



# Telephone Terms and Conditions

This document explains the terms and conditions of receiving local and long distance telephone service from OneSource Communications. Please read these terms and conditions carefully and retain this document for your future reference.

## Credit and Deposit Requirements

OneSource may use information provided by you at the time that service is requested to access your credit history. Based on your credit history, we may request a deposit from you as a requirement for service. We may also request a deposit if you fail to pay your bill by the date due. The amount of the deposit is calculated based on your credit information and the estimated monthly billing for your services not to exceed an average of two months. The deposit and accrued interest will be credited to the account if service is disconnected or when you have established a 12-month payment history with no record of having service suspended for non-payment and have no more than two occasions where the payment was received after the due date. The deposit will not be refunded if your account is past due. During the period that we hold your deposit, interest will be applied at a rate set annually by the Public Utility Commission if the deposit is held for more than 30 days. This rate is effective January 1 of each year.

## Provision of Service

OneSource is responsible for providing reliable telephone service to the Network Interface Device (NID) located on the outside of your home or business. If your request a technician to come to your location and the problem is related to your internal wiring or telephone equipment or, you will be billed for a trip fee.

## Billing Disputes

You have the right to dispute any charge on your bill that you believe is incorrect by contacting our Customer Service Department. Customer Service will review the charge, provide you with an explanation and, if necessary, correct your billing. If you are not satisfied with the explanation, you may request a supervisory review. If you are disputing a charge that you believe is incorrect, you will not be required to pay the amount of the charge until the dispute has been resolved. All other charges that have not been disputed must be paid in full by the due date.

## Billing and Payment for Service

OneSource bills monthly service charges one month in advance. Your first bill has pro-rated charges from the day you were connected until the date printed on top of the bill. It also includes the next full month of service. After the first bill, we will continue to bill you in advance on a month-to-month basis. Your monthly bill for services will indicate the date that your payment is due. OneSource must receive your payment by this date. If payment is received after this date, a late payment fee will be added to your amount due. If you do not pay your local telephone charges by the date due, you will receive a notice that your local telephone service will be suspended unless your payment is received by the date specified on the notice.

## Suspension of Service

OneSource can suspend or disconnect your basic local telecommunications services for any of the following reasons after providing you with ten days written notice:

- Failure to pay your basic local service charges by the final date for payment specified by written notice.
- Failure to meet the terms of a payment arrangement for your basic local service charges.
- Failure to pay a requested deposit.

By law, your local telephone service cannot be suspended for nonpayment of charges other than the charges for basic local telephone service. If you do not pay charges for other services such as long distance, voice mail and Internet, those services may be disconnected.

## Payment Arrangements

If you are not able to pay your entire bill by the due date, but can pay before the due date of your next bill, you may contact our Customer Service Department to request a payment arrangement. The entire amount still must be paid within 30 days of the original due date.

## Steps to Restore Service

If your service is suspended due to nonpayment, OneSource will restore service after full payment is received. A fee will also be charged to your account for the cost of reconnecting your service. Service will be restored within 24 hours of the time that payment is received.

## Customer Complaint Procedures

OneSource makes every effort to ensure that your local and long distance telephone services are of the highest quality. We also work to make sure that any problem is resolved to your satisfaction. If you have problems with our service, please contact us and allow us the opportunity to correct the problem. Customer Service will review your complaint, provide you with an explanation and, if necessary, take steps to resolve the problem. If you are not satisfied with the resolution, you may request a supervisory review.

You have the right to contact the Public Utility Commission regarding any matter related to the service that we provide. If you would like to file a complaint, please write or call the Public Utility Commission of Texas Customer Protection Division, PO Box 13326, Austin, Texas 78711- 3326, (512) 936-7120 or in Texas (toll free) 1-888-782-8477, fax (512) 936-7003, e-mail address: customer@puc.state.tx.us, Internet address: www.puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936- 7136 and Relay Texas (toll free) 1-800-735-2989.

## How to Contact OneSource Communications

For Customer Service: OneSource Communications' Customer Service Department is located at 4800 Keller Hicks Road in Fort Worth, TX. Our Customer Service Department is open from 8:00 AM until 6:00 PM Monday through Friday and from 9:00 AM until 1:00 PM on Saturday. You can visit our office to request service, discuss your account and pay your bill. You can also contact us at (817) 745-3000 or 1-877-210-3007. For Repair Service: You can contact us at (817) 745-3000 or 1-877-210-3007. Representatives are available to take your call 24 hours a day, seven days a week.

## Statement of Nondiscrimination

OneSource Communications' services are provided without discrimination as to a customer's race, color, sex, nationality, religion, marital status, income level, source of income, or unreasonable discrimination on the basis of geographic location.

## Selecting a Telephone Company and Charges on Your Telephone Bill – Your Rights as a Customer

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as "slamming." If you are slammed, Texas law requires the telephone company that slammed you to do the following:

- Pay all charges associated with returning you to your original telephone company within 5 business days of your request.
- Provide all billing records to your original telephone company within ten business days of your request.
- Pay your original telephone company the amount you would have paid if you had not been slammed.
- Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam. Your original telephone company is required to provide you with all the benefits, such as frequent flyer miles, you would have normally received for your telephone use during the period in which you were slammed.

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to "lift" the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer.

Placing charges on your phone bill for products or services without your authorization is known as "cramming" and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill.

If you believe you were "crammed", you should contact the telephone company that bills you and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of an unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service.
- Remove any unauthorized charge from your bill.
- Refund or credit all money to you that you have paid for an unauthorized charge.
- Provide you, on your request, with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

The Public Utility Commission of Texas investigates complaints related to slamming and cramming. If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. If you have been crammed, contact your service provider. If the company that slammed or crammed you fails to resolve your request or if you would like to file a complaint, please write or call the Public Utility Commission of Texas Customer Protection Division, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll free) 1-888-782-8477, fax (512) 936-7003, e-mail address: customer@puc.state.tx.us, Internet address: www.puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at

# Telephone Terms and Conditions



(512) 936-7136 and Relay Texas (toll free) 1-800-735-2989.

If you have any concerns about unauthorized carriers or charges on your bill, please call us at (817) 745-3000 or (877) 210-3007 or write to us at: OneSource Communications, 4800 Keller Hicks Road, Fort Worth, TX 76244.

## Telephone Solicitation

Texas law provides certain protections for a person who receives a telephone solicitation at a residence. A telephone solicitor must:

- Identify himself or herself by name;
- Identify the business on whose behalf he or she is calling;
- Identify the purpose of the call; and
- Identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9:00 a.m. or after 9:00 p.m. on a weekday or Saturday or before noon or after 9:00 p.m. on Sunday. If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions: The requirements above do not apply to telephone solicitations made at your request, or solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship. If you use a credit card to purchase consumer goods or a service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code 501(c)(3)), the seller must:

- Offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or service); or
- Provide you with a written contract fully describing the goods or service being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

## Complaints

The Attorney General of Texas investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact: Public Utility Commission of Texas Customer Protection Division, Office of the Attorney General of Texas, PO Box 12548, Austin, Texas 78711, (512) 463-2070.

Another law, found at Public Utility Regulatory Act 55.151 and 55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact: Public Utility Commission of Texas, Customer Protection Division, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll free) 1-888-782-8477, fax (512) 936-7003, e-mail address: customer@puc.state.tx.us, Internet address: www.puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136 and Relay Texas (toll free) 1-800-735-2989.

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

## Federal and Texas

### No-Call Lists

You may add your name, address and telephone number(s) to either the FCC's National Do-Not-Call Registry OR to the Texas "No Call List," sponsored by the Public Utility Commission (PUC), which will help limit telemarketing calls to your home or business. Registration of your residential and wireless telephone numbers with the National Do-Not-Call Registry can be done by telephone (1-888-382-1222; for TTY call 1-866-290-4236) at no charge, or by Internet ([www.donotcall.gov](http://www.donotcall.gov)) at no charge. If registering by phone, you must call from the phone number you wish to register. Your number(s) will remain on the national do-not-call list for five (5) years. Registering with the National Do-Not-Call Registry covers all telemarketers nationwide, including Texas. The Texas "Do Not Call List," will apply to any telephone marketer, including Retail Electric Providers, calling a Texas residential home/fax or wireless phone number. Your registered telephone number(s) will remain on this list for three years. If you register via the Automated Registration, at 1-866-896-6225, or mail in your application, there is a registration charge of \$2.25 for each phone number to be included in this list. You may register online at no charge. The date of your registration determines the date by which all telemarketing to your number must stop. For example, Date registered July 1 - August 31 Calls stop by December 1

There are exceptions to the rules for telemarketers. Telemarketers may contact customers:

- With whom they have an established business relationship
  - If the customer requests contact
  - To collect a debt
  - If the telemarketer is a state licensee (for example - insurance or real estate agent, etc.) and:
    1. The call is not made by an automated device.
    2. The solicited transaction is not completed without a face-to-face presentation to complete a sales transaction and make payment.
    3. The consumer has not previously told the licensee that the consumer does not wish to be called.
- You can register:
- At [www.TexasNoCall.com](http://www.TexasNoCall.com) - The site is available 24 hours a day, 7 days a week, 365 days a year.
  - By requesting a registration form by calling 1-866-TXNOCAL(L) (1-866-896-6225).
  - By writing to: TEXAS NO CALL, PO Box 313, E. Walpole, MA 02032.

**Online and telephone registrations must be paid by credit card. Mailed applications may be paid by credit card or by check made payable to Texas No Call.**

## Privacy Policy of OneSource Communications

Under federal law you have the right, and OneSource Communications ("the Company") has the duty to protect the confidentiality of information about your telecommunications services. This includes information about how many telecommunications services you have, which services and features you use, how many calls you make, what time of day you make the most calls and the related billing for these services.

We would like to use your information to help us create products, services, and discounts to fit your needs. Our Company's services include cable TV, Internet, local and long distance services. If you wish

to restrict use of your customer specific information for OneSource marketing purposes, please register your restriction by calling us at 817-745-3000 or stop by our office at 4800 Keller Hicks Road, Fort Worth, TX and talk to one of our Customer Service Representatives. Simply tell us that you wish to restrict the use of your customer information. There is no charge for electing to restrict your information. Restricting your information will not affect the products you currently receive from OneSource and may not eliminate all marketing contacts. Even if you restrict the use of your information, it may be used to market services to you when you call us to inquire about such services. You may change your decision at any time and your decision will remain valid until you tell us otherwise.

The Company respects your privacy and will not sell, trade, or share your confidential information with anyone outside of the Company, except as required by law.

We may provide your Customer Proprietary Network Information (CPNI) to third parties as required by law or in certain normal courses of business, as explained below.

- When you dial 911, information about your location may be automatically transmitted to a public safety agency.
- Certain information about your long distance calls is transmitted to your billing company for billing purposes.
- As necessary, OneSource Communications must disclose information to comply with court orders or subpoenas. We will also share information to protect our rights or property and to protect use of our services and other carriers from fraudulent, abusive or unlawful use of services.
- OneSource Communications may also use third parties or contractors to do work for the Company, such as billing services. These third party contractors have the same obligations as our regular employees concerning the confidentiality of our customer information. In cases where it is necessary to provide CPNI to a third party or affiliate, OneSource Communications requires that those parties sign an agreement that they will protect the confidentiality of our customers' CPNI.
- We may, where permitted by law, provide personal information to credit bureaus, or provide information and/or sell receivables to collection agencies, to obtain payment for our products and services. We will enter into with the company or companies with whom we deal in this regard appropriate confidentiality agreements.

You may choose to have a non-published number that will eliminate your telephone number from printed directories or directory assistance. The non-published number will not be provided to other directory publishers or directory assistance providers.

You may choose to have a non-listed number. Non-listed numbers are not available in OneSource Communications' printed directory, but are publicly available through directory assistance. These numbers may be provided to other directory assistance providers. You may also choose to exclude partial or all address information from your listings.

Privacy management services, such as Caller ID and Caller ID blocking, are available to customers.

The information in this document is also available in Spanish by calling us at (817) 745-3000 or (877) 210-3007 or visiting our office at 4800 Keller Hicks Road, Fort Worth, TX. La información en este documento está también disponible en español. (817) 745-3000 ó (877) 210-3007, tambien nos puede visitar en nuestra oficina en el 4800 Keller Hicks Road, Fort Worth, Texas.