

## Statement Of 900 Pay-Per-Call Rights

This statement describes your rights under the Federal Telephone Disclosure and Dispute Resolution Act with respect to telephone-billed purchases made using 900 pay-per-call services that are billed to you through Barnesville Municipal Telephone Company.

The procedure that you must use to notify the telephone company of a billing error and the steps that we must take in response to your notice are as follows:

You may provide notice of a billing error to the Barnesville Municipal Telephone Company by telephone or in writing. The notice must be given within 60 days of receipt of the disputed bill, or from the date the disputed services were delivered, whichever occurs later. If you write, you should:

1. Give us your name or the customer's name, and telephone number to which the charge was billed.
2. Tell us the date and amount of the error, the type of error you believe occurred.
3. Tell us why you believe it was an error.

If you orally communicate that a billing error has occurred, it is presumed that sufficient notice to initiate a billing review has occurred.

You have the right to withhold payment of any disputed amount pending completion of our billing review and any action to collect any disputed amount by the telephone company will be suspended pending completion of the billing review. The review will be taken within two billing cycles (two months) after your notice is received. You will not be charged for billing review.

If it is determined that no billing error occurred, we will send you an explanation setting forth the reasons why it has been determined there was no error. Barnesville Municipal Telephone Company will notify you in writing, normally with your billing statement, of the time when payment is due for the portion of the disputed amount that is determined not to be in error.

Payment must be made in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made. The provider of the 900 service or the telephone company may take action to collect the sum outstanding that is determined not to be the result of a billing error if you continue to withhold payment of the disputed amount once the billing review is completed.

If there was an error, even a partial error or an error different than what you asserted, your account will be adjusted appropriately.

If you request, we will provide a written explanation and copies of any documentary evidence related to the dispute. Once Barnesville Municipal Telephone Company has completed its investigation regarding a claim you make of a billing error; it has no further responsibility if you continue to make substantially the same allegation.

The provider of the disputed service will be advised of the disposition of the billing error investigation and the reason for that disposition. Collection efforts by those entities providing the service may continue despite a credit to your bill. In that event, the names, addresses and telephone numbers of the providers are available from our office.

If we fail to follow the billing and collection procedures prescribed by Section 308.7 of the Federal Trade Commission rule implementing the Federal Telephone Disclosure and Dispute Resolution Act, we are obligated to forfeit any disputed amount, up to \$50.00 per transaction.

Your local exchange and long distance service cannot be disconnected or interrupted as a result of your failure to pay charges for pay-per-call service, charges you have disputed for tariffed collect information services.

You can, on a one-time basis, obtain blocking of access to services offered on the 900-service access code at no charge within 60 days after your subscription to a new number becomes effective. Other requests for blocking and requests for unblocking will be subject to a one-time fee. Our interstate tariff includes the terms and conditions that apply. Requests to remove 900-service blocking must be in writing.

You have a right not to be billed for pay-per-call services not offered in compliance with Federal laws and regulations established under Titles II or III of the Telephone Disclosure and Dispute Resolution Act.