

General Rules & Regulations

Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

Billing & Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office.

National Do No Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at www.donotcall.gov if you have an active email address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry until it is disconnected, or until you delete it from the registry.

If you receive telemarketing calls after you have registered your telephone number and it has been in the registry for three months, you can file a complaint at www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

Annoying, Obscene, & Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 21 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his/her control may be fined or imprisoned, or both.

Telephone Assistance Programs

Low Income Assistance Available to Telephone & Broadband Subscribers

Midstate Communications is authorized to offer Lifeline assistance to our customers. The Lifeline Universal Service Program is a government supported program available to qualified, low-income consumers and offers a discount for eligible telephone and bundled Internet service meeting the minimum standards. If you are an existing telephone service subscriber receiving the monthly Lifeline discount, you can continue to apply that discount to your home phone voice service. Effective December of 2019, Lifeline discount amount available for voice only services will begin to decrease. If, however, the Lifeline support provided is applied to a bundled service package which includes not only telephone voice service, but also Internet Service you can avoid these discount decreases and continue receiving the maximum discount, currently \$9.25.

Moving your monthly Lifeline discount so that it also applies to your current bundled service which includes both voice telephone service and Internet service, will generally require that you agree to not transfer your Lifeline benefit to another provider for twelve months. There are certain exceptions to this requirement.

Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone or bundled Internet service to customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program. Eligible subscribers may be eligible for additional discounts up to \$25.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying assistance program.

How to Qualify for a Lifeline Discount:

You must participate in at least one of the following programs to be eligible for a Lifeline Program discount:

- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Medicaid
- Federal Public Housing Assistance
- Veteran's Pension and Survivors Benefit Program
- Income Below the Federal Poverty Guidelines

If residing on tribal lands the following eligibility criteria is also available to be utilized:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Food Distribution on Indian Reservations
- Head Start