

GENERAL INFORMATION

ANNOYANCE CALLS

The laws of Texas provide that it is unlawful for any person to use vulgar, profane, obscene, or indecent language over or through any telephone or to use the telephone with intent to harass, annoy, torment, abuse, threaten, or intimidate another. Violation of this law is punishable by a fine up to \$1,000 or imprisonment up to 12 months in jail or both. Anyone wishing to report such unlawful calls should contact Lipan Telephone Company's business office. If a threat is involved, the Police should also be notified.

BLOCKING OF 900 CALLS

Lipan Telephone Company offers blocking to pay-per-call information services. Pay-per-call services include 1 + 900 and 976 numbers. If you would like access to these pay-per-call services blocked from your phone, contact our business office. An initial request for blocking is free of charge. Subsequent requests will be subject to a service charge.

STATEMENT OF BILLING RIGHTS FOR INTERSTATE PAY-PER-CALL SERVICES

For billing disputes or inquiries, please call 254-646-2211. You have 60 days from the date of your bill to dispute a billing error. You have the right to withhold payment of the disputed charges during the billing error review. 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 Information Provider may proceed with outside collections against your account. Your 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 your access to 900 services. Voluntary blocking of access to 900 services is available upon request from your local exchange carrier. You should not be billed for pay-per-call services not offered in compliance with Federal laws and regulations. The enclosed consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution act. If you orally communicate an allegation of a billing error via the toll free number on the 900 bill page, it will be considered sufficient notification of a billing error. The billing entity forfeits the amount of any telephone billed purchase (up to \$50.00 per transaction) if it fails to comply with the stated billing error resolution requirements.

LONG DISTANCE CALLING

Your area code is 254. Besides being divided into area codes, Texas is divided into long distance calling areas called Local Access Transport Areas (LATAs). Generally, calls made within your LATA are handled by your local telephone company, Lipan Telephone Company. Calls to points outside your LATA are handled by long distance companies.

Types of calling:

DIAL DIRECT

1 + Area Code + Telephone Number

You may save money by dialing your calls direct without involving an operator;

OPERATOR ASSISTANCE

0 + Area Code + Telephone Number

Operator Assistance is utilized to make the following types of calls:

Person to Person - When you want to talk to a specific person, tell the operator it is person-to-person and state the called party's name. Charges begin when talking with that person begins.

Collect Call - When you want the person you're calling to pay the charges, tell the operator it is collect and your name. The operator will complete the call when the person you've called accepts the charges.

Third Number Billing - When you want the charges billed to a third number. If placing this type of call from a pay phone, someone at the third number will approve the call before the operator will complete the call.

Credit Card Call - Customers who have telephone calling cards may charge calls to their card number.

GENERAL INFORMATION

LONG DISTANCE RATES TO OTHER STATES

LOWEST RATES - DIAL DIRECT - ONE MINUTE RATES

Dial direct calls are those interstate calls completed from a residence or business line without Operator Assistance. Dial direct rates also apply on calls placed with an Operator from a residence or business line where dial direct facilities are not available.

On dial direct calls you pay only for the minutes you talk. The initial rate period is one minute any time of day or night.

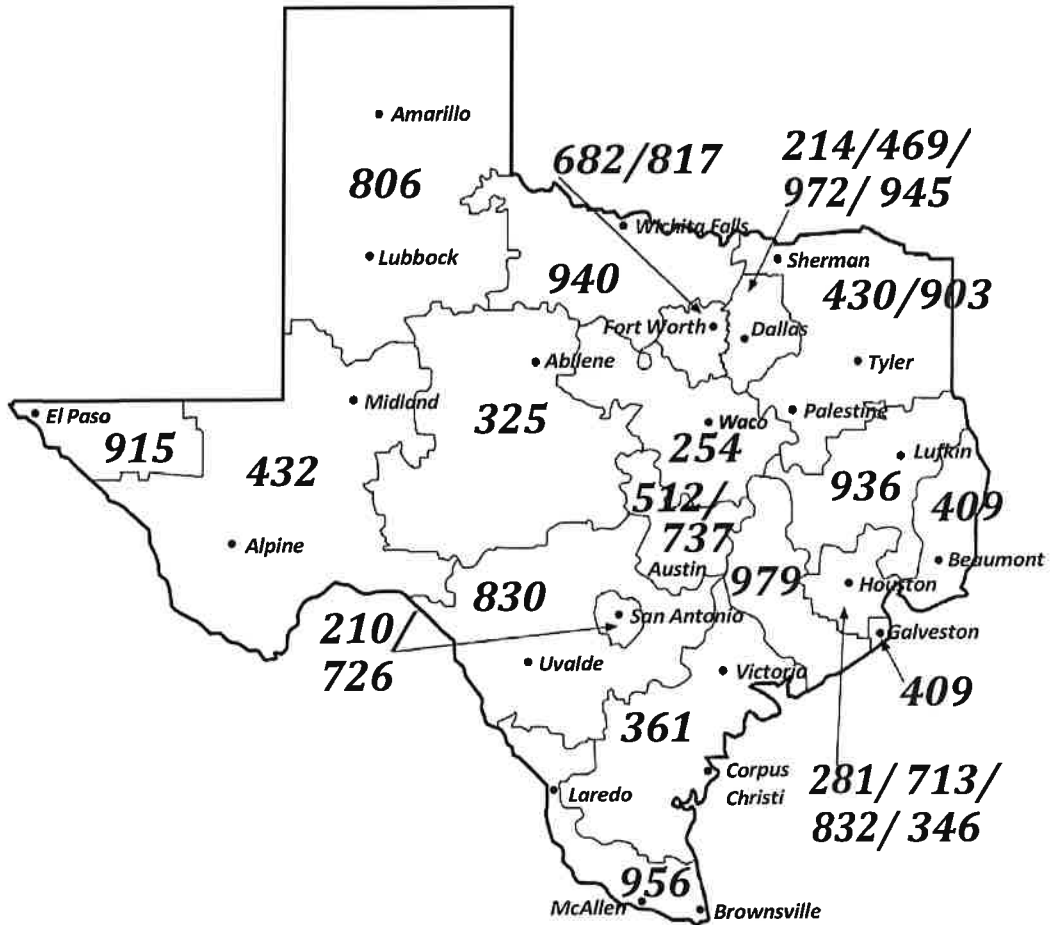
HIGHEST RATES - OPERATOR ASSISTED - THREE MINUTE RATES

Operator assisted calls are those calls requiring the assistance of an Operator to complete the call. These include person-to-person, coin, collect, credit card, billed to third number, hotel guest, time and charge calls. The initial period for all Operator assisted calls is three minutes.

CALLS OUTSIDE CONTINENTAL U.S.

There are different dial direct rates that apply on calls to U.S. Virgin Islands, and the Bahamas. Other locations capable of being dialed direct are parts of Mexico, including Mexico City. For calls to all other points outside the Continental U.S., dial "0" and ask the Operator to place your call. The Operator can also give you rates for calls to these locations.

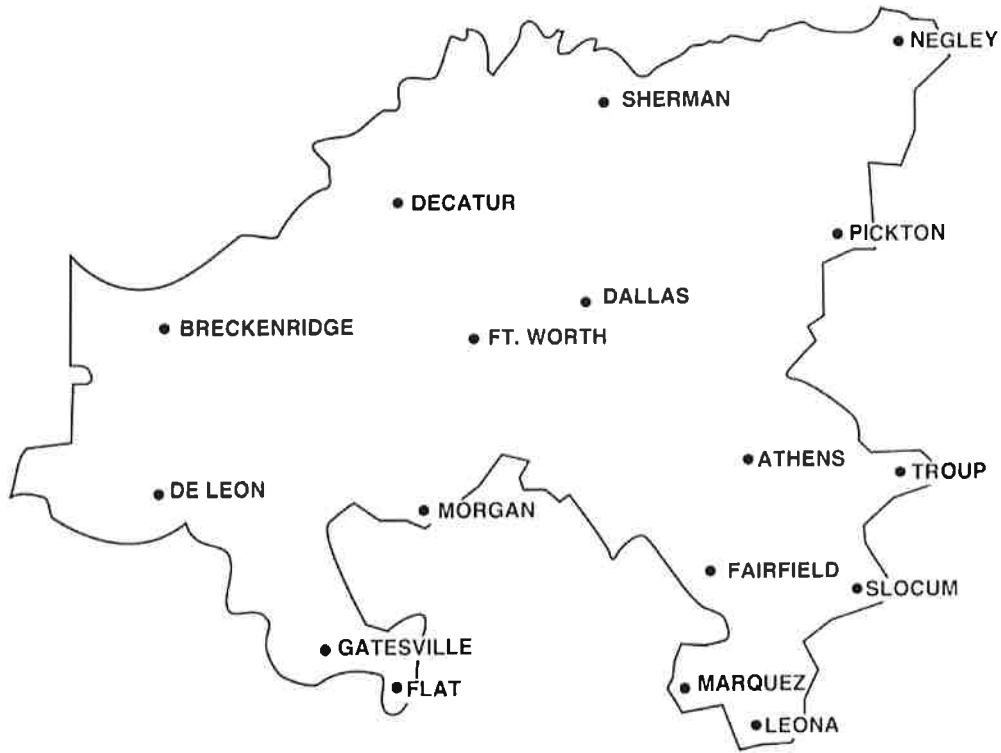
TEXAS AREA CODES



AREA CODES

ALABAMA (AL)		Jacksonville	324/904	MARYLAND (MD)	Santa Fe	505	Knoxville	865
Birmingham	205/659	Lake City	386	Annapolis	410/443/667		Memphis	901
Huntsville	256/938	Lakeland	863	Baltimore	410/443/667		Nashville	615/629
Mobile	251	Miami	305/645/786	Rockville	240/227/301		TEXAS (TX)	
Montgomery	334	Orlando	321/407/689	MASSACHUSETTS (MA)			Amarillo	806
ALASKA (AK)		Pensacola	850/448	Boston	617/857		Arlington	214/682/817
all locations	907	St. Petersburg	727	Needham	339/781		Austin	512/737
ARIZONA (AZ)		Sarasota	941	Peabody	351/978		Bryan	979
Flagstaff	928	Tallahassee	850/448	Springfield	413		Corpus Christi	361
Glendale	623	Tampa	856/813	Worcester	508/774		Dallas	214/469/945/972
Phoenix	480/602/623	Vero Beach	772	MICHIGAN (MI)			Denton	940
Scottsdale	480	GEORGIA (GA)		Ann Arbor	734		Eagle Pass	830
Tucson	520	Albany	229	Detroit	313		El Paso	915
ARKANSAS (AR)		Atlanta	404/470/678/770/943	Flint	810		Fort Worth	682/817
Fort Smith	479	Columbus	706/762	Grand Rapids	616		Galveston	409
Jonesboro	327/870	Macon	478	Kalamazoo	269		Houston	281/346/713/832
Little Rock	501	Savannah	912	Lansing	517		Huntsville	936
Pine Bluff	327/870	HAWAII (HI)		Muskegon	231		Laredo	956
CALIFORNIA (CA)		all locations	808	Saginaw	989		Longview	430/903
Anaheim	657/714	IDAHO (ID)		Sault Ste. Marie	906		Lubbock	806
Bakersfield	661	all locations	208/986	Troy	248/947		Midland	432
Burbank	747/818	ILLINOIS (IL)		Warren	586		New Braunfels	830
Concord	925	Alton	618/730	MINNESOTA (MN)			San Angelo	325
El Centro	442/760	Aurora	331/630	Blaine	763		San Antonio	210/726
Eureka	707	Chicago	312/331/630/708/773/815/847/872	Brainerd	218		Socorro	915
Fresno	559			Burnsville	952		Temple	254
Irvine	949			Duluth	218		Tyler	430/903
Long Beach	562			Mankato	507		Victoria	361
Los Angeles	213/323			Minneapolis	612		Waco	254
Modesto	209			Rochester	507		UTAH (UT)	
Oakland	341/510			St. Cloud	320		Logan	435
Palm Springs	442/760			St. Paul	651		Salt Lake City	385/801
Pasadena	626			MISSISSIPPI (MS)			Tooele	435
Poway	619/858			Biloxi	228		VERMONT (VT)	
Redding	530			Greenville	662		all locations	802
Riverside	951			Jackson	601/769		VIRGINIA (VA)	
Sacramento	279/916			MISSOURI (MO)			Arlington	571/703
Salinas	831			Chesterfield	636		Bluefield	276
San Bernardino	909/840			Jefferson City	235/573		Charlottesville	434
San Diego	619/858			Kansas City	816/975		Harrisonburg	540/826
San Francisco	415/628			Maryville	660		Richmond	686/804
San Jose	408/669			St. Louis	314/557		Virginia Beach	757/948
San Mateo	650			Sedalia	660		Wytheville	276
Santa Barbara	805/820			Springfield	417		WASHINGTON (WA)	
Santa Cruz	831			MONTANA (MT)				
Santa Monica	310/424			all other locations	406			
Santa Rosa	707			NEBRASKA (NE)				
Stockton	209							

INTRA-LATA AREA MAP



COUNTIES

ANDERSON
BOSQUE
COLLIN
COOKE
DALLAS
DELTA
DENTON
EASTLAND
ELLIS

ERATH
FANNIN
FREESTONE
GRAYSON
HAMILTON
HENDERSON
HILL
HOOD
HOPKINS

HUNT
JOHNSON
KAUFMAN
LAMAR
LEON
MONTAGUE
NAVARRO
PALO PINTO
PARKER

RAINS
RED RIVER
ROCKWALL
STEPHENS
WISE
TARRANT
VAN ZANDT

CUSTOM CALLING FEATURES

ANONYMOUS CALL REJECTION (ACR)

Anonymous Call Rejection (ACR) is a Caller ID Service that allows a subscriber to automatically reject all calls that have been marked anonymous, or blocked. It is not necessary to subscribe to Calling Number Delivery or Calling Name Delivery to subscribe to ACR nor is a display unit necessary. With ACR, the telephone will not ring if the person calling you has "blocked" his/her name and number through per-call or per-line blocking. The person calling will receive a message that the party he/she is trying to reach is not accepting calls from a blocked number. The caller will be instructed to redial without blocking the number or be asked to call the operator for assistance in completing the call. (An operator-handling charge will apply.)

ACR service also allow you the flexibility to turn on or off your ACR service by dialing a code, which will be provided upon subscription to ACR.

It is important to remember that both per-call and per-line blocking will not block your billing telephone number to Emergency 9-1-1, nor will it currently prevent your number from being transmitted on 700, 800, or 900 calls. Also, calls made from a pay phone cannot be blocked.

NOTE: This service available where facilities permit.

VOICE MAIL SERVICE

Are you tired of dealing with an answering machine? We have the answer. Voice Mail service from your home phone. It is simple and requires no equipment to be present in your home.

HOW TO SET UP YOUR VOICE MAIL

Prior to setting up your Voice Mail you will need to choose a 4 to 10-digit passcode. You will also need to think about a personal greeting you wish your callers to hear.

FROM THE PHONE SUBSCRIBED TO THE SERVICES:

1. Dial (254) 646-MAIL (6245).
2. If prompted, enter your PIN.
3. Press 9 for the mailbox setup menu.
4. Press 1 for greeting options.
5. Press 2 to record your greeting.
6. Record your greeting and then press #

TO CHECK FOR MESSAGES FROM HOME

Pick up the receiver and listen for a stutter dial tone. If the stutter tone is present you have messages.

TO RETRIEVE MESSAGES FROM HOME

1. Access your voice mailbox by dialing (254) 646-MAIL (6245).
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

TO CHECK FOR MESSAGES AWAY FROM HOME

Dial your home phone number, as soon as you hear your message press the * button and follow the instructions.

REPEAT DIALING (AUTO REDIAL)

Repeat Dialing allows you to dial a code to have your phone continuously attempt to redial a busy number that you tried to call. When the line is free, you will be alerted with a special ringing, and a call will automatically be made. You can also use Repeat Dialing to redial the last number you called.

WHAT REPEAT DIALING DOES FOR YOU:

- Eliminates the frustration of continuously redialing numbers and receiving annoying busy signals.
- Saves time and effort. Repeat Dialing will keep dialing the number for you - automatically - until your call gets through.
- You will no longer have to look up or remember the phone number during redial attempts.

TO USE REPEAT DIALING:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66.
3. If the line is busy:
 - Listen for three beeps or an announcement telling you the number is busy.
 - Hang up.
 - You will hear a short-short-long ring when the line is free.
 - Your call will automatically be made when you lift the handset.
4. If the line is not busy:
 - Listen for ringing.
 - Wait for answer.

TO CANCEL REPEAT DIALING:

1. Press *86 and listen for tone or announcement.

NOTES:

- a. While Repeat Dialing is activated, you may still make and receive other calls.
- b. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled.

CUSTOM CALLING FEATURES

- c. You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is.
- d. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.
- e. Service available where facilities permit.

CALL SCREENING (CALL BLOCK)

Call Screening allows you to create a list of phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

WHAT CALL SCREENING DOES FOR YOU:

- Allows you to block calls from people with whom you do not wish to speak.
- Enhances security and privacy.

TO USE CALL SCREENING:

1. Press *60.
 2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Call Screening on or off.
 - Make changes to your Call Screening list.
- Press If you want to:**
- | | |
|----|---|
| 0 | Repeat the instructions. |
| 1 | Review the numbers on your Call Screening list. |
| 3 | Turn Call Screening on/off. |
| # | Add a number to your Call Screening list. (Dial 12 for rotary phone sets.) |
| * | Delete a number from your Call Screening list. (Dial 11 for rotary phone sets.) |
| 08 | Delete all numbers from your Call Screening list. |
3. After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number):
 - Hang up, then lift the receiver and listen for dial tone.
 - Press *60 and listen for instructions.
 - Press #01#.

NOTES: If a number that is on your Call Screening list is also put on any of your other lists (for example, Priority Ringing), Call Screening will override the other services for that phone number. Service available where facilities permit.

CALL FORWARDING

Call Forwarding automatically forwards your calls to another location when you plan to be away from your telephone for an extended period of time or you do not wish to receive any calls. Note that you, not the originating party, are billed for any toll charges when the forward-to number is outside your local area. When a subscriber wishes to have calls forwarded, the subscriber dials 72 and waits for a 4 second time out period. A Special dial tone is returned, and the subscriber dials the number to which calls are to be forwarded. When the station to which calls are to be forwarded answers, the feature is activated. If the station to which the call is to be forwarded does not answer or if it is busy, the subscriber hang up and then repeats the previous steps. If this is done within 2 minutes of the original attempt, the subscriber will hear two beeps, indicating that the Call Forwarding feature is now in effect. To deactivate call Forwarding, the subscriber dials 73 and waits for a 4-second timeout period. Confirmation tone is returned to indicate successful deactivation.

PREFERRED CALL FORWARDING (SELECTIVE CALL FORWARDING)

Preferred Call Forwarding allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

WHAT PREFERRED CALL FORWARDING DOES FOR YOU:

- Eliminates having to wait for important calls. Your most important calls can be forwarded to a number where they can be answered.
- You can leave your home or office and still receive urgent calls.
- Don't leave special calls when you leave home.

TO USE PREFERRED CALL FORWARDING:

1. Press *63.
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Preferred Call Forwarding on or off.
 - Make changes to your Preferred Call Forwarding list.

CUSTOM CALLING FEATURES

Press *If you want to:*

- 0 Repeat the instructions.
 - 1 Review the numbers on your Preferred Call Forwarding list.
 - 3 Turn Preferred Call Forwarding on/off.
 - # Add a number to your Preferred Call Forwarding list. (Dial 12 for rotary phone sets.)
 - * Delete a number from your Preferred Call Forwarding list. (Dial 11 for rotary phone sets.)
 - 08 Delete all numbers from your Preferred Call Forwarding list.
3. Voice instructions will also guide you through the steps of how to enter, confirm, or change the number to which your calls will be forwarded:

Press *If you want to:*

- 0 Confirm the forward-to number.
- 1 Change the forward-to number.

NOTE: Service available where facilities permit.

CALL RETURN

Call Return allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

WHAT CALL RETURN DOES FOR YOU:

- Eliminates the aggravation of rushing to the phone when you're returning from errands or in the shower only to find that the person on the other end has hung up.
- Makes it easy to return calls that would normally be missed.

TO USE CALL RETURN:

1. Press *69

TO CANCEL CALL RETURN:

1. Press *89 and listen for tone or announcement.

NOTES:

- a. There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.
- b. If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made.
- c. After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting number.
- d. Service available where facilities permit.

CALL WAITING

Call Waiting informs you that another party is trying to contact you while you are engaged in a telephone conversation. You can answer the incoming call and talk privately without losing the original party. You can also alternate between parties.

1. When you are notified of the incoming call by a Call Waiting alert tone, depress and release the hookswitch to put the original party on hold. You are then connected to the calling party.
2. To alternate between parties, depress and release the hookswitch once for each transfer. Note: Each conversation between you and one of the other parties is private.
3. If you wish to end the original conversation when you hear the Call Waiting alert tone, simply hang up. Your telephone then rings and you are connected to the calling party.
 - For your convenience, if you have a pushbutton telephone with tone dialing service, you may avoid the 4-second wait by pressing the # symbol which is located on the bottom right button.
 - We now have the capability to cancel Call Waiting at no charge to you. Call our business office if you would like this feature. The code to activate Cancel Call Waiting is *70.

CALLER ID (CALLING NUMBER AND/OR NAME DELIVERY)

Caller ID lets you see the calling party's phone information before answering a call. A special display device located on or next to your phone is required to allow you to view the calling information.

WHAT CALLER ID DOES FOR YOU:

- Allows you to determine who is calling before answering or deciding to answer the phone.
- Enhances security and helps eliminate harassing calls.
- Your Caller ID display device can store the phone numbers of people who called, even while you were out. You can easily review these numbers and return their calls.

TO USE CALLER ID:

1. Wait for the start of the second full ring of your phone set.
2. The number of the calling party will appear on your display.

For more information, please refer to the instructions for your Caller ID display device.

NOTE: Service available where facilities permit.

CUSTOM CALLING FEATURES

PER LINE OR PER-CALL BLOCK

Caller Name and (or) Number Delivery is an optional service which allows subscribers to see the phone number of most local calls before they answer the phone. Anonymous Call Rejection is an optional service which permits a subscriber to automatically reject calls from callers who have blocked the delivery of their number. Lipan Telephone Company, Inc. will also offer "blocking", free of charge.

"Blocking" prevents the caller's number from appearing on the Caller ID display unit. Per-call and per-line blocking is available. Lipan offers per-call blocking free of charge to all customers. Any customer who wishes to block his or her number on a per-call basis, simply needs to press *67 on their touch-tone phone, or dial 1167 on their rotary phone before dialing the telephone number. Per-line blocking automatically blocks a customer's number on every call without the need to press *67 or 1167. If a customer selects per-line blocking, he or she can unblock their number, free of charge, on a single call by dialing *82 on their touch-tone phone or 1182 on their rotary phone before dialing the telephone number. Per-line blocking will be automatically reactivated at the end of this single "unblocked" call. Per-line blocking will be offered at no charge to anyone who makes a request to the Lipan Telephone Company, Inc. business office at (254) 646-2211. It is not necessary to subscribe to either Caller ID to have per-call or per-line blocking. Per-call or per-line blocking will display a message such as "private" or "anonymous" on the Caller ID display unit. Blocking will not be provided on calls from payphones.

CALL TRACE (CUSTOMER ORIGINATED TRACE)

Call Trace allows you to automatically request a trace of an obscene, threatening or harassing call. After receiving such a call, you simply dial a special code to have the calling party's phone number printed at the Telephone Company.

WHAT CALL TRACE DOES FOR YOU:

- Helps you put an end to harassing and offending calls.
- Enhances your security and privacy.

TO USE CALL TRACE:

1. Hang up after receiving the annoying call.
2. Lift the receiver and listen for dial tone.
3. Press *57, then listen for tone or announcement.

After requesting a Call Trace, you should call your Telephone Company if you want the call to be investigated further. Please provide approximate time, date and call before the end of the next business day.

NOTES:

- a. It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.
- b. If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than the original calling number.
- c. Service available where facilities permit.

SPECIAL CALL ACCEPTANCE (SELECTIVE CALL ACCEPTANCE)

Special Call Acceptance allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

WHAT SPECIAL CALL ACCEPTANCE DOES FOR YOU:

- Enhances security and privacy by allowing only the most important calls to reach you.
- Prevents unwanted interruptions, particularly solicitation calls.
- End the frustration of unwanted phone calls.

TO USE SPECIAL CALL ACCEPTANCE:

1. Press *64.
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Special Call Acceptance on or off.
 - Make changes to your Special Call Acceptance list.

Press	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Special Call Acceptance list.
3	Turn Special Call Acceptance on/off.
#	Add a number to your Special Call Acceptance list. (Dial 12 for rotary phone sets.)
*	Delete a number from your Special Call Acceptance list. (Dial 11 for rotary phone sets.)
08	Delete all numbers from your Special Call Acceptance list.

NOTE: Service available where facilities permit.

CUSTOM CALLING FEATURES

SPEED CALLING OR ABBREVIATED DIALING

Speed Calling or Abbreviated Dialing lets you store 8- or 30- frequently called numbers and place such calls by dialing one- or two-digit codes. This includes long distance numbers that are accessible by direct distance dialing (1-XXX-XXX-XXXX).

1. To enter a Speed-Calling code, dial 74 and wait 4 seconds* for a dial tone.
2. From the available code numbers, dial the code number you wish to substitute for the directory number.
3. Dial the directory number to be stored that corresponds to the code number selected in step 2 and wait 4 seconds* for 2 bursts of dial (confirmation) tone; then hang up.
4. Repeat steps 1 through 3 for each number to be stored, using a different code number each time. If you wish to replace a previously stored number with a new one, repeat steps 1 through 3.

To use a Speed Calling code that has been programmed for your telephone, dial the selected code number and wait 4 seconds* for the call to be placed.

THREE-WAY CALLING

Three-Way Calling allows you to add a third party to a previously established connection. If either party hangs up after the conference, you are still connected to the remaining party.

1. To initiate Three-Way Calling, depress and release the hookswitch to put the original party on hold. Listen for three bursts of dial tone followed by a steady (normal) dial tone.
2. Dial the number of the third party. When this party answers you can talk privately. When you are ready to establish the conference connection, depress and release the hookswitch. Note: If the third party does not answer or the line is busy, depress and release the hookswitch and you are reconnected to your original party.
3. When the originating party hangs up, all parties are disconnected and the call is completed.

WARNING - BURIED CABLE

CABLES AND LINES THAT PROVIDE YOUR TELEPHONE SERVICE ARE BURIED CABLE. IT WILL BE TO YOUR INTEREST TO GIVE US SEVERAL DAYS ADVANCE NOTICE BEFORE YOU START TRENCHING OR DIGGING. DAMAGE TO CABLES AND LINES IMPAIRS YOUR SERVICE AND THE COST OF REPAIRS IS EXPENSIVE. BEFORE DIGGING OR TRENCHING CONTACT THE FOLLOWING:

Call Toll Free 811

website: <http://www.texas811.org>

Phone customers whose service is interrupted by careless diggers are losers, but diggers who damage buried utility lines in Texas can be losers, too.

The underground facility Safety and Damage Act makes it illegal to dig in any public street, alley or right-of-way before checking with utilities or municipalities which have underground lines. Under the new law, if underground lines are damaged because the digger failed to notify the appropriate office, the offender is liable for the cost of damages and is subject to penalty.



**Know what's below.
Call before you dig.**

LIPAN TELEPHONE COMPANY

CUSTOMER RIGHTS

A copy of this information is available in Spanish and may be obtained by writing to

Lipan Telephone Company
P.O. Box 187,
Lipan, TX 76462-0187

or from the Company's business office at 109 N. Kickapoo.

Para obtener una copia de esta informaci3n en espa3ol escriba a Lipan Telephone Company a oficinas en 109 N. Kickapoo, Lipan, Texas.

Lipan Telephone Company recognizes its customers' rights as consumers of telephone services. The following information is to acquaint you, our customers, with your rights as a customer and with our rules regarding application for service, billing and payment, deposits and other rules and practices.

Lipan Telephone Company provides telecommunications services without discrimination as to a customer's race, religion, nationality, age, sex, color, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographic location.

AS OUR CUSTOMER...

The information contained in our tariffs and service rules is a matter of public record. Lipan Telephone's tariffs and service rules may be viewed in person at our business office located at 109 N. Kickapoo. Upon your request, we will provide copies of any portion of the tariffs and service rules at a reasonable cost for reproduction.

CREDIT HISTORY FOR NEW CUSTOMERS

Applicants for telephone service must establish satisfactory credit. Credit may be established in several ways and a deposit will not be required if:

- You've been a customer of a telephone company within the last two years, and are not delinquent in payment of your account for service, and during the last 12 months of service you did not have more than one delinquent bill and never had service disconnected for nonpayment. We encourage you to obtain a letter of credit from your previous telephone company;
- You furnish a 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 Lipan Telephone, or ownership of substantial equity; that is easily liquidated.
- You furnish in writing a satisfactory guarantee to secure payment of bills for your service;
- You are an applicant for residential service who is 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 years.

- You are an applicant for residential service who has been determined to be a victim of family violence as evidenced by a certification letter.

The credit worthiness of spouses established during the last 12 months of shared service prior to their divorce will be equally applied to both spouses for 12 months immediately after their divorce. Credit history shall not relieve any customer from complying with the company's rules for prompt payment of bills.

TEXAS UNIVERSAL SERVICE FUND CHARGE

You may notice a new charge called the "Texas Universal Service Fund Charge" (TX USF Charge). This new charge pays for the Texas Universal Service Fund (USF). 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.

DEPOSIT REQUIREMENTS

Every residential applicant must establish satisfactory credit with the Company to receive telephone service. If you cannot provide satisfactory credit references or do not have a good payment record or cannot provide a satisfactory guarantee, you may be required to make an initial deposit equivalent to one-sixth of your estimated annual billings, which may include charges that are in the Company's tariff. For nonresidential applicants and customers, the deposit amount may include long distance charges only where the provider of basic local telephone service bills those charges to the customer.

During the first 12 months of service, the Company may require an additional deposit. To require such deposit, your actual usage must be three times estimated usage (or three times average usage of most recent three bills), and your current usage must exceed \$150.00, and your current usage must exceed 150% of the security deposit held. The request by the Company for any additional deposit shall be made to you in writing, and will advise you of the option to pay the current usage in lieu of the additional deposit. If the additional deposit or current usage payment is not made within 10 days of request, and a written notice of termination has been issued, the Company may disconnect your service. If you are a residential

LIPAN TELEPHONE COMPANY

CUSTOMER RIGHTS

customer and actual billings are at least twice the amount of estimated billings after two billing periods and a termination notice has been issued on a bill in the previous 12 month period, an additional deposit may be required within 10 days of issuance of written notice of termination and a request for an 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 12 months.

INTEREST ON DEPOSITS

Interest will be paid on your deposit held over 30 days at an annual rate set by the Public Utility Commission on December 1 of the preceding year. Your deposit will draw interest at the established rate from the time the deposit is made to the date the deposit is returned or credited to your account. Interest shall be compounded annually. Payment of interest on the deposit shall be made annually if requested by the customer, or sooner if service is discontinued, or it can be credited to the customer's account.

RETURN OF DEPOSITS

If service is not connected, or after disconnection of service, your deposit with any applicable interest will be returned to you promptly. When you have paid bills for service for 12 consecutive residential billings or for 24 consecutive commercial or industrial billings without having service disconnected for nonpayment, and without having more than two occasions in which a bill was delinquent, and if you are not delinquent in the payment of the current bill, Lipan Telephone Company will automatically refund your 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, Lipan Telephone will void the guarantee using the same criteria.

INSTALLATION OF SERVICE

Lipan Telephone Company will complete orders for installation of new local service and orders for moves and changes of existing service within 5 working days unless you specifically request a later date or unusual circumstances or requirements exist. For installation time guidelines for other types of telephone service, other than basic local service, please inquire at our business office.

PAYMENT OF BILLS

Payment is due on or before the due date. Your bill will be considered delinquent if payment is not received on or before the due date which is the sixteenth day after the bill is issued. You have the right to continue local service as long as full payment for local service is made timely. 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 working day after the due date.

RESOLVING BILLING DISPUTES

In the event of a dispute between you and Lipan Telephone regarding any bill for telephone service, Lipan will promptly investigate the matter and report the results to you. In the event the dispute is not resolved, we will inform you of the complaint procedures of the Public Utility Commission.

If you dispute any portion of your telephone bill and withhold payment of that portion in dispute, your service will not be subject to disconnection, while the dispute is being resolved if you have properly notified Lipan Telephone of the amount in dispute. You are, however, required to pay any portion of the bill not in dispute.

A CUSTOMER'S RIGHT TO A SUPERVISORY REVIEW

Each employee at Lipan Telephone strives to be responsive to your request about billing and service in a prompt and professional manner. However, you have the right to request a supervisory review of any unresolved problems. If we are unable to provide a supervisory review immediately following your request, we will make arrangements for a review at the earliest possible date. A copy of the Company's response will be provided to you in writing within 10 days of your request. If you do not choose to participate or to make arrangements for a review after requesting one, we will have the right to disconnect service providing proper notice has been issued.

If you are not satisfied with our response to your concerns, any complaints you may have can be directed to the Public Utility Commission of Texas by writing to the following address:

Public Utility Commission
Customer Protection Division
1701 N Congress
P O Box 13326
Austin, Texas 78711-3326

Or by calling:

Public Utility Commission
Customer Protection Division
(512) 936-7120
(512) 936-7136 TDD
(888) 782-8477 Toll Free
Text typewriter for the Deaf
Fax (512) 936-7003
Relay Texas 1-800-735-2989
email customer@puc.state.tx.us
website: www.puc.state.tx.us

LIPAN TELEPHONE COMPANY

CUSTOMER RIGHTS

DEFERRED PAYMENT PLANS

A Deferred Payment Plan is an agreement between the Telephone Company and a customer that allows the customer to pay an outstanding bill in installments beyond the due date of the next bill. A customer may request a Deferred Payment Plan by visiting or calling the Company's Business Office. A copy of the Plan will be provided for your signature.

Residential customers have the right to request a Deferred Payment Plan if they have not been issued more than two disconnect notices at any time during the preceding 12 months. Under a Deferred Payment Plan, you must pay current bills and an amount of the outstanding bill in reasonable installments until the outstanding balance is paid. Under the terms of a Deferred Payment Plan, you may pay more, but we will not require installment payments of more than one-third of the outstanding balance. A Deferred Payment Plan may include a 5% penalty for late payment. If you do not fulfill the terms of the Deferred Payment Plan, we have the right to disconnect your service upon proper notice.

DISCONNECTION OF SERVICE

Your service may be disconnected if you do not pay your bills in a timely manner and have not contacted us for alternative payment arrangements within 26 days of the issue date of your bill. You will be given proper notice, at least 10 days, before your service is disconnected. After receipt of proper notice, your service may also be subject to disconnection for failure to comply with the terms of a Deferred Payment Plan, Deposit or Guarantee Agreement. We may also disconnect your service if you are in violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment. We will make a reasonable attempt to notify you and provide you with a reasonable opportunity to remedy the situation.

We may disconnect a customer's service without providing advance notice of the disconnection when if a known dangerous condition exists that would cause harm to the telephone network, to you as a customer, or to employees of the Company for as long as the condition exists. We may also disconnect service without advance notice if service has been connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment or, in cases of tampering with or bypassing the Company's equipment. 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 payment of your bill.

DISCONNECT NOTICE

If your bill for telephone service has not been paid within the 16 days allowed for payment or a Deferred Payment Plan entered into, a disconnect notice will be sent to you at least 10 days prior to a stated date for disconnection. If the cutoff day falls on a weekend or holiday, the cutoff day will be the next working day after the tenth day.

The notice will have the words "Termination Notice" or similar language prominently displayed on it. The notice will also have printed on it, or attached to it, a statement that if you are in need of assistance with payment of your bill, or are ill and unable to pay your bill, you may be eligible for an alternative program, such as a Deferred Payment Plan, and that you should contact the Business Office for more information.

RECONNECTION OF SERVICE

If your service has been discontinued for failure to pay an additional deposit or a regular bill for service, you must pay your bill or enter into a Deferred Payment Plan and meet the deposit requirements before service will be restored. There will be a charge to reconnect service. If your service has been terminated and your deposit applied to the balance of your account, it will be necessary to reapply for telephone service as a new applicant.

PAYMENT RETURNED

If your check for payment is returned because of insufficient funds or for other reasons, the Company may consider it necessary to require that you pay in cash, money order or cashier's check.

CUSTOMER SERVICES

Information pertaining to service, billing or repair may be obtained by calling the Company's Business Office at (254) 646-2211 (a local call), or by writing to the Company at the address listed.

The Company encourages customers with physical disabilities and those who care for such customers to identify themselves to the Company. For deaf and hearing impaired customers, the telephone number of the Public Utility Commission's text telephone for the deaf is (512) 936-7136, and the number for Relay Texas, the statewide dual party relay service, is (800) 735-2988 or 7-1-1.

LIPAN TELEPHONE COMPANY

CUSTOMER RIGHTS

PLTS LANGUAGE

New Billing Option - Prepaid Local Telephone Service
Lipan Telephone Company (Lipan) 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 your 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 Lipan.**

To subscribe to PLTS, you must also pay up to two months of charges up front. You must arrange a deferred payment plan with Lipan for your outstanding local telephone charges. Payments for these charges will begin with the third billing cycle after your 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 Lipan business office during normal business hours and request PLTS.

If your telephone has been disconnected and you apply for PLTS within 10 days of Lipan'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 these services at the monthly rate listed below. If you are eligible for Lifeline rates, your rates may be lower.

PLTS Services	Monthly Rate
Residential Basic Local Telephone Service.....	\$20.00
White Pages Directory Listing.....	No Charge
Toll Blocking/Restriction	\$ 5.00
Non-Published Number Service (if requested)	\$ 1.15
Access to 911, dual party relay services and Lipan Business office	No Charge

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: 911 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 Lipan business office.

WE'RE HERE TO SERVE OUR CUSTOMERS

The Company's Business Office is located at 109 N. Kickapoo in Lipan. Our office hours are 9:00 am to 4:00 pm (Closed for lunch 12:00-1:00) Monday through Friday (excluding holidays) (254) 646-2211

SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM (STAP)

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at:

Physical: 701 W. 51st Street, Austin, .Texas 78751
Mailing: P.O. Box 12904, Austin, Texas 78711
Voice: 512-438-4880
Videophone: 512-410-1387
Fax: 512-438-4777
General inquiries: dhhs.mailbox@hhsc.state.tx.us

This program is open to all individuals who are residents of Texas and have a disability.



LIFELINE SERVICE

The Federal Communications Commission and the Public Utility Commission of Texas have established a program to make telephone and broadband service more affordable for eligible customers. Lifeline service is a government assistance program that provides a monthly discount on home or wireless service (but not both) or the monthly retail rate for eligible broadband service to eligible residence customers.

Information about customers who qualify for Lifeline service may be shared between state agencies and Lipan Telephone Company.

WHO QUALIFIES?

You are eligible for Lifeline service if your annual household income is at or below 150% of the federal poverty guidelines for the state discount or at or below 135% of the federal poverty guidelines for the federal discount, or if a person resides in your household who receives or has a child who receives benefits from at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans and Survivors Pension Benefit Program
- Low Income Home Energy Assistance Program (LIHEAP)*
- Health benefits coverage under the state Children's Health Insurance Program (CHIP)*
- Temporary Assistance for Needy Families (TANF)*
- National School Lunch Program's Free Lunch Program*

*These programs no longer qualify for the \$5.25 federal Lifeline discount as of December 2, 2016, but may be eligible for the state discount.

Lifeline service is limited to one discount per household. A household is everyone who lives in the home (including children and people who are not related to the customer) and shares income and household expenses (bills, food, etc.). A customer with Lifeline service may not transfer the Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

HOW DO TELEPHONE CUSTOMERS APPLY FOR LIFELINE SERVICE?

If you currently have telephone service, you should automatically receive the Lifeline state and/or federal discount if you participate in one of the qualified programs listed above. If you have telephone service and participate in one of the qualified programs listed above and you are **not** receiving the Lifeline service discount, please contact the Low-Income Discount Administrator (LIDA) at 1-866-454-8387 (1-866-4-LITE-UP) to request a self-certification form for Lifeline service. Once you receive the form, complete and sign it and mail it back to LIDA. If you qualify, you will see the Lifeline discount on your monthly bill within sixty days.

INCOME BASED ELIGIBILITY:

If you do not participate in any of the programs listed above and believe your household income is at or below 150% of the federal poverty guidelines to qualify for the state discount or at or below 135% of the federal poverty guidelines to qualify for the federal discount and you currently have telephone service, call LIDA at 1-866-454-8387 (1-866-4-LITE-UP) to request a self-certification form for Lifeline service. Once you receive the form, complete and sign it and mail it back to LIDA. If you qualify, you will see the Lifeline service discount in your monthly bill within sixty days.

Please call the LIDA at 1-866-454-8387 (1-866-4-LITE-UP) if you have any questions regarding Lifeline service.



PROGRAMA DE SERVICIO LIFELINE

La Comisión Federal de Comunicaciones y la Comisión de Servicios Públicos de Texas han establecido un programa para que el servicio telefónico y de banda ancha sea más asequible para los clientes elegibles. El servicio Lifeline es un programa de asistencia gubernamental que proporciona un descuento mensual en el hogar o el servicio inalámbrico (pero no ambos) o la tarifa mensual al por menor para el servicio de banda ancha elegible a los clientes de residencia elegibles.

La información sobre los clientes que califican para el servicio Lifeline puede ser compartida entre agencias estatales y Lipan Teléfono Compañía.

¿QUIEN CALIFICA?

Usted es elegible para el servicio Lifeline si su ingreso familiar anual es igual o menor al 150% de las pautas federales de pobreza para el descuento estatal o al 135% de las pautas federales de pobreza para el descuento federal o si una persona reside en su hogar Que recibe o tiene un hijo que recibe beneficios de al menos uno de los siguientes programas:

- Seguro de enfermedad
- Programa de Asistencia de Nutrición Suplementaria (SNAP, por sus siglas en inglés) anteriormente conocido como Food Stamps
- Ingreso Suplementario de Seguridad (SSI)
- Asistencia de Vivienda Pública Federal (FPHA)
- Programa de Beneficios de Pensiones para Veteranos y Sobrevivientes
- Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) *
- Cobertura de beneficios de salud bajo el programa estatal de seguro médico para niños (CHIP) *
- Asistencia Temporal para Familias Necesitadas (TANF) *
- Programa de Almuerzo Gratuito del Programa Nacional de Almuerzos Escolares *

* Estos programas ya no califican para el descuento federal Lifeline de \$5.25 al 2 de diciembre de 2016, pero pueden ser elegibles para el descuento estatal.

El servicio Lifeline se limita a un descuento por hogar. Un hogar son todos los que viven en el hogar (incluyendo niños y personas que no están relacionados con el cliente) y comparte ingresos y gastos del hogar (facturas, comida, etc.). Un cliente con el servicio Lifeline no puede transferir el beneficio Lifeline a ninguna otra persona. Lifeline es un beneficio intransferible.

¿CÓMO LOS CLIENTES DE TELÉFONO SOLICITAN SERVICIO DE LIFELINE?

Si actualmente tiene servicio telefónico, debe recibir automáticamente el descuento Lifeline y / o federal si participa en uno de los programas calificados mencionados anteriormente. Si tiene servicio telefónico y participa en uno de los programas calificados mencionados anteriormente y no recibe el descuento del servicio Lifeline, comuníquese con el Administrador de descuentos por bajos ingresos (LIDA) al 1-866-454-8387 (1-866-4-LITE-UP) para solicitar un formulario de autocertificación para el servicio Lifeline. Una vez que reciba el formulario, complete y firme y envíelo por correo a LIDA. Si califica, verá el descuento Lifeline en su factura mensual dentro de sesenta días.

ELEGIBILIDAD BASADA EN INGRESOS

Si usted no participa en ninguno de los programas mencionados arriba y cree que su ingreso familiar está en o por debajo del 150% de las pautas federales de pobreza para calificar para el descuento estatal o al 135% de las pautas federales de pobreza para calificar para el federal Y actualmente tiene servicio telefónico, llame a LIDA al 1-866-454-8387 (1-866-4-LITE-UP) para solicitar un formulario de autocertificación para el servicio Lifeline. Una vez que reciba el formulario, complete y firme y envíelo por correo a LIDA. Si califica, verá el descuento del servicio Lifeline en su factura mensual dentro de los sesenta días.

Llame al LIDA al 1-866-454-8387 (1-866-4-LITE-UP) si tiene alguna pregunta sobre el servicio Lifeline.

GENERAL INFORMATION

BEFORE DIALING 900/976 OR 800/877/888 NUMBER PLEASE NOTE

"Per-line or per-call blocking does not prevent transmission of your telephone number when you call a company using 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."

AUTOMATIC NUMBER IDENTIFICATION

When an 800 or 900 number is dialed from your telephone, your telephone number may be transmitted to the company you have called and may be available to that company's service representative before your call is answered.

900/979 INFORMATION DELIVERY SERVICES

A number of entertainment and informational programs offered by information providers ("sponsors") are available on telephone numbers that begin with 900/976. There is a charge for such calls. The amount of the charge for each call to 900/976 services is determined by the sponsor and can vary among individual 900/976 programs. The charge for a 900/976 program must clearly state the charge for the call.

SUS DERECHOS A PRIVACÍA COMO CLIENTE DE LA COMPAÑÍA TELEFÓNICA LIPAN

Bajo ley federal usted tiene el derecho y la Compañía Telefónica Lipan tiene el deber de proteger la información confidencial sobre sus servicios de telecomunicaciones. Esto incluye información sobre cuantos servicios de telecomunicaciones usted tiene, cuales servicios y opciones usted usa, cuantas llamadas hace, que tiempo de día hace la mayoría de sus llamadas y la cuenta relacionada con estos servicios.

Con su permiso, nosotros queremos compartir su información con la familia de compañías de la Compañía Telefónica Lipan para ayudarnos a crear productos, servicios y descuentos que sirvan a sus necesidades. Nuestras Compañías incluyen servicios de: servicio de teléfono local, servicio de mensaje telefónico, y internet. Si usted quiere una lista de nuestras compañías, escribanos a P.O. Box 187, Lipan, Texas 76462 o llámenos al (254) 646-2211.

Para permitirnos el uso de su información, llame a nuestras oficinas. Su permiso es válido hasta que usted lo retire. Si usted quiere retirar este permiso llame al (254) 646-2211. Su decisión de dar o negar es gratis y no afectará el servicio que recibe.

Aunque no de permiso, puede recibir información desarrollada sin el uso de su información confidencial y usted puede llamarnos cualquier tiempo sobre nuestros productos y servicios.

Aunque usted pida que el uso de información sea limitada, nosotros podemos usar información para venderle servicios a usted si usted nos llama y pregunta por esos servicios.

La Compañía Telefónica Lipan respeta su privacidad y no venderá, entre cambiara, o compartirá su información confidencial con nadie fuera de la Compañía Telefónica Lipan excepto como requerido por ley.

*Translation for:
Your Right to Privacy as a Lipan Company Customer*



CHARGES ON YOUR TELEPHONE BILL YOUR RIGHTS AS A CUSTOMER

Placing charges on your phone bill for products or services without your authorization 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 and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 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.

CARGOS EN SU FACTURA TELEFÓNICA SUS DERECHOS COMO CLIENTE



El poner cargos en su factura telefónica para cobrar por productos o servicios sin su autorización es un acto nombrado "cramming" y es prohibido por la ley. Su compañía telefónica puede estar proporcionando servicios de cobrar para otras compañías, así es que cargos de otras compañías pueden aparecer en su factura telefónica.

Si usted piensa que ha sido "crammed" debe ponerse en contacto con la compañía telefónica que le cobra por su servicio telefónico y pida que tome acción correctiva. La Comisión de Utilidades Públicas de Tejas requiere que la compañía telefónica que cobra haga lo siguiente dentro de 45 días después de saber del cargo sin autorización:

- Notificar al proveedor del servicio que deje de cobrar por el producto o servicio sin autorización;
- Remover de su factura cualquier cargo sin autorización;
- Devolver o dar crédito por el dinero que usted pagó por un cargo sin autorización; y
- A solicitud de usted, proporcionarle todos los archivos relacionados con cualquier cargo sin autorización dentro de 15 días hábiles después que el cargo ha sido removido de su factura telefónica.

Si la compañía no logra resolver su petición, o si usted quiere registrar una queja, por favor escriba o llame a la Public Utility Commission of Texas (Comisión de Utilidades Públicas de Tejas) a la caja postal numero, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 o sin cargos de larga distancia en Tejas al 1-888-782-8477. Individuos con incapacidades de habla o de oído con teletipos (TTY) pueden ponerse en contacto con la comisión al (512) 936-7136.

Su servicio telefónico no puede ser desconectado por disputar o rehusar el pago de cargos sin autorización.

Usted puede tener derechos adicionales bajo las leyes federales y estatales. Por favor llame a la Federal Communications Commission (Comisión Federal de Comunicaciones), al Attorney General of Texas (Fiscal de Tejas), o a la Public Utility Commission of Texas (Comisión de Utilidades Públicas de Tejas) si desea más información sobre posibles derechos adicionales.



ESCOGIENDO SU COMPAÑIA DE CARRIER - YOUR RIGHTS AS A CUSTOMER

The Public Utility Commission of Texas has directed each telecommunications utility to provide this notice to customers regarding your rights when selecting a telecommunications utility. Telecommunications utilities (telephone companies) are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as "slamming."

If you are slammed, you should contact your new provider - the telephone company that switched you without authorization - and request that it return you to your original telephone service provider.

Texas law requires a local or long distance telephone service provider (telephone company) that has slammed you to do the following:

1. Return you to your original telephone company within three business days of your request.
2. Pay all the usual and customary charges associated with returning you to your original telephone company within five business days of your request to be returned to your original telephone company.
3. Provide all billing records to your original telephone company within 10 business days of your request to be returned to your original telephone company.
4. Pay the original telephone company the amount you would have paid to your original telephone company if you had not been slammed.
5. Refund to you, within 30 business days, any amount you paid over the amount that you would have paid for identical services to your original telephone company if you had not been slammed.

Please note that once your original telephone company has been paid by the slamming company, your original telephone company is required by law to provide you with all the benefits (e.g., frequent flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

Complaints relating to slamming, the unauthorized change in a customer's telephone company, are investigated by the Public Utility Commission of Texas. If a telephone company slams you and fails to resolve your request to be returned to your original local or long distance telecommunications service provider as required by law, or if you would like a complaint history for a particular telephone company, please write or call 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. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Be advised that you may have additional rights under state and federal law. Please contact the Public Utility Commission if you would like further information about these additional rights. In addition, please don't hesitate to contact Lipan Telephone Company, Inc., P.O. Box 187, Lipan, Texas 76462-0187, (254) 646-2211, if you have any questions regarding the information contained in this notice.



ESCOGIENDO SU COMPAÑIA DE TELECOMUNICACIONES - SUS DERECHOS COMO CLIENTE

La Comisión de Utilidades Públicas de Texas a dirigida cada utilidad de telecomunicaciones que proporcione éste aviso a clientes con respecto a sus derechos cuando elijan una utilidad de telecomunicaciones. Utilidades de telecomunicaciones (compañías telefónicas) son prohibidas por ley de cambiar su servicio telefonico sin su autorización. Ésta práctica común se conoce 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 autorización ("slammed"), debere llamar a su proveedor nuevo --la compañía telefonica que lo cambio sin su permiso-- y pedirle que regresen su cuenta a su compañía telefonica original.

La ley en Texas requiere a las compañías telefónicas, locales o de larga distancia, que han cambiado su servicio sin su permiso que hagan lo que siguiente:

1. Regresen su cuenta a su compañía telefonica original dentro de tres dias de negocio desde su solicitud.
2. Paguen todos los cargos acostumbrados asociados con lo que cueste para regresarle a su compañía telefonica original dentro de cinco (5) días de negocio desde su solicitud.
3. Proveen todas facturaciones de récord a su compañía telefonica original dentro de diez (10) días de negocio desde su solicitud.
4. Paguen a la compañía telefonica original la misma cantidad que usted hubiera pagado a su compañía telefonica original si no hubieran cambiado su cuenta sin su permiso ("slammed").
5. Reembolsarle, dentro de treinta (30) dias de negocio, cualquier cantidad que usted a pagado sobre la cantidad que usted hubiera pagado por servicio idéntico a su compañía telefonica original si no hubieran cambiado su cuenta sin su permiso ("slammed").

Favor de notar que cuando su compañía telefonica original a sido pagada por la compañía que le cambio el servicio sin su permiso, su compañía telefonica original se es requerida por ley de proveer todos los beneficios (por ejemplo: millas frecuentes por avión) que usted hubiera recibido normalmente por el de teléfono dentro del tiempo que se cambio su cuenta sin su permiso ("slammed").

Quejas de "slamming" (si su compañía telefonica, local o de larga distancia a cambiado sin su permiso) son investigadas por La Comisión de Utilidades Públicas de Texas. Si una compañía telefonica, 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 telefonica original, local o de larga distancia, como se requiere por ley, o si quiere obtener una historia de quejas de una compañía telefonica en particular, favor de escribir or 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 individuos con incapacidades de voz o oido, pueden ponerse en contacto con la Comisión al número (512) 936-7136. O Relevo de Texas numero 1-800-735-2989.

Usted puede tener derechos adicionales dentro de la ley del estado o dentro de la ley federal. Favor de ponerse en contacto con La Comisión de Utilidades Pública si desea mas información con respecto a éstos derechos adicionales. Tambien, favor de ponerse en contacto con Lipan Telephone Company, Inc., P.O. Box 187, Lipan, Texas 76462-0187, (254) 646-2211, si tiene preguntas con respecto a la información en éste aviso.

COLLECT CALL

A collect call is a telephone call for which you will pay all charges for that telephone 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.

Lipan Telephone Company, Inc. 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 Lipan Telephone Company, Inc. at:

Lipan Telephone Company, Inc.
P.O. Box 187
Lipan, TX 76462
Tele: (254) 646-2211
Fax: (254) 646-3510
E-mail: info@lipan.net

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 at 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 Lipan Telephone Company, Inc., 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.

MANDATORY DIALING

Texas area code 254 Notice Mandatory 10-Digit Dialing Becomes Effective on October 24, 2021

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

In order for 988 to work in your area code, mandatory 10-digit local dialing will be implemented. Starting on October 24, 2021, you will need to dial the area code for all local calls.

WHAT WILL BE THE NEW DIALING PROCEDURE?

To complete all local calls, you will now need to dial area code + telephone number. This applies to all calls within your area code that are currently dialed with seven digits.

WHO WILL BE AFFECTED?

Anyone with a telephone number from your area code will need to make a change from 7-digit local dialing to 10-digit local dialing.

WHEN WILL THE CHANGE BEGIN?

Beginning **October 24, 2021**, you must dial 10 digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7-digit number.

Beginning **July 16, 2022**, dialing "988" will route your call to the National Suicide Prevention and Mental Health Crisis Lifeline.

WHAT WILL YOU NEED TO DO?

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are life safety systems or medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions. Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

WHAT WILL REMAIN THE SAME?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all long distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255).

WHO MAY YOU CONTACT WITH QUESTIONS?

If you have any questions regarding information provided in this notice, please call Lipan Telephone Company at 254-646-2211 or access www.lipan.net for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

NATIONAL & TEXAS DO-NOT-CALL REGISTRY ANNUAL NOTICE

Explanation of Residential Telephone No-Call Lists

The federal government and many states have recently created an opportunity for consumers to reduce unwanted telemarketing telephone calls they receive. Consumers simply register with the National Do-Not-Call Registry by telephone at 1-888-382-1222. For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective thirty-one (31) days following your registration. As a result of consumers registering on the national list, telemarketers must remove the registered consumer's name and number from their calling lists and cease calling for an unlimited period. The National Do-Not-Call Registry is a free service to consumers.

Consumers in Texas may also register with Texas No-Call, which prevents telephone solicitations to residential and wireless phone numbers from all telemarketers operating in Texas. Consumers may register with the Texas No-Call list in two 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. Online registration is now free.
2. To register by mail, use the printable Residential or Business Registration at <https://www.texasnocall.com/addConsumer.asp?type=R>. Send the printable registration form to:

**TEXAS NO CALL
711 Atlantic Avenue, 6th Floor
Boston, MA 02111**

There is no charge to register your residential or wireless number on the statewide "Do Not Call List." Your number(s) will remain on the list for three years. Your registered telephone number(s) will remain on the list for three years from the date your residential or wireless telephone number is first published on the list.

Texas consumers may want to consider registering with the national Do-Not-Call Registry since it covers national telemarketers and the Texas No-Call affects only telemarketers operating in Texas.

The national and the Texas No-Call lists do not prevent all telemarketing calls from being received once a consumer is registered. Both registries contain exemptions on who can continue to telemarket to consumers.

To file a complaint, you have four (4) options:

1. Online at <http://www.puc.texas.gov/consumer/complaint/NoCallForm.aspx>.
2. Write PUC-Customer Protection Division,
P. O. Box 13326, Austin, Texas 78711-3326.
3. Call 1-888-782-8477, (TTY 1-800-735-2988).
4. Email: customer@puc.texas.gov.

LIPAN TELEPHONE COMPANY

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Lipan Telephone Company reconoce los derechos de sus clientes como consumidores de servicios telefónicos. La siguiente información es para informarle a ustedes, nuestros clientes, sobre sus derechos como cliente y sobre reglas de la Compañía acerca la solicitud de servicio, cuentas y pagos, depósitos y otras reglas y usos.

Lipan Telephone Company proporciona servicios de telecomunicaciones sin discriminación de la raza, religión, nacionalidad, edad, sexo, color, estado matrimonial, nivel socioeconómico, o alguna discriminación basada en la localización geográfica de los clientes.

COMO NUESTRO CLIENTE....

La información contenida en nuestras tarifas y reglas de servicio son registros públicos. Tarifas y reglas de servicios pueden ser examinadas en persona en nuestras oficinas localizadas en 109 N. Kickapoo. Al pedir copias de cualquier parte de las tarifas y reglas de servicio nosotros podemos reproducir copias a un precio razonable.

HISTORIA DE CRÉDITO PARA NUEVOS CLIENTES

Solicitantes de servicio telefónico tienen que establecer crédito satisfactorio. Crédito se puede establecer en varias maneras, y no será requerido pagar un depósito si:

- Usted a sido un cliente residencial de una compañía de teléfono dentro de los últimos dos (2) años, y si usted no está atrasado con los pagos de su cuenta de servicio, y si durante los últimos doce (12) meses de servicio consecutivo no ha tenido más de una (1) ocasión en cual su cuenta se pagó después de la fecha requerida y su servicio no fué descontinuado por falta de pagar. Nosotros le alentamos ha que obtenga una carta de crédito satisfactorio de su Compañía telefónica antecedente.
- Usted proporciona un tipo de crédito satisfactorio de manera apropiada, incluyendo, pero no limitado a, la producción de tarjetas de crédito generalmente aceptadas, cartas de referencia de crédito, los nombres de referencias de crédito que pueden ser contactadas rápidamente y sin gran costo a Lipan, ó es dueño de acciones substanciales que pueden ser fácilmente liquidadas.
- Usted proporciona una garantía satisfactoria, por escrito, para asegurar el pago de cuentas por su servicio de teléfono.
- Usted es un solicitante de servicio residencial que tiene sesenta y cinco (65) años ó más de edad, y no tiene una cuenta sobresaliente con ninguna compañía telefónica de servicio residencial que se haya acumulado dentro los últimos dos años.

El monto evaluado de la historia crediticia de esposos, establecida en los pasados 12 meses de servicio compartido previos a su divorcio, será aplicado de manera equitativa a ambos esposos por un periodo de 12 meses inmediatamente después de su divorcio. La historia de crédito no libra a ningún cliente del cumplir con las reglas de puntualidad sobre el pago de cuentas.

Puede notar un cargo llamado "Texas Universal Service" designado para pagar por la fundación de servicio universal de Tejas. Esta fundación fue creada por el estado de Tejas para ayudar a pagar por clientes de bajos recursos y clientes de áreas rurales con costos altos y para servir a clientes con incapacidades. Este cargo es aproximadamente 3.60 por ciento de su cuenta telefónica y pronto será balanceado por reducciones de cargos de la larga distancia dentro del estado. Si tiene cualquier pregunta sobre este cargo o como es calculado, por favor llame a su compañía telefónica.

REQUISITOS DE DEPÓSITO

Cada solicitante residencial tiene que establecer crédito satisfactorio con la Compañía para recibir servicio telefónico. Si no puede proporcionar referencias de crédito satisfactorias, ó si no tiene un buen récord de pago, ó si no puede proporcionar garantía satisfactoria a la Compañía, usted puede ser requerido a hacer un depósito inicial equivalente a una sexta parte (1/6) de sus cuentas calculadas ó establecidas por el año, y puede incluir cargos que se encuentran en la tarifa de la Compañía. Para solicitantes y clientes que no usan servicio residencial, la suma del depósito puede incluir cargos de larga distancia solo si la compañía de servicio básico cobra estos cargos a el cliente.

Durante los primeros doce (12) meses de servicio la Compañía puede requerir un depósito adicional. Para requerir este depósito, su uso actual debe ser tres veces más de el uso calculado, (ó tres veces el promedio de uso de las tres cuentas más recientes), y su uso corriente debe ser más de \$150.00, y su uso corriente debe ser más de 150% de la garantía retenida. La solicitud de la Compañía por tal depósito adicional será proporcionado a usted por escrito, y se le avisará que usted puede elegir pagar la cuenta corriente en vez de pagar el depósito adicional. Si el depósito adicional ó el pago de la cuenta corriente no es hecho dentro de diez días a partir de la fecha solicitada, si un aviso de terminación, por escrito, ha sido servido, la Compañía puede desconectar su servicio.

Si usted es un cliente residencial y sus cuentas actuales son por lo menos dos veces la cantidad del uso aproximado después de haber recibido dos cuentas, y ha recibido un aviso de terminación sobre una cuenta durante los últimos doce (12) meses, se le puede requerir un depósito adicional dentro de (10) diez días después de haberse mandado un aviso por escrito de terminación y haberse solicitado un depósito adicional.

En vez de pagar un depósito adicional, usted puede elegir pagar la cuenta corriente en su total antes del día debido, a condición de que no haya elegido esta opción durante los doce (12) meses previos.

INTERÉS SOBRE DEPÓSITOS

Interés será pagado sobre sus depósitos contenidos por treinta días ó más tarde a un tipo de interés fijado anualmente por la Comisión de Utilidades Públicas de Texas el 1 de diciembre del año anterior. Su depósito será paga-

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do el tipo de interés establecido desde el tiempo que el depósito fue pagado hasta la fecha en cual se regresa el depósito ó sea acreditado a su cuenta. Interés sera compuesto anualmente. Pago del interés sobre el depósito sera hecho anualmente si es solicitado por el cliente, ó más pronto si el servicio es descontinuado, ó puede ser acreditado a la cuenta del cliente.

REGRESO DE DEPÓSITOS

Si Lipan Telephone es incapaz de proveer servicio, su depósito sera regresado pronto con el interes aplicable. Cuando ha pagado 12 facturas consecutivas de servicio residencial ó 24 facturas consecutivas de servicio comercial ó cuentas de industrial sin haber tenido su servicio desconectado por falta de pagar una cuenta, y sin haber tendido más de dos ocasiones cuando una cuenta haya sido delincente, y si no es delincente en el pago de sus cuentas corrientes, Lipan Telephone le devolvera su depósito automaticamente, incluyendo el interes acumulado por forma de pago al contado, ó credito a su cuenta mensual. Si tiene una garantía para el pago de su cuenta, Lipan Telephone anulará la garantía usando el mismo criterio.

INSTALACION DE SERVICIO

Lipan Telephone completara la instalación de los servicios nuevos locales y la ordenes para movidas y cambios de servicios existentes dentro de 5 días de trabajo almenos que usted pida una fecha más tarde ó un acontecimiento extraordinario o requisitos existen. Para tiempo de instalación de otros tipos de servicio telefónico, diferente de servicio basico haga usted el favor de llamar a nuestra oficina de negocios.

PAGO DE CUENTAS

Su cuenta de servicio local debe ser pagada el día ó antes del día debido. Su cuenta de servicio telefónico se considera delincente si no es pagada en el día debido, el cual es dieciséis días después de la fecha de distribución. Usted tiene el derecho de continuar con el servicio local siempre y cuando el pago sea realizado puntualmente. La marca postal, si lo hay, en el sobre de la cuenta, ó la fecha de distribución que está en la cuenta, si no hay marca postal en el sobre, constituye prueba de la fecha de distribución. Si el día debido es un día de fiesta fin de semana, el día debido de pago será el próximo día de trabajo después del día debido.

COMO RESOLVER DISPUTAS SOBRE CUENTAS

Si hay alguna disputa entre usted y Lipan Telephone Company, con respecto a cualquier cuenta de servicio telefónico, Lipan investigará el caso particular y le reportará a usted los resultados. Si la disputa no se resuelve, la Compañía le informará a usted sobre los procedimientos de guejas de la Comisión de Utilidades Publicas de Texas.

Si usted disputa cualquier porción de su cuenta de servicio telefónico y usted suspende la misma porción de pago en disputa su servicio no será sujeto a ser desconectado

por no pagar la porción de su cuenta que queda pendiente bajo determinación de la disputa. Usted está obligado a pagar las cuentas que no están en disputa.

Nosotros harémos todo esfuerzo para resolver su disputa dentro de 60 días despues de las fecha que nos avisa de su disputa.

DERECHOS DEL CLIENTE PARA UNA REVISTA DE SUPERINTENDENTE

Cada empleado de Lipan Telephone procura ser atento y corresponder en una manera profesional a sus preguntas sobre su cuenta y su servicio telefónico. Usted tiene el derecho de pedir una revista de superintendente sobre cualquier problema sin resolución. Si nosotros no podemos hacer una revista de superintendencia inmediatamente, nosotros arreglaremos una fecha lo más pronto posible. La Compañía le proporcionara una copia de su respuesta por escrito dentro de diez (10) días. Si usted no escoge participar ó hace un arreglo par un revista despues de pedirla entonces, nosotros tenemos el derecho de desconectar el servicio telefónico despues de darle aviso propio.

Si usted no esta satisfecho con nuestra respuesta sobre quejas, cualquier queja que tenga puede dirigirla por escrito a la Comisión de Utilidades Públicas a la siguiente dirección:

Public Utility Commission of Texas
División de Protection al Cliente
1701 N Congress
PO Box 13326
Austin, Texas 78711-3326

Ó PUEDE LLAMAR FOR TELÉFONO:

Public Utility Commission of Texas
División de Protection al Cliente
888-PUC-TIPS or 888-782-8477 or
512-936-7120 la teletipo para individuos con incapacidades de oido o voz.
Fax: 512-936-7003
Numero de relevo: 1-800-735-2989
Correo electronico: customer@puc.state.tx.us
Internet: www.puc.state.tx.us

ACUERDO DE PAGO DIFERIDO

Un Acuerdo de pago Diferido es un acuerdo entre la Compañía y un cliente que concede al cliente la oportunidad de pagar la cuenta delincente en plazo de pagos más allá de la fecha de la próxima factura. Un cliente puede pedir un Acuerdo de Pago Diferido si visita o llama la oficina de la Compañía. Una copia del Acuerdo sera proveido para su firma.

Clientes residenciales tienen el derecho de pedir un Acuerdo de Pago Diferido si no ha tenido más de dos (2) Avisos de Desconexión por parte de la Compañía durante los últimos doce (12) meses. Bajo del Acuerdo de Pago Diferido, le será requerido pagar su cuenta corriente y una instalacion razonable de la cuenta sobresaliente, hasta que la cuenta sea pagada. Bajo de las condiciones del

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Acuerdo de Pago Diferido, usted puede pagar más, pero no tendrá que pagar más de 1/3 sobre la cuenta sobresaliente. El Acuerdo de Pago Diferido puede incluir una pena pecuniaria de 5% por el pago retrasado.

Si usted no cumple con las condiciones del Acuerdo de Pago Diferido, nosotros tenemos el derecho de desconectar su servicio telefónico después de darle aviso propio.

DESCONECCIÓN DE LOS SERVICIOS

Su servicio puede ser desconectado si usted no paga su cuenta en una manera oportuna y no nos ha contactado para hacer un arreglo alternativo para pagar, dentro de veinte y seis (26) días a partir de la fecha de distribución de su cuenta.

Al menos de diez (10) días antes de la fecha de desconexión, le daremos aviso propio. Después del aviso propio, su servicio telefónico puede ser desconectado por falta de cumplir con las condiciones del Acuerdo de Pago Diferido, del Depósito, ó del Acuerdo de Garantía. También podemos desconectar su servicio si usted está en violación de las reglas de la Compañía acerca del uso de servicio de una manera que interfiere con el servicio de otros clientes ó de la operación de equipo fuera de lo normal. Haremos un esfuerzo razonable para avisarle a usted y le daremos una oportunidad razonable de remediar la situación.

Podemos desconectar el servicio telefónico de un cliente sin dar aviso adelantado cuando se sabe que existe una condición peligrosa que pueda causar daño a la cadena de telecomunicación es a usted como cliente, ó a los empleados de la Compañía mientras que exista dicha condición.

También podemos desconectar el servicio sin dar aviso adelantado si el servicio se ha conectado sin autorización de una persona que no ha hecho una solicitud para el servicio, ó que ha reconectado el servicio sin autorización después de la terminación del servicio por falta de pago, ó en casos de alteración ó desviación del equipo de la Compañía.

Si la desconexión del servicio privará de la posibilidad de realizar una llamada para solicitud de ayuda médica de emergencia para una persona residiendo en el inmueble que se encuentre seriamente enferma, su doctor deberá proporcionar documentación escrita a la Cooperativa para dar una prórroga para el pago de su cuenta.

AVISO DE DESCONECCIÓN

Si su cuenta de servicio telefónico no se ha pagado dentro de los dieciséis (16) días permitidos para hacer el pago, ó no ha entrado en un Acuerdo de pago Diferido, un aviso de desconexión se le mandará a usted no menos de diez (10) días antes de la fecha de desconexión. Si el día de desconectar cae en fin de semana ó en día de fiesta, el día de desconectar será el próximo día de trabajo después del décimo día ó veinte y seis (26) días a partir de la fecha de distribución del aviso. El aviso tendrá las palabras "Aviso de Terminación" ó tema similar desplegado de manera

prominente. El aviso también tendrá impreso, ó fijado a este, una declaración que si usted está en necesidad de ayuda con el pago de su cuenta, ó si está enfermo y no puede pagar su cuenta, usted puede calificar para un programa alterativo, como un Acuerdo de Pago Diferido, y usted debe ponerse de contacto con la oficina de negocios de la Compañía para obtener más información.

RECONEXIÓN DE SERVICIO

Si su servicio ha sido discontinuado por falta de pago de un depósito, ó de una cuenta regular de servicio, usted tiene que pagar su cuenta, ó entrar en un Acuerdo de Pago Diferido, y tendrá que cumplir con los requisitos de depósitos de la Compañía antes de que el servicio sea restaurado. Habrá un cargo para reconectar el servicio. Si su servicio ha sido terminado y su depósito fué aplicado al balance de su cuenta, será necesario solicitar otra vez el servicio telefónico como un nuevo solicitante ó cliente.

PAGO REGRESADO

Si su cheque de pago es devuelto por fondos insuficientes en su cuenta, ó por otras razones, la Compañía puede considerar que sea necesario pedir que usted pague al contado, ó por giro postal, ó cheque de caja.

SERVICIOS DE CLIENTES

Información referente al servicio ó a su cuenta, se puede obtener llamando a la oficina de negocios de la Compañía al (254) 646-2211, ó escribiendo a la Compañía a la dirección listada en este folleto.

La Compañía anima a los clientes con incapacidades físicas y personas que cuidan a estos clientes, que se identifiquen a la Compañía. Para clientes con incapacidades de oído o voz, el número de teléfono para el teletipoescritora de la Comisión de Utilidades Pública es el (512) 936-7136, y el número para el Relay Texas, el servicio dual de retransmisión del estado es el (800) 735-2988.

ESTAMOS AQUÍ PARA SERVIR A NUESTROS CLIENTES

La oficina de negocios de la Compañía está localizada en 109 N. Kickapoo en Lipan.

Estamos abiertos desde las nueve de la mañana hasta las cuatro de la tarde de lunes a viernes (excluyendo días de fiesta)