

## Establishing Service

To begin service, contact us at 800.508.5405 or 217-452-3022. 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 1/2 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 & 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 charge
  - Up to 96 hours- 67% recurring monthly charge
  - Up to 120 hours- 100% recurring monthly charge
- 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.

# INFO TO KNOW...

## from Cass Telephone Company

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800.252.1799 [www.casscomm.com](http://www.casscomm.com)

## 1 Your Billing Rights & Responsibilities

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

IL 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. All calls are confidential and billed at regular telephone rates.

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

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

For information about Relay, call ITAC at 1.800.841.6167 V/TTY or visit [www.itactty.org](http://www.itactty.org).

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
Spanish	711
TTY	800.501.0864
Voice	800.501.0865

You have 60 days from the date of 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 the 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.

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.

## 6 Illinois Relay Service Helps Us Communicate

### Reach Out With Relay

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

Relay allows people who are deaf, hard of hearing or who are 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 IL Relay instead of the traditional 800 numbers.

**Bill Payment**

If within any 12 month period we receive more than 2 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 to allow 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 Customer 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.

**2 Federal Universal Service Charge**

The Federal Communications Commission (FCC) mandates all 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 for customers living in rural areas that are expensive to serve. 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.

Every telecommunications carrier in the industry must contribute to the USF. Like other carriers, we recover our USF contribution from customers. The recovery charges, listed on your bill as 'Federal Universal Service Charge,' enable us to recover our USF expenses and are intended to simply cover our costs.

The FCC requires all carriers that recover their contributions from customers with line item charges to use the FCC's prescribed contribution factor. As a result, we compute these charges using the FCC's factor. The FCC may change the contribution factor quarterly.

**3 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 IL. The Illinois Department of Commerce and Community Affairs will issue grants to various communities based on 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

       

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ PHONE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

To enroll in this program, complete this form and return it to:

**Cass Telephone Company**  
100 Redbud Road  
PO Box 230  
Virginia, IL 62691

For additional information about this program, contact our office at **800.508.5405**.

**4 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 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.
  - 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](http://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.

**5 Pay-Per-Call Resolution**

Pay-per-call charges may 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.