

# General Information

## CHANGE OF TELEPHONE NUMBERS

The telephone company reserves the right to change the telephone number whenever it deems it desirable in the conduct of its business.

## DEFAACEMENT OF PREMISES

No liability shall attach to the telephone company by reason of any defacement or damage to the subscriber's premises resulting from placing the company's instruments, apparatus, and associated wiring on such premises, or by the removal thereof when such defacement or damage is not the result of negligence on the part of the company or its employees.

## DEFAULT OF PAYMENT OR OTHER VIOLATION OF REGULATIONS

Charges for exchange service and facilities are due in advance. Charges for toll and long distance service are due when the bill for such service is rendered. All bills are payable at the telephone company business office. Failure to receive a bill does not exempt the subscriber from prompt payment of his account. The subscriber is held responsible for all charges for exchange service and facilities furnished at his request and for all toll and long distance service furnished at the subscriber's station or stations, including charges for toll messages received at the subscriber's station or stations on which the charges have been reversed. In the event of default of payment of any sum due for either exchange or toll service, or both, the use of foul or profane language, the impersonation of any other person with fraudulent intent, listening in on party line conversations or any other violation of the telephone company's regulations, the telephone company may either suspend service or terminate the service without suspension.

## CONSUMER INFORMATION

If you are dissatisfied with your service and the telephone company does not resolve your complaint, you may request assistance from the Minnesota Public Utilities Commission for further review of your complaint or dispute. To reach the commission, call or write: Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN 55101-2147, 1 800 657-3782.

## ERRORS IN DIRECTORY LISTINGS

The telephone company issues directories to assist in furnishing prompt and efficient service and it does not guarantee to its subscribers correct listings therein. Every precaution is taken to prevent errors in, and omissions of directory listings but they may occur and the telephone company or directory company will assume no liability for damages caused to a subscriber because of such errors or omissions. Likewise, the telephone company or directory company will not be a party to controversies arising between subscribers or others as a result of listings published in its directories.

## MOVES OF TELEPHONE EQUIPMENT

Telephone equipment owned and installed by the telephone company on the premises of subscribers shall not be moved from one location to another except by a representative of the telephone

company. For any changes in location of telephone equipment or wiring, the subscriber shall be required to pay the established charges for making such change in location.

## OUTGOING AND INCOMING SERVICE PRIVILEGES

The tariffs and rate schedules of the company govern and fix the outgoing service of a subscriber and in no manner guarantee to him the same incoming service. All incoming service of a subscriber depends upon and is limited by the right of a calling subscriber to such service.

## RIGHT OF ACCESS TO PREMISES

For the purpose of inspecting, repairing, or removing any part of the telephone company's equipment, apparatus and lines, the company's employees shall, upon producing proper identification, have the right of access to subscribers premises at any reasonable hour.

## TRANSMISSION OF MESSAGES

The function of the telephone company is to furnish means of communication between telephone stations. Acceptance by employees of written or verbal communications from the public for transmission or delivery, is forbidden.

## USE OF EQUIPMENT AND SERVICE BY SUBSCRIBER

Telephone equipment and service are furnished to subscribers for use only by the subscribers, their family, guests or persons residing with them as members of their household, persons leasing or subleasing their residence during their temporary absence from such premises, or by their employees or representatives when engaged in business, except as the use is extended to others under the established regulations governing semipublic telephone service, and except as the use of the service may be extended to joint users under the established regulations governing joint user service.

## FIRE ALARMS AND OTHER EMERGENCY CALLS

The telephone company assumes no responsibility in accepting, handling or transmitting fire calls or other emergency calls of any nature.

## ANNOYING, OBSCENE AND THREATENING CALLS

If you get an annoying, obscene or threatening call, hang up immediately. If the calls persists, inform your telephone company business office. Threatening calls should be reported immediately to the police.

## CALLING CARD

A convenient way of making long distance calls when away from home. To use a calling card, place your call with the operator and give your calling card number. The call is charged to your home or office phone. To get a calling card, call your business office or long distance carrier.

## TELEPHONE DIRECTORIES

The directory is an important aid in providing good