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Help Make Local Phone Service Affordable

Making Local Service Affordable

LIFELINE is a program established to help pay the monthly charge for local telephone service, or a qualified bundle service. This federally funded program is available to qualified low-income consumers. If the qualifying low-income consumer voluntarily elects toll blocking while initiating **LIFELINE** service, a deposit is not required.

WHO IS ELIGIBLE FOR THIS PROGRAM? To be eligible, you must be a recipient of one of the following:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Housing Assistance (Section 8)
- Veteran's Pension and Survivor Benefit
- Customer household income is at or below 135% of the National Poverty Guidelines, for a household of that size

WHERE CAN I APPLY FOR THE LIFELINE PROGRAMS?

For additional information or enrollment, contact our business office at

815.882.2201

Federal Universal Service Charge

The Federal Communications Commission (FCC) adopted rules that mandated that telecommunications carriers pay into a federal program called the Universal Service Fund (USF). This fund helps provide affordable telecommunications services for low-income customers and customers in rural areas. It also provides discounts on Internet access for eligible schools, libraries, and rural health care providers. The USF is collected from telecommunications carriers and administered by the Universal Service Administration Corporation. They are responsible for disbursing the funds according to eligibility criteria established by the FCC.

McNabb Telephone Company Eligible Telecommunications Carrier Services

McNabb Telephone Company proudly offers services and functionalities designed to exceed the Federal Communication Commission's (FCC) requirements as stated in C.F.R. § 54.101, including

- Single party service, including local usage
- Access to interexchange service through the public switched network
- Dual tone multi-frequency signaling
- Access to emergency services
- Access to operator services and directory assistance services
- Toll limitation for qualifying low-income consumers

The current rates and charges for the above-listed services and functionalities can be found in the tariffs on file at the appropriate governing agencies and are subject to change upon proper notice. (See *National exchange Carrier Association (NECA) Tariff Number 5 on file with the FCC and McNabb Telephone Company Tariff Number 8 on file with the Illinois Commerce Commission (ICC), or available in the company business office.*)

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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 815.882.2201. 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 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 customer's 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 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.

Statement of Non-Discrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Person with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.ascr.usda.gov/ad-3027-usda-program-discrimination-complaint-form> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

McNabb Telephone Company is an equal opportunity provider and employer.

De acuerdo con la ley federal de derechos civiles y las reglamentaciones y políticas de derechos civiles del Departamento de Agricultura de Estados Unidos (U.S. Department of Agriculture, USDA), se prohíbe al USDA, sus agencias, oficinas y empleados, e instituciones que participan o administran los programas del USDA, discriminar por motivos de raza, color, origen nacional, religión, género, identidad de género (incluidas las expresiones de género), orientación sexual, discapacidad, edad, estado civil, estado familiar/parental, ingresos derivados de un programa de asistencia pública, creencias políticas, o reprimendas o represalias por actividades previas sobre derechos civiles, en cualquier programa o actividad.

llevados a cabo o financiados por el USDA (no todas las bases se aplican a todos los programas). Las fechas límite para la presentación de remedios y denuncias varían según el programa o el incidente.

Las personas con discapacidades que requieran medios alternativos de comunicación para obtener información sobre el programa (por ej., Braille, letra grande, cinta de audio, lenguaje americano de señas, etc.) deberán comunicarse con la Agencia responsable o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisiones al (800) 877-8339. Asimismo, se puede disponer de información del programa en otros idiomas además de inglés.

Para presentar una denuncia por discriminación en el programa, complete el Formulario de denuncias por discriminación en el programa del USDA, AD-3027, que se encuentra en línea en <https://www.ascr.usda.gov/ad-3027-usda-program-discrimination-complaint-form> o en cualquier oficina del USDA, o escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncias, llame al (866) 632-9992. Envíe su formulario completado o su carta al USDA por los siguientes medios:

- (1) correo: U.S. Department of Agriculture,
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; o
- (3) Correo electrónico: program.intake@usda.gov.

McNabb Telephone Company es un proveedor de servicios con igualdad de oportunidades.

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Learn How You Can Help Eliminate The Digital Divide

Elimination Of The Digital Divide

The Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to enhance digital service. All money in the fund shall be used by the Commission to fund the construction of facilities within communities throughout Illinois. The Illinois Department of Commerce and Community Affairs will issue grants to various communities based upon their needs.

If you wish to participate in the Program to foster the elimination of the Digital Divide, you may do so by volunteering to contribute a monthly fixed amount that will be included in your telephone bill.

Yes, I want to help.

Please add the Digital Divide contribution indicated below to my monthly phone bill. I understand that I can change or cancel my contribution any time with a 30 day advance notice.

| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| \$ 0.50 | \$1 | \$2 | \$5 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Name: _____
 Address: _____ City: _____
 Phone Number: _____
 Signature: _____

To enroll in this program, complete this form and return it to your Local Telephone Company at
308 W. Main Street, McNabb, IL 61335
 For additional information about this program, contact our office at
815.882.2201

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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. Your number(s) will remain on the Do-Not-Call list for 5 years.

To register your number(s) you may call one 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 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.

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 <https://consumercomplaints.fcc.gov/>
- You may inform the telemarketer when they call that you wish to be placed on their company's do-not-call list.

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Pay-Per-Call Resolution

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-call billing error. You have the right to withhold payment of the disputed charge during billing error review.

No collection activity for disputed pay-per-call charges 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.

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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 |
| Telebraille Users | | 877.526.6670 |

McNabb Telephone Company
 308 W. Main Street
 McNabb, IL 61335
815.882.2201



Info to go

Important News From Your Local Phone Company

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