

and the relationship has not been terminated by you or the organization.

- Tax-exempt, non-profit organizations for charitable or political purposes, and telephone surveyors.
- You may be called for up to 3 months following an inquiry or submitting an application to the company.

What should you do if you continue to receive unwanted calls 3 months after you have registered your telephone number(s)?

- You may file a complaint with the FCC
- Call toll-free 1.888.225.5322 for information on how to file a complaint or visit the FCC website at www.fcc.gov/cgb/donotcall
- You may inform the telemarketer when they call that you wish to be placed on their company's do-not-call list.

Pay-Per-Call

Pay-per-call charges apply to any completed call using an abbreviated dialing code such as 900 or 976 exchange codes. The caller pays a per-call or per-time interval charge in addition to the charge for transmission of the call.

You have **60 days** from the date on the bill to dispute a pay-per-calling error. You have the right to withhold payment of the disputed charge during billing error review. No collection activity for disputed pay-per-call charge will occur while the charges are under investigation. After investigation, if it is determined that the disputed charges are legitimate, your telecommunications carrier or the information provider may proceed with outside collections against your account for non-payment of these charges.

Your **local and long distance** services cannot be disconnected for non-payment of these charges. Failure to pay legitimate pay-per-call charges may result in involuntary blocking or your access to these types of services.

Voluntary blocking of access to pay-per-call charges is available upon request from your local telephone company.

Illinois Relay Service Helps Us Communicate Reach Out With Relay

The Illinois Telecommunications Access Corporation (ITAC) administers and manages Illinois Relay on behalf of all local telephone companies in Illinois.

- Relay allows people who are deaf, hard of hearing or speech impaired and use a TTY to communicate with people who use standard telephones. A standard telephone user calling a TTY user and a TTY user calling a standard telephone user, now has the option to dial a convenient three digit number 711, to reach Illinois Relay instead of the traditional 800 numbers.

Illinois Relay is available seven days a week, 24 hours a day. The relay operator speaks to the standard telephone user and types to the TTY user. There is no cost for the use of this service.

To save time in an emergency, callers should dial 9-1-1 or local emergency access numbers instead of placing the call through relay.

A small fee included in your monthly telephone service charge funds Illinois Relay and is required by state and federal law.

For information about Relay:

Call ITAC at	1.800.841.6167 V/TTY
TTY & Voice Users Dial:	711 OR
TTY Users	800.526.0844
Voice Users	800.526.0857
VCO (Voice Carry Over)	877.826.1130
Speech to Speech	877.526.6690
ASCII	877.526.6680
Braille Users	877.526.6670



NEW WINDSOR
VOICE • VIDEO • INTERNET

Your Billing Rights and Responsibilities

Do-Not-Call Registry

Pay Per Call

Illinois Relay Service



NEW WINDSOR CABLE TV, INC.

305 South 5th Avenue
PO Box 488
New Windsor, IL 61465
309-667-2150
www.nwtelephone.com

Your Billing Rights and Responsibilities

Your phone company is committed to following the rules set by the Illinois Commerce Commission (ICC) in its delivery of service, billing and guidelines for payments. Copies of these rules are available from the ICC.

Establishing Service

To begin service, contact us at **(309) 667-2150**. Please be prepared to provide the following information:

- Your full name and street address where you want service, including apartment number if you have one
- How you would like your name listed in the next edition of the telephone directory
- Credit information including employment or sources of income

New basic local exchange service must be installed within 5 business days unless otherwise requested by the customer. If this standard is not met, the customer will be given a credit equal to ½ of the normal installation charge. If this standard is not met by the 10th business day following the original installation date, the customer will be given a credit equal to 100% of the normal installation charge.

Credit and Deposit Information

We have the right to charge a deposit under the following conditions:

- If you cannot provide satisfactory credit information
- If you failed to pay a prior bill with us
- If you have not previously had service in your name

Billing

Telephone bills are mailed monthly and are due within 21 days from the billing date. Your bill will itemize your monthly charges.

Service Interruption Credit

If basic local exchange service has been interrupted and remains out for more than 24 hours after we receive notice, we will make an appropriate adjustment. Adjustments are based on the number

of days a customer is out of basic local exchange service:

- 24 to 48 hours – prorated credit
- Up to 72 hours – 33% recurring monthly charges
- Up to 96 hours – 67% recurring monthly charges
- Up to 120 hours – 100% recurring monthly charges
- Over 120 hours - \$20.00 per day or alternative phone service, at customer's option.

These amounts include custom calling features, but exclude federal subscriber line charge, 911 service, directory and long distance charges.

Bill Payment

If within any 12 month period we receive more than two payments returned for non-sufficient funds, we may place you on a cash-only payment basis.

Termination of Service

We have the right to terminate service for any of the following:

- Nonpayment of a bill
- Nonpayment of a deposit or refusal to pay increased amount
- Default on a deferred payment agreement
- Not allowing telephone company employees access to company owned equipment after we have made a request to do so

If we disconnect your service, we will mail a "Final Notice" before service is shut off.

Exemptions

Neither the rules nor credits listed in this section apply if the violation of a service quality standard occurs as a result of:

- Negligent or willful acts of the customer
- A malfunction of customer owned telephone equipment or inside wiring, whether or not the customer has an inside wire maintenance plan
- An emergency situation
- The inability to gain access to customers premise due to customer missing the appointment
- A customer request to change an already scheduled appointment

- The customer refusing repair staff access to the premises
- The lack of facilities at a geographically remote location

Dispute Resolution

If you have a question about your bill, please contact us. If a solution is not satisfactory, you have the right to contact the ICC's Consumer Services Division.

Formal Complaints

If we are unable to reach an agreement with you on a disputed issue, you have the right to file a complaint with the ICC.

Scheduled Appointments

If we fail to meet a scheduled appointment for installation or repair of basic local service, a \$50.00 credit per missed appointment will be issued. It does not apply if the telephone company gives the customer ICC defined notice of their inability to keep the appointment, regardless of reason. Additionally, should the service technicians meet a scheduled appointment but the customer is not available or unwilling to accept service, a \$50 service charge will apply. This charge does not apply if the customer gives the telephone company 24-hour notice of their inability to keep the scheduled appointment.

Do-Not-Call Registry Reduce Telemarketing Calls

You may register your residential telephone number(s) free. You must call from the number you wish to register. To register your number(s) you may call on of the numbers listed below or sign up on the internet.

Toll Free: **1.888.382.1222**
TTY Access: **1.866.290.4236**
Via the Internet: www.donotcall.gov

Calls **NOT** covered by Do-Not-Call registry:

An "established business relationship" is a voluntary relationship based on a transaction involving products or services within the previous 18 months