

# What You Should Know About 900 and 976 Numbers

## Your 900/976 Rights...

If you think you've been incorrectly billed for a 900 or 976 service, you can call the toll-free 'Billing Inquiry' number listed on the top of your bill to dispute the charge. You need to make this claim within 60 days of the issue date of the bill.

During the investigation, you are not expected to pay for the disputed amount. An adjustment will be made to your account in your claim is valid. We will commit to handling your inquiry in full compliance with the applicable regulations, and will credit the disputed amount (up to \$50 per call) if we fail to do so.

Basic local and long distance phone service cannot be disconnected for failure to pay 900/976 charges. However, future 900/976 services may be blocked from your phone if you do not pay for legitimate charges. The carrier or information provider may contact you directly for payment of the charges.

Voluntary blocking of 900 & 976 services may be available by calling your Cass Telephone representative at the number listed on the top of your bill. Blocking is free the first time you request it. If later you have blocking removed and then want to reactivate a non-recurring charge may apply.\* If you would like to reinstate 900/976 number access, please send in a written request.

Charges for 900 & 976 pay-per-call services appearing on our telephone bill are for non-communications services (you pay for the information). You should not be billed for any service that does not fully comply with all appropriate state and federal laws and regulations. Partial payments will be applied first to basic telecommunication charges, then to pay-per-call charges.\*\*

These consumer rights are provided under applicable state laws and the federal Telephone Disclosure and Dispute Resolution Act (TDDRA) of 1992 on Pay-Per-Call Billing. Pay-per-calls include 900 & 976 numbers that charge for the information that you receive.

\*Charges not applicable in Illinois or Michigan.

\*\*Only applicable in Illinois.

