713/832

Laredo 956

Midland 432

TEXAS (TX) Cont.

Nacogdoches 936
 San Antonio 210
 Tyler 430/903
 Waco 254
 Wichita Falls 940

UTAH (UT)

Logan 435
 Ogden/Provo 801/385
 Salt Lake City 801

VERMONT (VT)

All Locations 802

VIRGINIA (VA)

Arlington 703/571
 Bristol 276
 Charlottesville 434
 Norfolk 757
 Richmond 804
 Roanoke 540

WASHINGTON (WA)

Bellevue 425
 Olympia 360
 Seattle 206
 Spokane 509
 Tacoma 253
 Vancouver 360

WEST VIRGINIA (WV)

All Locations 304/681

WISCONSIN (WI)

Eau Claire 534/715
 Green Bay 274/920
 Kenosha 262
 Madison 608
 Milwaukee 414
 Waukesha 262

WYOMING (WY)

All Locations 307

CANADA
ALBERTA
 Calgary 403/587
 Edmonton 780/587
BRITISH COLUMBIA
 Victoria 236/250/778
 Vancouver 236/604/778
MANITOBA
 All Locations 204/431
NEW BRUNSWICK
 All Locations 506
NEWFOUNDLAND
 All Locations 709
NORTHWEST TERRITORY
 All Locations 867
NOVA SCOTIA
 All Locations 782/902
NUNAVUT
 All Locations 867
ONTARIO
 Hamilton 289/365/905
 Kitchener 519/226
 London 519/226
 Ottawa 343/613
 Sault Sainte Marie 249/705
 Thunder Bay 807
 Toronto 416/437/647
PRINCE EDWARD ISLAND
 All Locations 902
QUEBEC
 Laval 450/579
 Montreal 438/514
 Quebec 418/581
 Sherbrooke 819/873
SASKATCHEWAN
 All Locations 306/639
YUKON
 All Locations 867
ADDITIONAL
ANGUILLA
 All Locations 264
ANTIGUA & BARBUDA
 All Locations 268
BAHAMAS
 All Locations 242
BARBADOS
 All Locations 246
BERMUDA
 All Locations 441
BRITISH VIRGIN ISLANDS
 All Locations 284
CAYMAN ISLANDS

All Locations 345
COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
 All Locations 670
DOMINICA
 All Locations 767
DOMINICAN REPUBLIC
 All Locations 809/829/849
GRENADA
 All Locations 473
GUAM
 All Locations 671
JAMAICA
 All Locations 876
MONTSERRAT
 All Locations 664
PUERTO RICO
 All Locations 939/787
ST. VINCENT AND THE GRENADINES
 All Locations 784
ST. LUCIA
 All Locations 758
ST. KITTS AND NEVIS
 All Locations 869
TRINIDAD AND TOBAGO
 All Locations 868
TURKS AND CAICOS ISLANDS
 All Locations 649
U.S. VIRGIN ISLANDS
 All Locations 340
 Revised 6/2013

Custom Calling

Eligible Telecommunications Carriers (ETCs)

Eligible Telecommunications Carriers (ETCs) are required by FCC rules to advertise the availability of services supported by federal universal service support mechanisms and the associated charges for these services. Supported services are identified in FCC rules as the following:

1. Voice grade access to the public switched network;
2. Local usage;
3. Access to emergency services;
4. Toll limitation for qualifying low-income consumers.

Call Forwarding

Call Forwarding lets you transfer your incoming calls automatically to any other telephone you can dial within the continental U.S.A. without the assistance of an operator. It is great for the businessman who wants to catch after-hours calls at home, or for anyone who doesn't want to miss an important call while away from home.

To Forward Calls:

Dial *72. Listen for a second dial tone, then dial the number to which you want your calls forwarded. Two short tones will indicate the number has registered. If you wish to forward your calls to a different number, simply cancel Call Forwarding (see below) and repeat the above instructions.

To Cancel Call Forwarding:

Dial *73. Listen for two short tones plus dial tone. Call Forwarding is cancelled.

Some Things To Remember:

Call Forwarding continues until you cancel it from your telephone. You can still make outgoing calls from your telephone while Call Forwarding is established. A short ring will be heard whenever your number is called to remind you your telephone calls are forwarded. You cannot answer these calls. If other persons use your telephone, let them know when incoming calls are being forwarded—especially if they are expecting an important call.

Don't forget to tell the person who will receive your calls that you are using Call Forwarding—especially if you will not be where your calls will be forwarded. You pay applicable charges, if any, for calls forwarded from your telephone.

Call Return

Automatically redials the last incoming local call by dialing *69, whether the incoming calls were answered or not. If the redialed number is busy, you will be notified by a special ring when the number is available and the call will be placed once you pick up the receiver.

Call Forwarding, No Answer & Busy Line

This service enables an incoming call to be redirected automatically to a predetermined alternate telephone number if the called number is not answered within a specified number of rings or if the number is busy.

To Use No Answer Call Forwarding:

Dial *92 from a Touch Tone phone (or 1192 from a rotary dial phone), wait for the confirmation tone, then dial the phone number to which you want your calls forwarded. After receiving a second confirmation tone (or after dialing # on a Touch Tone phone), you may hang up.

To Use Busy Line Call Forwarding:

Dial *90 (or 1190 from a rotary dial phone), wait for the confirmation tone, then dial the phone number to which you want your calls forwarded. After receiving a second confirmation tone (or after dialing # on a Touch Tone phone), you may hang up.

To Cancel Forwarding:

To Cancel No Answer Call Forwarding, dial *91 (1193 from a rotary dial phone). To cancel Busy Line Call Forwarding, dial *53 (1191 from a rotary dial phone).

Three-Way Calling

This service lets you add a third person to your conversation.

To Add A Third Person To Your Conversation:

Press the switchhook once, firmly (1/2 second), and release immediately. This puts the original call on "hold." Listen for three short tones, then a dial tone.

Dial the telephone number of the third person to be added. After the third person answers, you may talk with that person before returning to the original call. To return the original caller to the line and complete the three-way conversation, press the switchhook once, firmly (1/2 second), and release immediately.

NOTE: If the line is busy or doesn't answer, cancel the three-way call by pressing the switchhook once. Continue the original conversation or try again.

To Remove Either Person From The Conversation: The original called party just hangs up to disconnect. The third person is removed by your pressing the switchhook once and releasing it immediately, or by the third person simply hanging up. All three connections are automatically disconnected when you hang up.

To Add A Different Person:

Perform a "remove" step. Then repeat the first four steps.

Speed Dialing

Speed Dialing lets you call up to eight frequently called or emergency numbers by dialing a one-digit number. You can dial both local and long distance calls with Speed Dialing.

To Add Or Change A Speed Dialing Code Number:

- Listen for dial tone, then dial *74. (On a Touch- Tone phone equipped with a number sign (#) key, press 74 and then the # key.)
- Listen for a second dial tone, then dial the Speed Dialing code number to be changed or added (any number 2-9 on your phone dial).
- Next, dial the complete local or long distance number you want assigned to that code number.
- Two short tones indicate the new code and telephone number combination have been recorded.

To Place A Speed Call:

When you hear the dial tone, dial the Speed Dialing code (2 through 9) assigned to the number you're calling. (If your telephone is Touch-Tone and equipped with number sign (#) key, press the code number and then the # key.)

Call Waiting

Call Waiting lets you know if someone is trying to call you while you're already on the phone. It will cut down on those calls missed due to a busy phone line.

How It Works:

When you are using your telephone, when someone else calls, you will hear a brief tone signal. The person with whom you are talking will hear a slight click. Several seconds later you will hear a reminder tone. The incoming caller only hears the usual ringing signal. If you do not answer the second call within a few rings, that caller will then hear a busy signal, indicating that you are already talking on another call.

To Answer The Second Call:

If you wish to end the first call, hang up. Your phone will ring and the second (incoming) caller will be on the line. If you want to hold the first call while answering the second call, ask the first caller to wait while you answer another call, then press the switchhook once, firmly (1/2 second), and release it immediately. You will be connected with the other person on your line.

Returning To The First Call:

To return to the first call, simply press the switchhook once, firmly (1/2 second), and release it immediately. With this method, you can switch between the two calls as frequently as you wish.

How To End Either Conversation:

After you have finished talking with either caller, hang up. Your phone will ring, and when you answer, you will be connected with the person remaining on the line.

Cancel Call Waiting

This enables a customer subscribing to Call Waiting to cancel the Call Waiting signal at will on a per-call basis, immediately before a call is placed.

Cancel Call Waiting

Dial *70 from a tone phone (1170 on a rotary dial phone). Call Waiting will be deactivated for one call only.

Custom Calling services are available to all North Texas Telephone Company customers, with either a push-button or rotary-dial phone, at an additional monthly charge. For further information call our business office as listed on page 1 of this directory.

Enhanced Custom Calling

Call Block (Selective Call Rejection)

Permits the customer to block an incoming call or calls from a maximum of six (6) specified telephone numbers and functions as a screening service for the customer.

To Block a Call:

Dial *60 from a Touch Tone phone (dial 1160 from rotary dial) to receive a recording that will provide you with the instructions to set up Call Blocking.

To cancel Call Block, dial *80

Priority Call (Distinctive Ring Call Waiting)

Permits the customer to preselect a maximum of six (6) local telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting tone for priority calls.

To Use Priority Call:

Dial *61 from a Touch Tone phone (dial 1161 from rotary dial) to receive a recording that will provide you with the instructions to set up Priority Call.

To Cancel Priority Call, dial *81

Repeat Dialing

Permits the customer to redial automatically the last local outgoing telephone number dialed. If the redialed number is busy, the customer may dial an activation code and the called number will be monitored for a specified number of minutes in an attempt to establish the call.

To Use Repeat Dialing:

Dial *66 from a Touch Tone phone (dial 1166 from rotary dial) to activate. Dial *86 from a Touch Tone phone (dial 1186 from rotary dial) to deactivate

Selective Call Forwarding

Permits the customer to forward incoming calls from a maximum of six (6) specified telephone numbers within the customer's local calling scope, extended area calling scope, or long distance telecommunications network (where facilities permit).

To Use Selective Call Forwarding:

Dial *63 from a Touch Tone phone (dial 1163 from rotary dial) to receive a recording that will provide you with the instructions to set up Selective Call Forwarding.

To Cancel Selective Call Forwarding, dial *85

Selective Call Acceptance

Permits the customer to accept only those incoming calls from a maximum of six (6) specified telephone numbers within the customer's local calling scope.

To Use Selective Call Acceptance:

Dial *64 from a Touch Tone phone (dial 1164 from a rotary phone) to receive a recording that will provide you with instructions to set up Selective Call Acceptance.

To Cancel Selective Call Acceptance, dial *84

Anonymous Call Rejection

Rejects incoming calls from callers who block their telephone numbers and show as anonymous callers.

CND with ACR

Shows you the incoming calling telephone number before you answer the telephone and rejects incoming calls from callers who block their telephone numbers and show as anonymous callers. Special customer premise equipment may be required.

Toll Denial

Blocks toll calls made by dialing 1+, 0+, or 0- before the number.

Toll Denial with Pin Override

Blocks toll calls except when a Personal Identification Number (PIN) is entered after placing the call.

900 Blocking

This service will prevent any calls placed to 1-900 or 1-976 numbers from being completed.

Per-Line Blocking

Prevents your telephone number from being shown if the called party has Caller ID. You may selectively unblock calls by dialing *82 before dialing.

Extended Call Forwarding (plus toll charges)

This service provides toll free dialing to customers located in exchanges equipped with call forwarding service. The customer in the distant exchange agrees to pay all long distance charges incurred with this service.

Calling Number Delivery (Caller ID)

Allows the customer to receive the calling party's telephone number on most local and on some extended area calls before the telephone is answered.

To Use Calling Number Delivery (Caller ID):

To use this feature you must have a device to display the Calling Number Delivery information. To block your telephone number from being sent when you make a call dial *67 from a Touch Tone phone (dial 1167 from a rotary phone). Your number will not be sent on that call only.

For all the above mentioned features, excluding Calling Number Delivery, the calling party's telephone number is not forwarded to the called customer or retained by the company, so there is no change in the outflow of information about the customer on a given call. For Calling Number Delivery, per-call blocking and per-line blocking are available to the customer free of charge in order to protect the privacy of a customer on an outgoing call. In addition, unblocking on a per-call basis (by dialing *82) is available at no charge for those customers who choose the per-line blocking option for Calling Number Delivery Service. Therefore, no privacy interests, as defined under PUC Substantive Rule 23.57, will be affected by these services.

Calling Number Delivery with Name

Shows you the incoming calling telephone number and name before you answer the telephone. Special customer premise equipment may be required.

Service & Billing

Access Line Charge: The Access Line Charge is for basic local exchange services and facilities only. The charge is for a minimum period of one month, payable in advance, and provides unlimited flat rate calling within the exchange area.

Access Recovery Charge The Access Recovery Charge (ARC) recovers a portion of the Telephone Company's Eligible Recovery as defined in the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking in CC Docket Nos. 96-45 and 01-92; GN Docket No. 09-51; WC Docket Nos. 03-109, 05-337, 05-337, and 10-90; and WT Docket No. 10-208. (76 FR 78384, 76 FR 76623). The Telephone Company will bill an ARC each month.

The minimum period for which an ARC is applicable to an end user is the same as that in the general and/or local exchange tariffs for the associated local exchange service line or truck.

Federal Subscriber Line Charge: Charge local telephone companies assess to recover a percentage of interstate costs associated with the local loop that are not recovered elsewhere. The Federal Subscriber Line Charge is applied to each single line residence, single line business, and multiline business exchange trunk.

Federal Universal Service Charge: Charge or mechanism used for funding the Federal Universal Service Fund. It is a charge assessed to all the contributing telecommunications companies to the universal service fund with interstate operations that helps bring affordable basic phone service to all Americans, including schools, libraries, rural health care providers, and low-income customers in rural, insular, and high cost areas.

Texas Universal Service Charge: Charge that allows affordable service to high cost rural customers, and provides funding for the hearing-disabled, and telecommunications services discounted for low-income customers.

Municipal Fee: Fee collected by the local telephone company to compensate the municipalities for the use of public rights-of-way. This fee applies to customers who are within the boundary of the municipality.

State 911 Service Fee: State mandated fee that supports the cost of providing 911 emergency service.

Establishing Or Transferring Phone Service

- To establish or to transfer new business or residential phone service, please call or visit your local service office.

We must receive a complete signed application before we can process your order to establish phone service. We will need to know your physical address, your correct 911 address, and how you want to be listed in the directory. To find out what your 9-1-1 address is, please call the Addressing Authority in the applicable county.

Installation Cost

Installation cost will vary with the needs of your service. There are many steps involved in installing your phone service, but not every customer needs each step. The amount of work needed to install phone service for you will depend on the type of facilities and service you want.

Credit History For New Customers

We also need to know about previous telephone service and other credit information. We will ask for identification and a number where you can be reached either at work or through a friend or relative until your service is established.

Every applicant for telephone service with North Texas Telephone Company (“NTTC”) must establish satisfactory credit. This may be done in several ways, and you will not be required to pay a deposit if:

1. You furnish id that includes current drivers license and social security in order to review a social check to see if applicant has previous balance with the Telephone Company.
2. You furnish a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by NTTC, or ownership of substantial equity that is easily liquidated.
3. You furnish in writing a satisfactory guarantee to secure payment of bills for your telephone service.
4. You are an applicant for residential service who is sixty-five (65) years of age or older and do not have an outstanding balance with any telephone company for residential service which accrued within the last two (2) years.

In the event, of a divorce, spouses that apply for telephone service within 12 months of their divorce will equally retain the credit worthiness established by the spouses during the last 12 months of shared service prior to their divorce.

The establishment of credit shall not relieve any customer of NTTC from complying with NTTC’s rules for prompt payment of bills.

*You are encouraged to obtain a letter of credit from your previous telephone company.

Deposit Policy

Deposit Requirements

Every residential applicant must establish satisfactory credit with North Texas Telephone Company (“NTTC”) to receive telephone service.

If you cannot provide satisfactory credit references, do not have a good payment record or cannot provide a guarantee satisfactory to NTTC, you may be required to make an initial deposit equivalent to one-sixth (1/6) of your estimated annual billings, except as provided for by the Prepaid Local Telephone Service program (PLTS). During the first twelve (12) months of service, NTTC may require an additional deposit. To require such deposit of residential customers, your actual usage must be three (3) times estimated usage (or three (3) times average usage of most recent three (3) bills), and your current usage must exceed \$150 and 150% of the security held.

The request by NTTC for such additional deposit shall be made to you in writing and will advise you that you have the option to elect to pay the current usage in lieu of the additional deposit. If the additional deposit or

current usage payment is not made within ten (10) days of request, and a written notice of termination has been issued, NTTTC may disconnect your service.

If you are a residential customer and actual billings are at least twice the amount of estimated billings after two (2) periods and a termination notice has been issued on a bill in the previous twelve (12) month period, an additional deposit may be required to be made within fifteen (15) days after issuance of written notice or termination and requested additional deposit

In lieu of payment of the additional deposit, you may elect to pay the current billing by the due date of the bill, provided you have not exercised this option in the previous twelve (12) months.

Interest On Deposits

North Texas Telephone Company will pay interest on all deposits not refunded within 30 days at an annual rate equal to that set by the Public Utility Commission of Texas on December 1 of the preceding year. The rate is effective January 1 of each year. The deposit will draw interest at an established rate from the time the deposit is made to the date the deposit is returned or credited to your account.

Payment of interest on the deposit shall be made annually if requested by the customer, or sooner if service is disconnected, or it can be credited to the customer's account.

Return Of Deposits

North Texas Telephone Company will issue a receipt of deposit to you for the deposit received and keep a record of the deposit. If service is not connected or if service is disconnected, the deposit will be automatically refunded plus accrued interest for the balance, if in excess of the unpaid bills for service furnished.

If a residential customer has paid for service for twelve (12) months consecutive billings, or a non-residential customer has paid for service for twenty-four (24) months consecutive billings, without having service disconnected for nonpayment of a bill and without having more than two (2) occasions in which a bill was delinquent, and is not delinquent in payment of current billing, North Texas Telephone Company will automatically refund the deposit plus accrued interest in the form of cash or credit to your monthly billing. If you have a guarantee for payment of your account, North Texas Telephone Company will void the guarantee.

Paying Your Bill By Draft

To simplify paying your phone bill, ask us about paying your bill through a monthly bank draft. Your bill will be paid automatically on the 10th of each month, and you will receive an itemized statement of that month's charges. Just call the appropriate number under "Business or Residential Service" on page 2.

You Will Be Billed For Changes In Your Service

Almost all changes, except termination of service, and disconnection of certain options, require a service charge. The amount you are charged depends on the type of change requested. Consult your service representative for different services.

Your Telephone Bill

How You Are Billed

Charges for local service and equipment are billed one month in advance. Long distance calls and repair charges are billed after they have been made.

How, When, & Where To Pay Your Bill

Your payment due date is at the top of your bill. Your payment is considered past due if not paid before that date.

You can mail your payment or pay your bill at your local service office. You can also call in your payments with any customer service representative by using a check over the phone or credit/debit card. A \$2.50 service fee will be added to a credit/ debit card transaction. You can save time if you bring your bill when paying in person. There is a charge for each returned check.

After hours payment facilities are available at our office in Byers.

Error On Your Bill

If you have a question on your bill, call your service representative. Explain the possible error to the representative, who will help you. If the error cannot be resolved, please pay the undisputed charges on time so you'll maintain a good payment record while the problem is being investigated.

Paying The Bill On Time, So Your Service Will Not Be Disconnected

If your payments are not received by the due dates, or you do not meet your mutually agreed upon payment arrangements, your telephone service may be disconnected.

How To Get Your Service Restored

Payment of all past due charges may be required before your service can be reconnected, and you will be charged a reconnect fee. You may be asked to pay a deposit as well.

Optional Services

Optional Services

Premise Wiring: Provides for a diagnosis for any inside wire problem and includes repairs to inside wiring.

Customer Premise Equipment (CPE) (1 instrument)

Customer Premise Equipment (CPE) (2 or more instruments): CPE provides for a diagnosis of any telephone instrument problem

Notes: All premise wiring services have a 30 day minimum subscription.

Voice Mail Plans

Voice Mail – Basic: Allows you to receive unlimited voice mail messages.

Voice Mail – Plus: Allows you to receive unlimited voice mail messages and a message alert on your phone.

Voice Mail – Premium: Allows you to receive unlimited voice mail messages, a message alert on your phone, and an email notification.

Internet Services

Broadband with Varying Speeds

Unlimited Dial-Up: *Limited access to internet*

Additional Email Address

Additional IP Address (Static IP)

Connect Assist: available to all North Texas Telephone Company "flashpoint" Broadband Internet customers. With Connect Assist, you will avoid trip charges to your location and you will be provided technical assistance. Connect Assist does not cover any customer hardware. For more information on Connect Assist, call our office to speak to a customer service representative.

Customer Information

Customer Telephone Access– RELAY TEXAS

This service relays calls between a person using a TTY or other assistive devices and any other telephone user within the state. The service also allows a person without a TTY to call a TTY user. Specially trained personnel are available 24 hours a day, 7 days a week, to relay the call. There is no extra charge for this service. Calls placed to destinations within the state of Texas will be billed at discounted rates. Long Distance calls placed through **Relay Texas** will be billed at the prevailing rates of the carrier selected by the Public Utility Commission to provide the service. To use **Relay Texas** or obtain more information, including rate information, call 711 or call toll free:

- If you have a TTY Dial 711 or 1+800+RELAY-TX (1+800+735-2989)
- If you do not have a TTY 1+800+RELAY-VV (1+800+735-2988)

Telephone Safety

The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious.

Use Of Phone Near Water

The phone should not be used while you are in the bathtub, shower or pool. Immersion of the phone or handset in water could cause electrical shock.

Use Of Phone During An Electrical Storm

You should avoid using a phone during a nearby electrical storm if at all possible; urgent calls should be brief. Despite the protective devices used to divert potentially dangerous voltage, there is a remote risk of a dangerous electrical shock from lightning when using the phone during an electrical storm.

Automatic Number Notification Notice

Per-line or per-call blocking does not prevent transmission of your telephone number when you call a company using an 800, 888, another toll-free prefix or 900 number. Therefore, your number may be available to that company's service representative before your call is answered.

Call Before You Dig

Before digging postholes, trenches, etc. call to make sure there are no buried telephone cables nearby. If there are, we will come locate them for you so you can avoid cutting them.

Call 811 or Statewide 1-800-545-6005 One-Call Board of Texas

Specialized Telecommunications Assistance Program

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or service needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at 512-407-3250 (Voice) or 512-407-3251 (TTY) or <http://dars.state.tx.us/dhhs/stap.shtml>. This program is open to all individuals who are residents of Texas and have a disability.

Lifeline Programs

The Federal Communications Commission (FCC) and the Public Utility Commission of Texas have established a program to make telephone service more affordable to eligible customers. Lifeline Service is a program designed to make telephone service available at reduced rates to eligible residential customers. Information about customers who qualify for Lifeline Service may be shared between state agencies and the Company.

Who Qualifies?

You are eligible for Lifeline Service if your annual household income is at or below 150% of the federal poverty guidelines or if you participate in at least one of the following programs:

- Medicaid • Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI) • Federal Public Housing Association (FPHA)
- Low Income Heat and Energy Assistance Program (LIHEAP)
- Children's Health Insurance Program (CHIP)

How to Apply for Lifeline Service? *Medicaid, SNAP, SSI, FPHA, and LIHEAP recipients:*

- If you currently have telephone service, you will automatically be enrolled by the Low-Income Discount Administrator (LIDA) to receive the Lifeline Service reductions and the Company has been notified of your eligibility by the LIDA. If you wish, you can notify the LIDA to deny the reduction.

Low-Income Standard:

- If you currently have telephone service and you were not automatically enrolled by the LIDA, call 1-866-454-8387 to request a blank self-certification form. Once you receive the form, complete then sign and mail it back to the LIDA. Your Lifeline discount will begin after the LIDA notifies the Company.

If you move or need to set up telephone service in the future, you may also receive a 50% reduction or \$30.00 credit, whichever is less, in installation charges.

Please call our business office at (940) 529-6123 if you have any questions regarding Lifeline Service and Link Up Program.

SERVICIO LIFELINE Y PROGRAMA LINK UP

La Federal Communications Communication [(Comunicación de Comunicaciones Federales) (FCC)] y Public Utility Commission of Texas (Comisión de Servicios Públicos de Texas) ha establecido dos programas para hacer el servicio telefónico más accesible económicamente para clientes elegibles. Lifeline Service es un programa diseñado para hacer el servicio telefónico disponible a tarifas reducidas para clientes elegibles. Link Up es un programa diseñado para ofrecer a los clientes elegibles una reducción en los cargos de instalación para servicio telefónico igual a la mitad (1/2) de los cargos de servicio de conexión o \$30.00, lo que sea menos.

Información acerca de clientes que califican para Lifeline Service o Link Up Program deberán ser compartidas entre las agencias del estado y la Compañía.

Quien Califica?

Usted es elegible para Lifeline Service y Link Up Program si la percepción de salario anual de los que viven en su residencia alcanza o esta mas abajo del 150% del parámetro federal de pobreza o si usted a participado al menos en uno de los siguientes programas:

- Medicaid • Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI) • Federal Public Housing Association (FPHA)
- Low Income Heat and Energy Assistance Program (LIHEAP)

Cómo Solicitar Lifeline Service y Link Up Program?

Beneficiarios de Medicaid, SNAP, SSI, FPHA, y LIHEAP:

- Si usted actualmente tiene servicio telefónico, recibirá una carta por parte de la Compañía notificándole acerca de su elegibilidad para automáticamente recibir las reducciones de Lifeline Service. Si usted desea, usted puede dar aviso de no-aceptación a la Compañía acerca de la reducción.

Estándar de Bajo Ingreso:

- Si usted actualmente cuenta con servicio telefónico, llámenos al teléfono 1-866-454-8389 para solicitar una forma de auto certificación para completar. Una vez que usted reciba la forma, complétela, fírmela y envíela de regreso por correo a la Compañía. En cuanto su forma firmada sea recibida, su descuento de Lifeline mensual iniciará.

Si usted cambia de domicilio o necesita establecer un servicio telefónico en el futuro, también puede recibir 50% de reducción o \$30.00 de crédito, lo que sea menor, en cargos de instalación.

Favor de llamar a nuestras oficinas comerciales al (940) 529-6123 si tiene alguna pregunta relacionada con Lifeline Service y Link Up Program.

Before Reporting Trouble

Before reporting trouble, take a moment to make sure all your telephones are hung up properly and that all cords are plugged in fully. This could save you an unnecessary service charge.

Also check to see that no hold, mute or night- answer buttons are depressed, that no ringer switches are turned off, and that any tone/pulse dialing switches are properly set for your type of service.

Teach Your Children

- how to reach help in an emergency.
- their home phone & parents' work numbers.
- never to tell a strange caller they are home alone; just say, "My parents can't come to the phone right now."
- never to allow a stranger into the house to place a phone call.

Prepaid Local Telephone Service

North Texas Telephone Company is pleased to notify you of Prepaid Local Telephone Service (PLTS), a program that helps customers manage outstanding telephone balances and retain basic local telephone service. The Public Utility Commission of Texas has directed that we provide this service.

PLTS gives eligible customers a one-time opportunity to retain their local service if they are at risk of disconnection of their local service for nonpayment of telephone bills. It also allows residential customers who have been disconnected because of delinquent or unpaid bills to be reconnected. Even without entering PLTS, residential customers have the right to receive basic local telephone service as long as no charges are owed for basic local telephone service, PLTS is not available to business customers.

Your Responsibility

To receive this service, you must agree to receive Toll Blocking/Restriction Service, which will prevent you from making long distance telephone calls or usage-sensitive calls, which include directory assistance, call return, call trace, and auto redial. In subscribing to PLTS, you agree not to incur additional charges for long distance or usage-sensitive services. In addition, you agree not to request additional services from your local telephone carrier other than those included in their PLTS subscription. If you violate the terms of this agreement you can be disconnected immediately and will not be eligible to receive PLTS again from North Texas Telephone Company.

To subscribe to PLTS, you must also pay up to two months of charges up front. You must arrange a deferred payment plan with North Texas Telephone Company for your outstanding local telephone charges. Payments for these charges will begin with the third billing cycle after you subscribe to PLTS. The monthly payments on this plan may not exceed \$10.00 per month or one-twelfth of the outstanding local debt, whichever is larger. You must pay your PLTS bill by the date due.

To Subscribe

Please contact your local North Texas Telephone Company business office during normal business hours and request PLTS.

If your telephone has been disconnected and you apply for PLTS within 10 days of North Texas Telephone Company's mailing of your PLTS eligibility notice, you will not be required to pay the reconnection charge for restoring service at that time. You will be required to pay that charge when you return to basic local telephone service.

PLTS Rates

A subscription to PLTS provides the following services at the regular monthly rate. If you are eligible for Lifeline rates, your rates may be lower.

PLTS Services

- Residential Basic Local Telephone Service
- White Pages Directory Listing
- Toll Blocking/Restriction
- Non-Published Number Service (if requested)
- Access to 9-1-1, dual party relay services and North Texas Telephone Company business office.

In addition to the charges for services listed above, customers will be responsible for paying surcharges or fees required by law or ordinance, including, but not limited to: 9-1-1 charges, subscriber line charges, sales tax, Universal Service Fund charges and municipal fees. Customers are also expected to pay for Extended Area Service (EAS), Extended Local Calling (ELC), or Extended Metropolitan Service (EMS) if those services are requested and required in their area.

If you have any questions about PLTS, please contact your local North Texas Telephone Company business office.

Consumer Rights

Texas “Do Not Call” Lists

You will have the opportunity to add your name, address and residential telephone number to the Texas “No-Call Lists”. By placing your name, address and telephone number on these lists, you identify yourself as a consumer who does not wish to receive telemarketing calls from telemarketers in Texas. The Texas “No-Call Lists” will be maintained by the Public Utility Commission of Texas (PUC).

Consumers may register for the Texas No-Call Lists in 3 ways:

1. Online at <http://www.texasnocall.com> for instant registration. Utilize this easy, automated method to speed your registration. The site is available 24 hours a day, 7 days a week, 365 days a year.
2. Call toll-free 1-866-TXNOCAL(L) (1-866-896-6225) to obtain an application or to register.
3. Send a written request for an application to:

TEXAS NO CALL

P.O. Box 313

E. Walpole, MA 02032

Telephone Solicitation

Texas law provides certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must:

- identify himself or herself by name;
- identify the business on whose behalf he or she is calling;
- identify the purpose of the call; and
- identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9 a.m. or after 9 p.m. on a weekday or Saturday, or before noon or after 9 p.m. on Sunday.

If a telephone solicitor uses an automatic dialing/ announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions

The requirements above do not apply to telephone solicitations made at your request, or solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship. If you use a credit card to purchase a good or service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code, §501(c) (3)), the seller must:

- offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (The seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or services.); or
- provide you with a written contract fully describing the goods or services being offered; the total price charged; the name, address, and business phone of the seller; and any terms and conditions affecting the sale.

Complaints:

The Texas Attorney General investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code, Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact:

Consumer Protections Division
Office of the Attorney General of Texas
P.O. Box 12548
Austin, TX 78711 (512) 463-2070

Another law, found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact

Consumer Protection Division
Public Utility Commission of Texas
P.O. Box 13326
Austin TX 78711-3326
1-888-782-8477
(512) 936-7136 (teletypewriter for the deaf)
Relay Texas: 1-800-735-2989

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

CPNI TELEPHONE DIRECTORY NOTICE

The Federal Communications Commission (FCC) has implemented more stringent rules to protect your Customer Proprietary Network Information (CPNI). CPNI information is not published name, phone number or address information, but call detail information such as the services you subscribe to and the dates, times, duration, and numbers billed to your phone number. As part of an ongoing effort to protect the privacy of your account information and to comply with the FCC privacy regulations, North Texas Telephone Company is

being required to obtain a password from you for those instances when someone calls our office wanting this type of information on your account. The password requirement does not apply when you have your bill and call our business office and have specific questions about the details you already have on your account. This requirement is to protect unauthorized persons from calling our office and obtaining your CPNI. If you choose not to provide us a password and call us wanting CPNI, we are not allowed to provide it to you without the password, but we are allowed to mail you a copy of your bill to your address of record; call you with the information at the telephone number of record; or you may come to our office with a valid photo ID to receive a copy. Please note that ONLY person(s) authorized by you and reflected on your records may acquire your call detail information and make changes to your account and, only if they have your password.

As part of our security system, the Company is required to obtain information to better protect your CPNI privacy, should you forget your password.

- 1) Password
- 2) Answers for two (2) Hint Questions
- 3) Email Address (if available)
- 4) A list of Authorized User(s), up to as many as five (5) different users may be provided, along with their contact number and their relationship to you.

By providing the requested information, it will enable us to protect the privacy of your account information in a more secure method.

The Company has elected to retain the right to use CPNI information for marketing purposes. If a customer desires their CPNI information not be used for marketing, they must notify the Company in writing once every two (2) years. Please contact the business office at (940) 529-6123 if you have any questions about your CPNI information.

Selecting a Telecommunications Carrier - Your Rights as a Customer

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as “slamming.”

If you are slammed, Texas law requires the telephone company that slammed you to do the following:

1. Pay all charges associated with returning you to your original telephone company within five business days of your request.
2. Provide all billing records to your original telephone company within ten business days of your request.
3. Pay your original telephone company the amount you would have paid if you had not been slammed.
4. Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam.

Your original telephone company is required to provide you with all the benefits, such as frequent flyer miles, you would have normally received for your telephone use during the period in which you were slammed. If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. You should also report the slam by writing or calling the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll-free) 1 (888) 782-8477, fax: (512) 936-7003, email address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to “lift” the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer.

Your Right To Information Concerning Rates And Services

North Texas Telephone Company is involved in the provision of telecommunication services. North Texas Telephone Company provides these services without regard to a customer’s race, nationality, color, religion, sex, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographic location.

You may notice a charge on your telephone bill for the “Texas Universal Service Fund” charge (TX USF Charge). This charge pays for the Texas Universal Service Fund (TUSF). The Texas USF has been established by the State of Texas to help pay for keeping local phone rates affordable for low income customers and to support programs for the deaf and hard of hearing. The Texas USF encompasses several assistance programs, including one which allows deaf and hard of hearing to purchase necessary telecommunications equipment.” Traditionally, an annual charge supported some of these programs. Now all of them will be financed by a monthly charge on your bill.

If you have any questions about this charge or how it is calculated, please call your telephone company.

Charges On Your Telephone Bill– Your Rights As A Customer

Placing charges on your phone bill for products or services without your consent is known as “cramming” and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies’ charges may appear on your telephone bill.

If you believe you were “crammed,” you should contact the telephone company that bills you for your telephone service, North Texas Telephone Company, at (940) 529-1623 and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 calendar days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- remove any unauthorized charge from your bill;
- refund or credit all money to you that you have paid for an unauthorized charge; and
- on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

If the company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, PO Box 13326, Austin, Texas 78711-3326, (512) 936- 7120 or toll-free in Texas at (888) 782-8477.

Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges.

You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights.

Your Right To Inspect or Obtain A Copy of Applicable Tariffs and Service Rules

The services provided by the Company are public utility services, subject to the rules, regulations and charges set forth in its tariffs, which shall at all times control the provision of such communication services. In the event of a conflict between such tariffs and the information contained in this notice, the tariffs shall prevail. The tariffs are subject to change and are available for inspection at the Company's business office during office hours. The Company shall provide copies of any such portion of the tariffs at a reasonable cost to reproduce such tariff for a requesting party.

Upon application for residential service, you will be informed of the lowest-priced service alternatives available. We will explain the alternatives available at your location giving full consideration to equipment options and installation charges, for the telecommunications services requested and available in your service area.

Time Allowed To Pay Outstanding Bills

The customer is responsible for payment of all charges for exchange service and equipment furnished the customer and toll messages (including special service billing charges) originating at the customer's station, and for all toll messages received at the customer's station on which charges have been reversed with consent of the person called.

All charges for local services and facilities are billed monthly in advance. Toll message service charges (including charges for special billing services) are due when billed. Itemized toll statements are included in each bill. When warranted, in the judgment of the Manager, special bills for Long Distance charges may be rendered and are due and payable on demand. However, the customer may continue to receive local service as long as full payment for local service are paid under the terms and conditions as described in the company tariff.

All bills for local, toll and miscellaneous services are due and payable at the office of the Company on or before the due date which is sixteen (16) days after issuance. A bill for telephone service is delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or an issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next work day after the due date.

How To Resolve Billing Disputes and How Disputes Affect Termination of Service

The Company may decline to serve an applicant until such applicant has complied with the approved rules and regulations of the Company on file with the Commission governing the service applied for, or for the following reasons:

1. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.
2. If the applicant is indebted to any telephone company for the same kind of service as that applied for; provided however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the deposit requirement as provided in the Company's tariff.
3. For refusal to make a deposit if applicant is required to make a deposit as provided in the Company's tariff.

Failure to receive a bill and disconnect notice does not relieve the Customer of the responsibility for payment in accordance with the provisions set forth in the Company's Tariff.

If billing for telephone services are found to differ for the Company's lawful rates for the services being purchased by the customer, a billing adjustment shall be calculated by the Company. If the customer is due a refund, an adjustment shall be made for the entire period of overcharges. If an overcharge is not adjusted by the utility within three billing cycles of the bill in error, interest shall be applied to the amount of the overcharge at the rate set by the Commission annually for a calendar year.

If the customer was undercharged, the Company may back bill the customer for a period not to exceed six (6) months from the date the Company initially notifies the customer of the amount of undercharge and the total

additional amount that will be due. Said amount shall be added to the next regular billing. If the underbilling is \$25.00 or more, the Company shall offer to such customer a deferred payment plan option, for the same length of time as that of the underbilling.

If the customer questions any long distance charges, the particular calls in question may be deducted from the bill, upon notification to the Company, until the charges have been verified or adjusted. The balance of the bill is due and payable by the due date.

How To Resolve Billing Disputes Regarding 900 Calls*

Disputes or inquiries regarding 900-type pay-per-call services billed to a customer's account should be directed to the Company's business office by calling the appropriate toll-free number listed in the front of this directory. A customer's account should not be billed for pay-per-call services not offered in compliance with federal laws and regulations.

Customers have 60 days from the bill date to dispute a billing error. Oral communication of an allegation of a billing error via the toll-free number on the 900 bill page will be considered sufficient notification of a billing error.

A customer has the right to withhold payment of the disputed charges during the billing error review, and no collection activity for disputed charges will occur while the charges are under investigation. After investigation, if it is determined that the disputed charges are legitimate, the 900-service provider may proceed with outside collections against the account. Local and long distance service cannot be disconnected for non-payment of 900 charges. Failure to pay legitimate 900 charges may result in involuntary blocking of access to 900 services. Voluntary blocking of access to 900 services is available by contacting the Company's business office.

* The preceding consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act.

Steps that Must be Taken Before the Company May Terminate Service

In the event of failure by the customer or those otherwise responsible to pay any regular bill or any part thereof, the Company may discontinue service if the bill has not been paid or a deferred payment agreement entered into within twenty-six (26) days from the date of issuance if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten (10) days prior to a stated date of disconnection. If mailed, the cutoff day may not fall on a holiday or weekend but shall fall on the next work day after the tenth day.

If disconnection of service will prevent the summoning of emergency medical help for a seriously ill resident your physician may provide written documentation to the company to extend the time to pay the bill.

Grounds For Termination Of Service by the Company

The Company may disconnect telephone service after giving ten (10) days written notice to the customer for:

1. Failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement;
2. Failure to establish and maintain credit within ten (10) days after the Company has served or mailed notice requiring the customer to do so;
3. Failure of the customer to reimburse, or make good to the Company, a check or moneys not honored by the bank on which issued;
4. Violation of the Company's rules as pertaining to the use of service in a manner which interferes with the service of others, or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;
5. Failure to comply with deposit or guarantee arrangements where required;
6. Failure of a residential customer to pay long distance charges incurred after toll blocking was imposed.

7. Failure to pay the account of another customer as guarantor thereof if the customer has signed a guarantee as a precedent to service.

Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

The Company may suspend or terminate telephone service to any person, firm, or corporation who obtains, attempts to obtain, or assists another to obtain local or long distance message telecommunications service by rearranging, tampering with, or making connection with any facilities of the Company by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.

The Company may disconnect, without advance notice, the telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone of any designated customer at or about the same time, resulting in preventing, obstructing or delaying phone service of others.

The Company may suspend or terminate telephone service to any person, firm, or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene or profane language, or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent, or uses or permits his/her telephone to be used to make nuisance calls.

Services and facilities will not be furnished, or if being furnished by the Company, will be discontinued to any person, firm or corporation, if any law enforcement agency, acting within its jurisdiction, advises that such service is being, or will be, used in violation of the law.

Steps Necessary to Have Service Reconnected After Involuntary Termination

Service will not be restored unless or until all amounts due on the due date are paid in full, including restoration of service charges, or a deferred payment plan entered into. The Company may request the customer to submit cash, money order or cashier's check in payment of bill and reconnection charges and not accept a personal check or moneys not guaranteed when the history of a customer account warrants such action.

No allowance will be made for loss of service during the period service is disconnected for non-payment, if payment is made and service reconnected before the completion of an order to terminate the service.

Deferred Payment Plan Offered By The Company

The Company shall offer, upon request, a deferred payment plan to any residential customer who has demonstrated a good faith ability to pay a reasonable portion but not all of his/her bill, if that customer has not previously been delinquent at any time during the preceding twelve (12) months and shall not refuse a customer participation in such a program on the basis of race, color, national origin, religion, sex, marital status, income level or source of income, and shall not unreasonably refuse a customer participation in such a program on the basis of geographic location.

If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect pursuant to disconnection rules and shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

Your Right to Register a Complaint with the Public Utility Commission of Texas

A customer or applicant has a right to file a formal or informal complaint or pursue any matter with the Public Utility Commission of Texas at this address:

Public Utility Commission of Texas

Customer Protection Division
P.O. Box 13326
Austin, TX 78711-3326
(512) 936-7120
or in Texas (toll-free) 1-888-782-8477
Fax (512) 936-7003
E-Mail Address customer@puc.state.tx.us
Internet Address www.puc.state.tx.us
TTY (512) 936-7136
Relay Texas TTY (toll free) 1-800-735-2988

Customer-Provided Equipment

Under the Federal Communications Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network. The equipment must be approved by the FCC, and you are responsible for its proper connection, maintenance and repair. FCC rules also require that you notify the Company before connecting your equipment. Your equipment may not be connected to party lines. Make sure that your equipment is not the cause of any problem you have with your telephone service before you call our repair service. If your equipment is found to be at fault, a service fee may be assessed.

Access to Customer's Premises

The Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment and facilities or for making collections from coin telephones or upon termination of the service, for the purpose of removing such equipment and facilities.

Terms and Conditions

Consumer Rights and Information:

You have been provided with a telephone directory that includes your customer rights information and other important telephone information. Every six months you will receive a bill insert directing you to that information.

Descriptions of Services and Charges:

Description of the services to which you have subscribed are included in your directory. You have also been provided with a list of the monthly charges for each service to which you are subscribed, and have been informed of the lowest-priced alternative plans available. The installation fees are one-time non-recurring charges that are not refundable. Any construction charges applicable to your service have been explained to you. Almost all changes, except termination of service and disconnection of certain options, require a service charge. The amount you are charged depends on the type of change requested. To simplify paying your phone bill, ask us about paying your bill through a monthly bank draft. Your bill will be paid automatically on the 10th of each month, and you will receive an itemized statement of that month's charges. Please consult one of our service representatives for different services.

Other Charges:

Your first bill may also include a prorated amount for the first month of service plus a full month's service billing. Surcharges and taxes on your bill are also assessed each month as a percent of revenue and remitted to the appropriate agency or authority. Directory Assistance charges of \$1.25 per call will be applied. The Company will charge a fee equal to the maximum allowed by law for each returned check. If service is disconnected for non-payment, a minimum service restoration charge of \$35 will apply to have service restored. Service maintenance charges for repairs by Company personnel will be assessed when deemed necessary.

Cancellation Policy:

If service is cancelled after the service is installed, you will be responsible for the non-recurring installation charges, which will not be refunded.

Contracts and Rights of Cancellation:

The minimum contract service term is one (1) month. Also, if the term of a residential contract exceeds 31 days, you have six (6) business days from the time the terms and conditions information is sent to you to cancel the contract without penalty or fee.

Contacting the Company:

Our business office hours are 8 a.m. to 5 p.m. Monday through Friday. Our toll-free telephone number for customer inquiries is 1-866-651-2548. You may apply for telephone service, buy a phone, pay your telephone bill, and obtain other telephone related services at our business office. A night depository is available at the below address for your convenience after office hours.

North Texas Telephone Company
519 Main St. (*physical address*)
P.O. Box 308 (*mailing address*)
Byers, TX 76357
940-529-6123 (*main number*)

Anti-Discrimination Policy: Company services are provided without discrimination as to a customer's race, color, sex, nationality, religion, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographic location.

Texas Law Provides For:

- 1 year in jail, a \$1,000 fine, or both for obtaining telecommunication services through the use of false, unauthorized or fictitious telephone or credit card numbers, or through the use of a code or prearranged scheme or any other trick or false representation.
- a \$425 to \$500 fine against anyone convicted of refusing to give up a party line in an emergency.
- 2 to 5 years in the penitentiary or a \$100 to \$2,000 fine against anyone who intentionally breaks, cuts, pulls, tears down or injures any telephone, telegraph, or electric transmission wire, post machinery or other attachments to such line, or obstructs or interferes with the transmission of messages or electricity along such line.

Derechos Del Consumidor

Su Derecho a Información de los Precios y Servicios

North Texas Telephone Company está involucrado en proveer servicios de telecomunicación. North Texas Telephone Company provee estos servicios sin consideración a la raza, nacionalidad, color, religion, sexo, estado marital, nivel de ingreso, fuente de ingreso, o irrazonable discriminación basada en la localización geográfica. La Compañía alienta a los clientes con discapacidades físicas así mismo como a las personas que les cuidan para que se identifiquen con la Compañía.

Su Derecho a Inspeccionar u Obtener una Copia de las Tarifas Aplicables y Reglas de Servicio

Los servicios provistos por la Compañía son servicios de utilidades públicas sujetos a las reglas y precios expuestos en sus tarifas, las cuales siempre controlarán las provisiones de los servicios de comunicaciones. En el evento de un conflicto entre las tarifas y la información contenida en este aviso, las tarifas prevalecerán. Las tarifas están sujetas a cambio y están disponibles para inspección en la oficina de negocios durante las horas de oficina. La Compañía tendrá copias de cualquier parte de las tarifas al precio que cueste copiar la tarifa para quien lo pida.

Al solicitar servicio residencial, puede pedir que le informen de los servicios alternativos obtenibles de menos precio. Le explicaremos los servicios alternativos obtenibles en su localidad, con respeto a aparatos alternativos y, si es que lo hay, el precio de instalación.

Tiempo Concedido Para Pagar Deudas Sobresalientes

El cliente tiene la responsabilidad de pagar todas las cuentas del central de teléfonos, del equipo surtido y mensajes de tarifa (incluso cuentas de servicio especial) originando en la estación del cliente, y de todos los mensajes de tarifa recibidos en la estación del cliente cuales cuentas hayan sido por cobrar con el permiso de la persona llamada.

Todas las cuentas de servicio local y de uso de las facilidades se pagarán mensualmente y por adelantado. Cuentas de mensajes de tarifa (incluso cuentas de servicio especial) se pagarán al recibir la cuenta. Una lista de los mensajes de tarifa sera incluida en cada cuenta. Cuando debido, según el juicio del gerente, cuentas especiales de cobros de larga distancia pueden ser rendidas y debidas a solicitud. Sin embargo, el cliente puede continuar con el servicio telefónico local siempre y cuando el pago total por el servicio local se realice a tiempo.

Todas las cuentas de servicio local, de tarifa y servicios misceláneos son debidas y pagables en la oficina de la Compañía, el día o antes del día debido, el cual es dieciseis (16) dias después del día de emisión. Una cuenta de servicio telefónico es delincente si no se paga el día debido. La marca postal, si la hay, en el sobre de la cuenta o el día de emisión que está en la cuenta, si no hay marca postal en el sobre, comprueba el día de emisión. Si el día debido es un día de fiesta o fin de semana, el día debido de pago será el próximo día de trabajo después del día debido.

Cómo Resolver Disputas de Cuentas y La Manera en que estas Disputas Afectarán el Término de Servicio

En el caso de un conflicto entre usted y la Compañía con relación a cualquier factura del servicio telefónico, la Compañía investigará el caso particular, y reportará los resultados a usted.

Al recibir una queja North Texas Telephone Company investigará y le aconsejará sobre los resultados dentro de 21 días y usted puede recibir los resultados por escrito. Si usted no puede resolver a su satisfacción un conflicto entre usted y la Compañía, usted puede exigir y serle dada una oportunidad para una revisión realizada por un supervisor. El supervisor conducirá la revisión y le informará de los resultados dentro de 10 días y puede recibir los resultados por escrito. Podría ser que algún conflicto no sea resuelto después de la revisión realizada por el supervisor, la Compañía le informará de su derecho de presentar una queja a Public Utility Commission of Texas (Comisión de Servicios Públicos de Texas.)

Cómo Resolver Disputas de Llamadas al Servicio 900*

Para resolver sus llamadas del servicio 900 la cuenta del cliente debe ser dirigida a la Compañía al número indicado. La cuenta de nuestro cliente no debe traer llamadas por cobrar que no estén de acuerdo con la ley federal. Clientes tienen sesenta (60) días de la fecha en el recibo para discutir un error. Comunicación oral de una alegación en error de su recibo es suficiente notificación.

El cliente tiene el derecho de detener su pago de llamadas de cargos discutidos durante un repaso, y cargos no ocurrirán mientras estén en investigación. Después de investigación, si está determinado que las llamadas son correctas, el servicio 900 puede proceder a coleccionar contra su cuenta. Su servicio local y de larga distancia no puede ser terminado por cargos no pagados de llamadas al servicio 900. Fallar a pagar llamadas puede resultar en bloquear involuntariamente llamadas al servicio 900. Puede llamar a la oficina para bloquear sus llamadas al servicio 900.

* Los derechos del consumidor previos son provistos bajo el Acta Federal de Resoluciones de Disputas y Revelaciones Telefónicas.

Medidas Necesarias Antes de que la Compañía Pueda Terminar Servicio

Si el cliente, o la persona responsable de pagar la cuenta, no paga la cuenta a una porción de la cuenta, la Compañía puede discontinuar el servicio si no han pagado la cuenta dentro de veintiseis (26) días de la fecha de emisión y si el cliente ha recibido aviso propio. Un aviso propio es un aviso distinto de la cuenta, mandado por correo o llevado a mano, por lo menos diez (10) días antes del día que se ha declarado para desconexión. Si se es mandado por correo, el día de desconexión no puede ser día de fiesta o fin de semana, pero será el próximo día de trabajo después del décimo día. Si la desconexión del servicio privará de la posibilidad de realizar una llamada para solicitud de ayuda médica de emergencia para un residente seriamente enfermo, su doctor puede proporcionar documentación escrita a la Compañía para dar una prórroga para el pago de su cuenta.

Motivos Para Término de Servicio Por la Compañía

La Compañía puede desconectar servicio telefónico después de diez (10) días de la fecha de un aviso escrito por uno de estos motivos:

1. El no pagar una cuenta delincente para servicio de utilidades o el no conformarse a las condiciones de un acuerdo de pago aplazado;
2. El no establecer y mantener crédito, en acuerdo con la tarifa de la Compañía, dentro de diez (10) días después que la Compañía ha servido o mandado por correo un aviso que requiere al cliente hacerlo;
3. La falla por parte del cliente de reembolsar o hacer bueno a la Compañía dinero o cheque que el banco no honra;
4. Violación de las reglas de la Compañía pertenecientes al uso de servicio en una manera que interviene con el servicio de otro cliente o la operación de equipo que no es normal, si la Compañía ha hecho un esfuerzo razonable para avisar al cliente y el cliente tiene oportunidad de remediar la situación.
5. El no cumplir con depósitos o arreglos de garantía cuando se requieren;
6. El fallo de un cliente de servicio residencial en el pago de cargos de larga distancia incurridos después de que el bloqueo de llamadas con cargo fue impuesto.
7. El no pagar una cuenta de otro cliente si es que tal cliente ha firmado una garantía de pago para el otro cliente precedente al servicio;

La Compañía puede desconectar sin aviso el servicio telefónico básico local por cualquiera de las siguientes razones: 1. cuando el servicio es conectado sin autorización;

2. cuando el servicio es reconectado sin autorización;

3. cuando se da el caso de manipulación del equipo de La Compañía o evidencia de robo de servicio u otros actos de defraudación a la Compañía.

Al menos que exista una condición peligrosa, o al menos que el cliente pida la desconexión, el servicio no será desconectado el día o el día antes de cualquier día en que el personal de la Compañía no está disponible al público para servicio de colecciones o reconexiones.

La Compañía puede suspender o terminar el servicio telefónico de cualquier persona, compañía o corporación quien obtiene, trata de obtener o ayuda a otro a obtener servicio de telecomunicaciones de mensajes locales o de larga distancia, por medio de arreglos nuevos a la conexión, interferencia con la conexión, o conexiones nuevas con cualquier facilidad de la Compañía por medio de trampa, representación falsa, maquinación o aparato de crédito falso o por cualquier otro medio fraudulento o cualquier aparato, con el intento de no pagar todo o parte del total de la cuenta del precio regular de ese servicio.

La Compañía puede desconectar, sin aviso en adelante, el servicio telefónico usado por un cliente en conexión con algún plan de asegurar un gran volumen de llamadas telefónicas, dirigidas a ese cliente o el teléfono de otro cliente cerca del mismo tiempo, resultando en la prevención, obstrucción o delatamiento del servicio telefónico de otros.

La Compañía puede suspender o terminar el servicio telefónico de cualquier persona, compañía o corporación quien, usando facilidades surtidas por la Compañía, use o permita a otro usar idioma abusivo, grosero u obsceno

o quien imita a otro o permita a otro imitar a un individuo con intento fraudulento a malicioso, o quien use o permita a otro usar su teléfono para llamadas fastidiosas. Servicio y facilidades no serán surtidos o le serán discontinuados a cualquier persona, compañía o corporación, si una agencia de ley, dentro de su jurisdicción, avisa que están usando el servicio a que ese servicio está usado en contra de la ley.

Medidas Necesarias para la Reconexión de Servicio Después de un Término Involuntario

Servicio no será restituido a menos que, o hasta que, todo el dinero debido está pagado en total, incluso la cuenta para la restitución de servicio, o que el cliente entre en un acuerdo de pago aplazado. La Compañía puede pedir que el cliente pague su cuenta de servicio regular o la cuenta de reconexión al contado, con cheque de cajero o giro postal, y no aceptar un cheque personal o dineros sin garantía, si es que la historia de la cuenta del cliente lo justifica.

No se tendrá en cuenta el tiempo en que el servicio está terminado por falta de pagar la cuenta, si es que lo pagan y el servicio está establecido otra vez antes de que una orden de término de servicio sea completada.

Acuerdo de Pago Aplazado Ofrecido por la Compañía

La Compañía puede ofrecer a cualquier cliente residencial, que ha demostrado la habilidad de pagar una porción razonable pero no toda su cuenta, un acuerdo de pago aplazado si es que lo pide el cliente y si es que la cuenta del cliente no ha estado delinciente por doce (12) meses antes del pedido. La Compañía no puede rechazar a un cliente en tal programa a base de raza, color, nacionalidad, religion, sexo, estado marital, nivel de ingreso, o fuente de ingreso, y no debe irrazonablemente rehusar la participación de un cliente en el programa debido a la localización geográfica.

Si un cliente no ha cumplido con las condiciones de un Acuerdo de pago aplazado, la Compañía tiene el derecho de desconectar el servicio del cliente, de acuerdo con las reglas de desconexión; en cuales circunstancias, no se requiere de la Compañía ofrecer un acuerdo de pago aplazado antes de desconexión.

Cómo Registrar una Queja con la Comisión de Utilidades Públicas de Texas

Un solicitante o cliente tiene el derecho de someter una queja formal o informal, por cualquier razón, con la Comisión de Utilidades Públicas de Texas a la dirección que sigue.:

Public Utility Commission of Texas

Customer Protection Division

P.O. Box 13326

Austin, TX 78711-3326

(512) 936-7120 o en Texas (llamada sin costo)

1-888-782-8477 Fax 512/936-7003

Dirección electrónica: [customer @ puc.state.tx.us](mailto:customer@puc.state.tx.us)

Dirección en Internet: www.puc.state.tx.us

Personas con dificultad de audición o habla pueden

llamar al teléfono con texto TTY 512/936-7136

Relay Texas (llamada sin costo) 1-800-735-2989

Equipo Surtido por el Cliente

Bajo el programa de registraci3n del Federal Communications Commission (Comisi3n de Comunicaciones Federales o FCC), el cliente puede surtir su propio tel3fono u otro equipo de estaci3n terminal y conectarlo directamente a la estaci3n nacional de tel3fonos.

Este equipo tiene que ser aprobado por el FCC y el cliente tendr3 la responsabilidad de conectar, reparar y mantenerlo adecuadamente. Las reglas del FCC requieren que se avise a la Compa1a antes de conectar se equipo. Su equipo no puede estar conectado a lneas de grupo. Antes de llamar nuestro servicio de reparaciones, aseg1rese de que su equipo no es la cause de cualquier problema que tenga con su servicio telef3nico. Si el equipo es la cause del problema, se le cobrar3 por este servicio.

Acceso a las Premisas del Cliente

Los empleados y agentes do la Compa1a tendr3n el derecho de entrar a las premisas, a cualquier hora razonable, para instalar, inspeccionar, mantener o reparar el equipo o las facilidades o para hacer colecciones de tel3fonos de moneda o en caso de terminaci3n de servicio para quitar tal equipo y facilidades.

C3mo Ponerse en Contacto con Nuestra Oficina de Negocios

Si quiere ponerse en contacto con nuestra oficina de negocios, acerca de su servicio o para disponer de m3s servicio, o por otra cosa, nos dar3 mucho gusto servirle.

Se puede pagar cuentas y obtener informaci3n en nuestra oficina en 519 Main Street, Byers durante las horas de 8:00 a.m. a 5:00 p.m., de lunes a viernes. Nuestro n1mero de tel3fono es (940) 529-6123.

Nuestra direcci3n de correo es:

North Texas Telephone Compnay
P.O. Box 308
Byers, TX 76357

Esc3giendo su Compa1a de Telecomunicaciones - Sus Derechos Como Cliente

La Comisi3n de Utilidades P1blicas de Texas a dirigido cada utilidad de telecomunicaciones que provenen 3ste aviso a clientes con respecto a sus derechos cuando escogan una utilidad de telecomunicaciones. Utilidades de telecomunicaciones (compa1as telef3nicas) son prohibidas por ley de cambiar su servicio telefonico sin su autorizaci3n. Esta pr3ctica com1n se conece como "slamming" (hacer algo sin que la persona se de cuenta o sin permiso de esa persona).

Si su servicio telefonico a cambiado sin su cuenta ("slammed"), deber3 llamar a su proveedor nuevo – la compa1a telef3nica que lo cambio sin su permiso – y pedirles que regresen su cuenta a su compa1a telefonica original.

La ley en Texas requiere a las compañías telefónicas, locales or de larga distancia, que a cambiado su servicio sin su permiso que hagan lo que sigue: 1. Regresen su cuenta a su compañía telefónica original dentro de tres días de negocio desde su solicitud.

2. Pagen todos los cargos acostumbrados asociados con lo que cueste para regresarle a su compañía telefónica original dentro de cinco (5) días de negocio desde su solicitud.

3. Proverán todas facturaciones de récord a su compañía telefónica original dentro de diez (10) días de negocio desde su solicitud.

4. Pagarán a la compañía telefónica original la misma cantidad que usted hubiera pagado a su compañía telefónica original si no hubieran cambiado su cuenta sin su permiso (“slammed”).

5. Reembolsarle, dentro de treinta (30) días de negocio, cualquier cantidad que usted a pagado sobre la cantidad que usted hubiera pagado para servicio idéntico a su compañía telefónica original si no hubieran cambiado su cuenta sin su permiso (“slammed”).

Favor de notar que cuando su compañía telefónica original a sido pagada por la compañía que le cambio el servicio sin su permiso, su compañía telefónica original se requiere por ley que debe de proveer todos los beneficios (por ejemplo: millas frecuentes por avión) usted uviera recibido normalmente para su uso de teléfono dentro el tiempo que se cambio su cuenta sin su permiso (“slammed”).

Quejas de “slamming” (si su compañía telefónica local o de larga distancia a cambiado sin su permiso) son investigadas por La Comisión de Utilidades Públicas de Texas. Si una compañía telefónica, local o de larga distancia a cambiado sin su permiso (“slammed”) y falta de resolver su solicitud que le regresen su cuenta a su compañía telefónica original, local o de larga distancia, como se requiere en la ley, o si quiere una queja historia para una compañía telefónica en particular, favor de escribir o llamar a La Comisión de Utilidades Públicas de Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 o en Texas (sin costo de larga distancia) llame a 1-888-782-8477. Individuales con teletipos para sordomudos pueden ponerse en contacto con la Comisión al número (512)936-7136.

Usted podrá tener derechos adicionales dentro la ley del estado y dentro la ley federal. Favor de ponerse en contacto con La Comisión de Utilidades Pública si desea mas información con respecto a éstos derechos adicionales. También, favor de po-nerse en contacto con North Texas Telephone Company, P.O. Box 308, Byers, TX 76357, (940) 529-6123 si tiene preguntas con respecto a la información en este aviso.