



Oneida Telephone Exchange

129 W. Highway

Oneida, IL 61467

Office: 309-483-3111 Fax: 309-483-7777

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)-483-3111.

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 services 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 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 the 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 employee 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 the 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 the 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 geographic remote location