

GENERAL INFORMATION

RIGHTS AND RESPONSIBILITIES OF RESIDENTIAL TELEPHONE CUSTOMERS

This information is provided in accordance with the rules of the Public Service Commission of Indiana and explains your rights and responsibilities as a residential telephone customer. These obligations, on the part of the telephone company and the customers, are covered by the Rules and Standards of Service for Telephone Utilities of Indiana established by the Public Service Commission of Indiana.

rules and standards

A copy of the complete rules and standards is available for inspection in each telephone company business office and GTE Phone Mart.

rate increase

Customers will be advised of any request for a general rate increase within forty-five (45) days of such request and prior to the date of the initial public hearing.

to obtain information

If you need more information about your telephone service, please call your Service Representative or visit our GTE Phone Mart. You will find our telephone number and address listed in the information pages of your telephone directory.

deposits from applicants and customers

applications

The telephone company will determine the credit worthiness of an applicant based on information provided by the person applying for service. Previous telephone service during the last two years, as well as other factors, will be considered and verified when determining deposit requirements.

additional deposits

A deposit or additional deposit from existing customers may be required as a result of late payment of billing, disconnection of service, or for nonpayment. A payment made after the mailing of disconnect notices for two (2) consecutive months or any three (3) months within the preceding twelve (12) months constitutes late payment.

amount, interest, and refunds

Deposits will be based on two months' actual or estimated usage and earn six (6) percent simple interest. Deposits will be refunded on final bills or after prompt payment of each monthly bill for nine (9) consecutive months or ten (10) out of any twelve (12) consecutive months provided that the customer did not make late payments for any two (2) consecutive months.

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your telephone bill

You should receive your telephone bill about the same date each month. The bill is payable upon receipt and becomes delinquent on the date printed at the bottom of the bill. You may pay your bill by mail or personally at any GTE Customer Service Agency Booth or business office. If you pay by mail, include the cash card with your payment. If you pay in person, bring the bill and cash card with you.

disconnection of service

with notification

Customers will receive a Notice of Account Past Due for delinquent telephone billing. The disconnection will occur five (5) days after the mailing date of said notice if payment is not received.

without notification

Service may be disconnected without prior notice in cases where there is a dangerous or hazardous condition, by order of a duly authorized public authority, or where there is fraudulent or unauthorized use.

payment arrangements

medical emergency

A licensed physician or a public health official may state in writing that disconnection of your service would be a serious and immediate threat to the health and safety of a person in your household. In such cases, disconnection of service will be postponed for ten (10)

days. One (1) additional ten-day (10) postponement will be granted upon the provision of an additional medical statement.

inability to pay

If your account is delinquent, we will attempt to make reasonable payment arrangements to prevent disconnection of your service. Call the Customer Billing Center in these cases to discuss your circumstances.

if you have a problem or complaint

The first place to get help if you have a problem or complaint is our local business office. Call and ask for your Service Representative. If you are not satisfied, ask to speak to the supervisor or manager. The number is in the information pages of our telephone directory.

The telephone company will answer a customer's formal complaint in writing. The customer has seven (7) days following the mailing of the written notification to request an informal review of the company's decision or action by the Public Service Commission of Indiana. In the request for review, the customer must certify that a copy of the request for review has been provided to the telephone company. The informal review will be conducted by the Public Service Commission of Indiana within twenty-one (21) days, and a written decision will be mailed to the customer within thirty (30) days after receipt of the customer's request for review.

•—for information about any telephone service not shown, call your Service Representative who will be glad to help you.