







# Contacting Our Business Office

information pages

Telephone Number	How can we help you ?	8AM - 7PM	7PM - 8AM
724-423-5777	In office technical support After hours technical support		
724-423-3000	Customer Service		
724-423-4444	Payments*		<i>*Cash Payments not a after 4:30PM</i>
724-423-5555	New customer inquires		
724-423-2000	Online bill pay support		

Hours apply Monday through Friday. Technical Support available 24 hours/day, 7 days/week.

**OFFICE LOCATION**  
2748 State Route 982  
Mount Pleasant, PA 15666

**MAILING ADDRESS**  
PO Box 156  
Mammoth, PA 15664

**[citizensfiber.com](http://citizensfiber.com)**

## KECKSBURG LOCAL CALLING AREA

### 423 & 424 (Kecksburg) Telephones

Your local calling area includes the exchanges shaded below:

Greensburg	217, 219, 221, 237, 244, 261, 331, 420, 433, 454, 600, 610, 672, 686, 689, 691, 757, 771, 787, 830, 832, 834, 836, 837, 838, 850, 853, 858, 875, 953, 961, 972
Kecksburg	423, 424
Latrobe	520, 532, 537, 539, 572, 686
Mount Pleasant	542, 547, 696

Please see the exceptions listed below:

The following lists included local blocks.  
Numbers outside these ranges are long distance.

### Greensburg

217	7000-7999, 8000-8999
219	9000-9999
221	0000-0999, 4000-4999, 5000-5999
237	0000-3999, 6000-7999, 9000-9999
261	4000-4999
420	6000-6999, 9000-9999
610	0000-1999, 6000-8999
672	0000-2999, 5000-5999, 8000-8999
686	0000-0999
689	2000-9999
691	1000-2999, 4000-7999, 9000-9999
757	0000-2999, 4000-9999
771	0000-1999, 2000-5999, 7000-8999
858	0000-1999, 5000-9999
953	1000-1999, 4000-9999
961	0000-6999
972	1000-3999, 5000-9999

## HOW TO DIAL CALLS FROM YOUR TELEPHONE

10-digit telephone number only.

Do not use "1" Area Code + 7 Digit Telephone Number

- Local calls within 724, 412, and 878 area code
- Toll Calls within 724, 412, and 878 area code
- Directory Assistance within 724 area code

1 + Area Code + 7 Digit Telephone Number

- Local and long distance calls outside 724, 412, and 878 area code
- Directory Assistance outside 724, 412, and 878 area code

0 + Area Code + 7 Digit Telephone Number

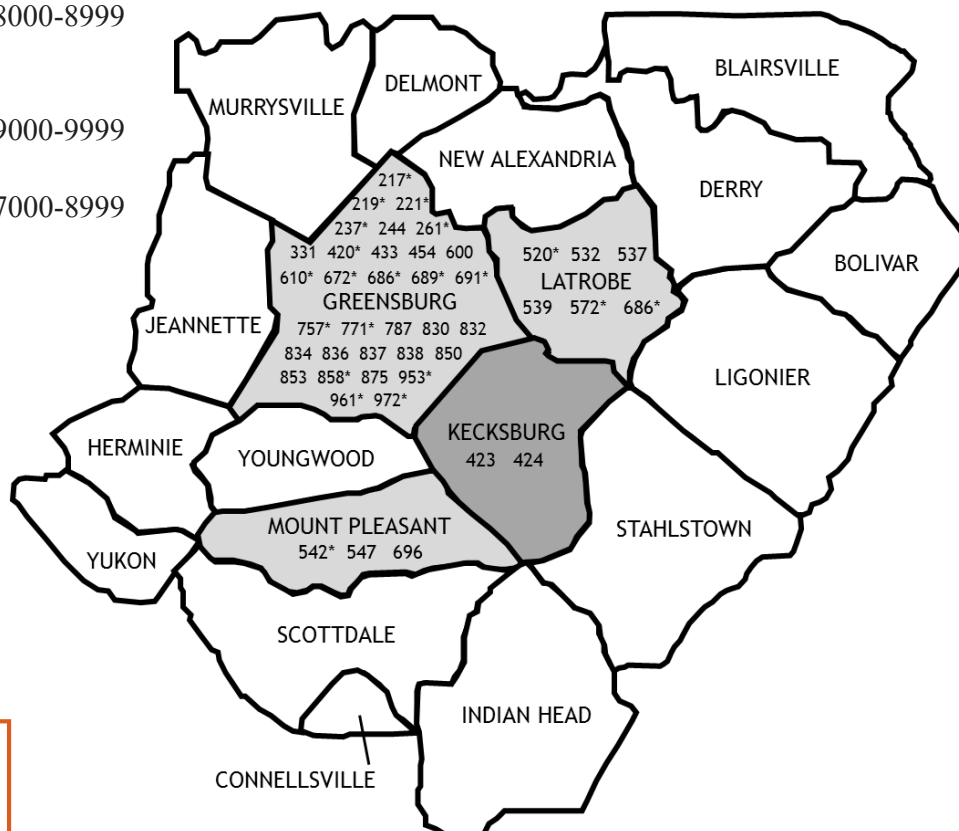
- All operator-assisted calls, both within and outside 724, 412, and 878 area code
- All calling card, both within and outside 724, 412, and 878 area code

### Mount Pleasant

542	1000-1999, 7000-7999
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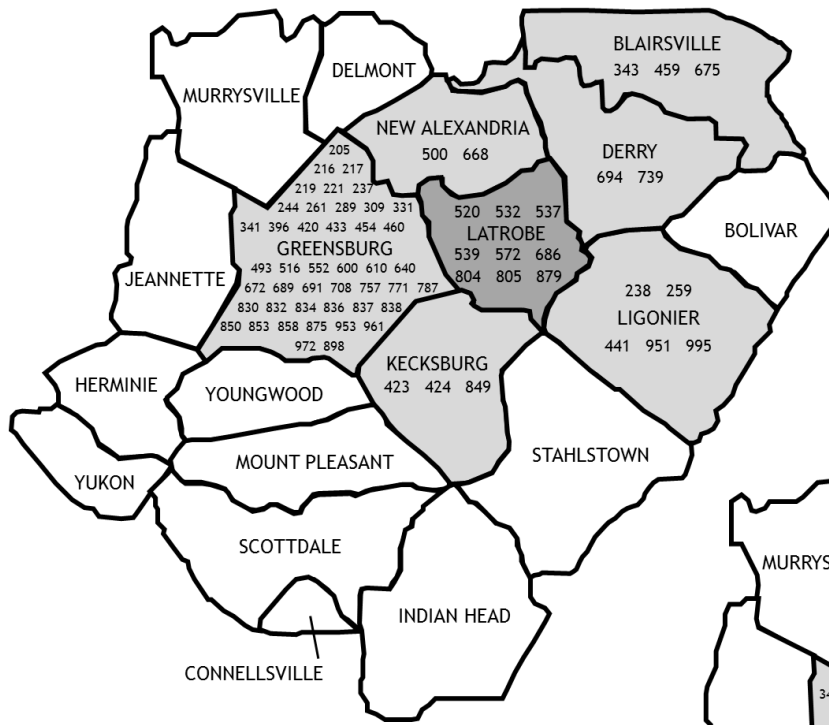
### Latrobe

520	1000-1999
686	0000-1999, 3000-6999, 8000-9999
572	2000-2999, 4000-5999, 7000-8999

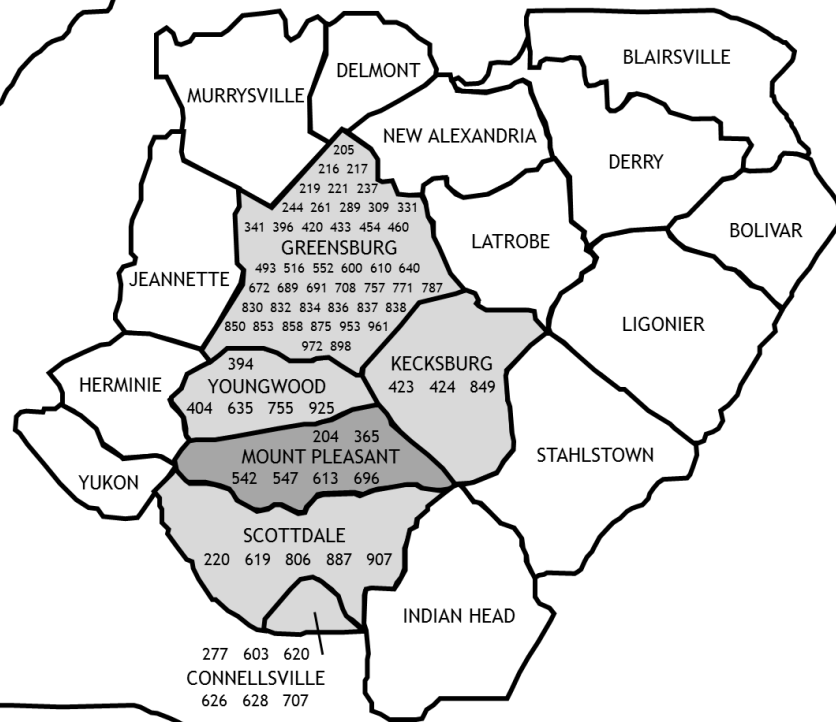


*Calls to cell phone numbers are not guaranteed as local calling, regardless of the exchange.*

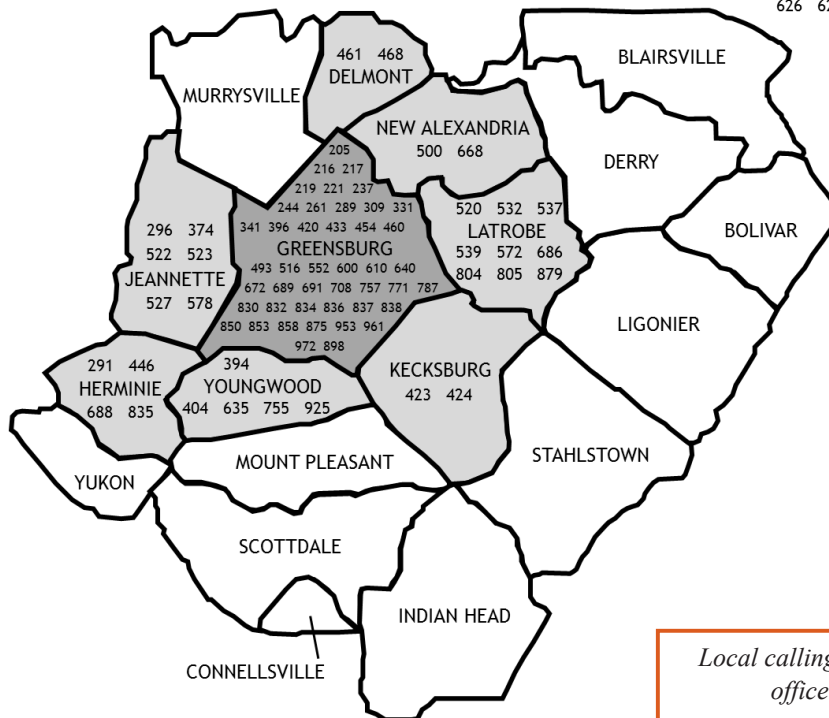
*Local calling areas are subject to change. Please check with our office for the most current local calling exchanges.*



**Latrobe Local Calling Map**



**Mount Pleasant Local Calling Map**



**Greensburg Local Calling Map**

*Calls to cell phone numbers are not guaranteed as local calling, regardless of the exchange.*

*Local calling areas are subject to change. Please check with our office for the most current local calling exchanges.*

# Understanding your Statement

**CITIZENS FIBER**

Welcome to your invoice

We want to show you around your invoice with a breakdown of each section. For further questions, please call 724-423-4444.

Since your invoice has all of our services on one invoice, you may have one or several charges depending on the services you subscribe to.

Your Account Summary shows all financial transactions from last month until this billing period. It allows you to compare last month's balance with this month, as well as any prepayments or adjustments that were made to your account.

The Balance Forward section shows all previous payments and any unpaid balance forward.

The Service Summary section provides a simplified breakdown of charges across all of your services.

Watch the Message Center for important messages about your account, or important changes or events that may be taking place.

Please return the Remittance Slip on this panel with your payment.

Please check either of these boxes if you have entered a one-time or recurring credit card payment, or address change info on the back.

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**Front**

**CITIZENS FIBER**

2748 Route 982 | PO Box 156 | Mammoth, PA 15664

Office Hours: Monday - Friday 8:00 AM - 7:00 PM  
Tech Support: 724-423-5777 CitizensFiber.com

**Billing Inquiries Call: (724) 423-4444**

**Account Summary**

Billing Name:	Bill Sample
Account Number:	0001234-5
Invoice Number:	
Billing Date:	Oct 01, 2015
Previous Balance:	\$ 179.07
Applied Payments:	\$ 179.07
<b>Past Due Balance - Due Immediately</b>	<b>\$ 0.00</b>
<b>Current Charges</b>	<b>\$ 178.92</b>
<b>Due Date</b>	<b>Oct 21, 2015</b>
<b>Amount Due</b>	<b>\$ 178.92</b>

If not paid before Oct 21, 2015 a 1.25% late charge will be applied.

**Message Center**

**Balance Forward**

Previous Bill	\$ 179.07	\$ 179.07
Payment made on Sep 21	\$ 179.07	\$ 179.07
Total payments through Sep 30	\$ 179.07	\$ 179.07
<b>Balance Before Current Charges</b>		<b>\$ 0.00</b>

**Primary Inter-Exchange Carriers (PIC)**

Interstate Carrier	Intrastate Carrier
724-724-7247	Citizens Long Distance

**Invoice Totals**

<b>Build Your Broadband</b>	Subtotal
- Residential Phone for 724-724-7247	155.18
- Cable TV	
- Residential Broadband Internet	
<b>Residential Phone</b>	
724-724-7247	8.84
<b>Cable TV</b>	14.90
<b>Subtotal Current Charges</b>	<b>\$ 178.92</b>

**Service Summary**

	Adj	Charges	Taxes	Subtotal
<b>Build Your Broadband</b>				
- Residential Phone for 724-724-7247	133.96	21.22		155.18
- Cable TV				
- Residential Broadband Internet				
<b>Residential Phone</b>				
724-724-7247	8.58	0.26		8.84
<b>Cable TV</b>				
Cable TV	14.06	0.84		14.90
	156.60	22.32		178.92

A rate schedule, an explanation of how to verify the accuracy of a bill, and an explanation of the various charges, if applicable, can be obtained by contacting our Billing Department at 724-423-4444, Monday through Friday from 8 A.M. to 4:30 P.M. Any billing questions should be resolved by our office before the due date.

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. KEEP THE TOP PORTION FOR YOUR RECORDS.

ADDRESS SERVICE REQUESTED

**CITIZENS FIBER**

P.O. Box 156  
Mammoth, PA 15664

**Remittance Information**

Account Number	0001234-5
Invoice Number	
Bill Date	Oct 01, 2015
Due Date	Oct 21, 2015
Amount Due	\$ 178.92


If not paid before Oct 21, 2015 a 1.25% late charge will be applied.

**Amount Enclosed:** \$ \_\_\_\_\_

Please include account number on your check and make payable to Citizens

Bill Sample  
1727 Happy St  
Greensburg, PA 15601-15601

☐ Check here for change of address (See reverse for details)  
☐ Check here to enroll in automatic payments (See reverse for details)  
☐ Check here to make a credit card payment (See reverse for details)

  
CITIZENS OF KECKSBURG  
PO BOX 156  
MAMMOTH, PA 15664-0156

# Understanding your Statement

CITIZENS  FIBER

information pages


Back

All components of your charges are shown in the Charge Detail section.

All data after the Charge Detail section includes usage data including Long Distance and Directory Assistance.

This panel on the back of the remittance slip allows you to pay by credit card, set up automatic payment, and update your address information.

**Billing Inquiries (724) 423-4444**  
Account Number: 0001234-5

**CITIZENS  FIBER**

Page 2 of 2  
Payment Due: Oct 21, 2015

Our Tech Support can now be reached 24/7 at 724.423.5777. In office support will still be available from 8am-7pm Monday-Friday, with the ability to now reach someone with any issues between 7pm-8am Monday-Friday as well as 24 hour service on the weekends.

**Total Amount Due** **\$ 178.92**

**Summary of Charges By Type of Service**

	Past Due	Current	Subtotal
Basic Telephone Service	\$ 0.00	\$ 25.10	\$ 25.10
Cable TV*	0.00	122.33	122.33
Internet*	0.00	31.49	31.49
	0.00	178.92	178.92

**Charge Detail**

**Build Your Broadband**

**Bundled Services (Oct 01 - Oct 31)**

Residential Phone (724-724-7247) 109.99

Cable TV

vIP HD Set Top Box 7.99

vIP DVR Set Top Box 11.99

vIP Xperience 3.99

Residential Broadband Internet

**Taxes, Fees, and Surcharges**

911 Fee 1.65

Federal Universal Service Charge 1.11

Fee for Local Broadcast Channels 8.87

PA State Sales Tax 4.44

Unity Franchise Fee 5.15

**Total for Build Your Broadband** **\$ 155.18**

**Residential Phone (724-724-7247)**

**Recurring Charges (Oct 01 - Oct 31)**

\* Local Access Network Charge 6.50

\* Penna Relay Surcharge (Residential cust) 0.08

\* Access Recovery Charge - Residential 2.00

**Taxes, Fees, and Surcharges**

Federal Excise Tax 0.26

**Total for (724-724-7247)** **\$ 8.84**

**Cable TV**

**Recurring Charges (Oct 01 - Oct 31)**

Fcc Fee 0.08

Digital Extra Tier 5.99

vIP HD Set Top Box 7.99

IPTV Network Switch 0.00

**Charge Detail**

**Cable TV**

**Taxes, Fees, and Surcharges**

PA State Sales Tax 0.84

**Total for Cable TV** **\$ 14.90**

The Federal Universal Service Charge (FUSC) Rate has decreased from 17.1% to 16.7% effective October 1, 2015.

**Franchise Authority**

Unity Township Supervisors  
1104 Beatty Country Road Labrobe, PA  
(724) 539-2546  
FCC# - 3291

**Contacting Citizens**

To make a payment call 724.423.4444.  
For making changes to your account call Customer Service at 724.423.5000.  
For Technical Support call 724.423.5777.  
Information is always available 24/7 on the web at [www.wpa.net](http://www.wpa.net)!

**Credit Card Payment**

Please Select: ☐ **Monthly Recurring** ☐ **One-Time Payment**

Type of Card ☐ Visa ☐ Mastercard ☐ Discover

Card Number: \_\_\_\_\_ CW #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Amount Authorized: \_\_\_\_\_  
Last 3 digits on back of card

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name as appears on card: \_\_\_\_\_ Signature: \_\_\_\_\_

**Recurring Automatic Payment from Checking Account**

☐ I would like my account to be paid automatically on the 18th of each month from my checking account for the amount due.  
Please sign below and attach a voided check to begin this payment option with your next bill.  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Has your billing or contact information changed?** Update your records by providing this new information.

New Mailing Address: \_\_\_\_\_ Effective Date: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Daytime Contact #: \_\_\_\_\_  
Signature: \_\_\_\_\_ Account Number: 00040746-5

# Bill Definitions

## Explanation of Taxes and Fees

**911 Fee:** This fee is collected and remitted by Citizens to the county for 911 services. This charge is imposed by local governments to help pay for emergency services such as fire and rescue.

**Access Recovery Charge:** A monthly charge designated to recover the increased costs of providing access to the public switched telephone network for Citizens customers, including but not limited to increases due to FCC or other governmental or regulatory actions.

**FCC Regulatory User Fee:** Designed to help defray the cost of federal government regulation of cable television systems.

**Federal Universal Service Charge (FUSC):** Helps to make phone service affordable and available to all Americans, including consumers with low incomes, those living in areas where the costs of providing telephone service is high, schools and libraries, and rural health care providers. Congress has mandated that all telephone companies providing interstate service must contribute to the FUSC. This charge is subject to change each calendar quarter based on contribution rates prescribed by the FCC charges.

**Franchise Fee:** This charge is imposed by local and municipal governments on goods and services which Citizens provides. It is collected and remitted by Citizens to the appropriate local government agency.

**Local Access Network Charge:** Flat monthly charge established by the FCC assessed directly to residential and business customers. These regulations by the FCC require the local telephone company to lower their access charges to long distance companies and recover an increased portion of costs of telephone line connections from the telephone customer.

**PA State Sales Tax:** Tax currently calculated at a rate of 6%. PA State Sales tax applies to all items designated by the state.

**Penna Relay Charge:** State charge which helps to pay for the relay center which transmits and translates calls for hearing-impaired and speech-impaired people. This fee is remitted to the state.

## Non- Recurring Charges

**Fiber to the Home Install** - \$99.00

**Telephone Install** - \$11.00

**Cable Install Only** - \$15.00

**Internet Install** - \$15.00

**Reconnection Fee** - \$15.00

\*Billed month following payment for non-pay disconnection

**Visit Charge** (Truck Roll) - \$25.00

\*No charge if trouble is due to company equipment versus customer equipment

**Labor Charges** \$12.50 per quarter hour for labor

\*No charge if trouble is due to company equipment versus customer equipment

**Returned Check Fee** - \$15.00

**Voluntary Restriction of Toll Service** - \$15.00

\*Charged each time you choose to block toll calls

**Voluntary Suspension of Service** (Account on Vacation) - \$25.00 (Annual)

\*Charged one time a year each time customer chooses to temporarily suspend services

**Change Toll Carrier** - \$5.00

\*Charge waived if activating Citizens Long Distance as carrier



# International Calls

## How to dial

### Dial-direct instructions:

1. Dial the International Access Code 011
2. The Country Code
3. The City Code
4. The local number

### For example:

To place a dialed direct call to London, England, here's what you would dial:

International Access Code	Country Code	City Code	
011+	44+	1+	local number

### Operator-assisted calls

To dial calls that are person-to-person, collect, calling card or billed to a third number, use the International Access code "01" instead of "011".

### Additional assistance or information

Dial "0" (Operator) if you need assistance:

- To get telephone numbers.
- For help on completing a call. If there is a language problem, the Operator will try to assist you.
- To get credit if you reach a wrong number.
- To get City Codes that are not listed.

Federal Excise Tax of 3% is added to all calls billed in the United States.

Holiday Rates do not apply to international calls.

### To place a call to Alaska, the Bahamas, Bermuda, Canada, Hawaii, Puerto Rico and the Virgin Islands:

These calls can be dialed the same as long distance calls within the Continental United States. See the Long Distance Guide section in this guide.

The rate and discounts offered are determined at the originating point of any call.

### How to use the "Country and City Codes" page

The bold number following the country name is the "Country Code."

Numbers beside cities are "City Codes."

For example: **Cyprus 357**  
Nicosia 22

- The Country Code is 357
- The City Code for Nicosia is 22

Several countries have more than one time zone. The time differences for these countries are based upon the following cities: Sydney, Australia; Rio de Janeiro, Brazil; Jakarta, Indonesia; Kuala Lumpur, Malaysia; and Mexico City, Mexico.

## COUNTRY & CITY CODES

<b>AMERICAN SAMOA</b> 684	<b>CYPRUS</b> 357	Bombay 22	Acapulco 744	<b>PORTUGAL</b> 351	<b>TURKEY</b> 90
<b>ANDORRA</b> 376	Nicosia 22	Calcutta 33	Cancun 998	Lisbon 1	Istanbul 212, 216
<b>ARGENTINA</b> 54	<b>CZECH REPUBLIC</b> 420	Madras 44	Mexico City 55	<b>PUERTO RICO</b> 1+787	Uganda 256
Buenos Aires 11	Prague 2	New Dehli 11	<b>MONACO</b> 377	<b>RUSSIA</b> 7	<b>UKRAINE</b> 380
<b>AUSTRALIA</b> 61	<b>DENMARK</b> 45	<b>INDONESIA</b> 62	<b>NETHERLANDS</b> 31	Moscow 095	Kiev 44
Sydney 2	<b>ECUADOR</b> 593	Jakarta 21	Amsterdam 20	St. Petersburg 812, 813	<b>UNITED ARAB</b>
<b>AUSTRIA</b> 43	Cuenca 7	<b>IRAN</b> 98	Rotterdam 10	<b>SAUDI ARABIA</b> 966	<b>EMIRATES</b> 971
Vienna 1	Quito 2	Tehran (Teheran) 21	The Hague 70	Riyadh 1	Abu Dhabi 2
<b>BAHRAIN</b> 973	<b>EGYPT</b> 20	<b>IRAQ</b> 964	Utrecht 30	<b>SENEGAL,</b>	Ajman 6
<b>BELGIUM</b> 32	Alexandria 3	<b>IRELAND</b> 353	<b>NETHERLANDS</b>	<b>REPUBLIC OF</b> 221	Al Ain 3
Antwerp 3	Cairo 2	Dublin 1	<b>ANTILLES</b> 599	<b>SINGAPORE,</b>	Dubai 4
Brussels 2	<b>EL SALVADOR</b> 503	Galway 91	Curacao 9	<b>REPUBLIC OF</b> 65	Sharjah 6
<b>BELIZE</b> 501	<b>FIJI</b> 679	<b>ISRAEL</b> 972	<b>NEW CALEDONIA</b> 687	<b>SOUTH AFRICA,</b>	<b>UNITED KINGDOM</b> 44
Belize City 2	<b>FINLAND</b> 358	Haifa 4	<b>NEW ZEALAND</b> 64	<b>REPUBLIC OF</b> 27	Birmingham 121
<b>BOLIVIA</b> 591	Helsinki 9	Jerusalem 2	Auckland 9	Cape Town 21	Channel Islands 1481
Cochabamba 4	<b>FRANCE</b> 33	Tel Aviv-Jaffa 3	Hamilton 7	Pretoria 12	Cardiff (Wales) 29(20)
La Paz 2	Paris 1	<b>ITALY</b> 39	Wellington 4	<b>SPAIN</b> 34	Edinburgh 131
Santa Cruz 3	<b>FRENCH POLYNESIA</b> 689	Naples 81	<b>NICARAGUA</b> 505	Barcelona 93	Glasgow 141
<b>BOSNIA AND</b>	<b>GERMANY, FEDERAL</b>	Rome 6	Managua 2	Madrid 91	Gloucester 1452
<b>HERZEGOVINA</b> 387	<b>REPUBLIC OF</b> 49	Venice 41	<b>NIGERIA</b> 234	<b>SRI LANKA</b> 94	Liverpool 151
Sarajevo 33	Berlin 30	<b>JAPAN</b> 81	<b>NORWAY</b> 47	Kandy 8	London 20
<b>BRAZIL</b> 55	Frankfurt 69	Tokyo 3	Oslo 22	<b>SURINAME</b> 597	Manchester 161
Belo Horizonte 31	<b>GREECE</b> 30	Yokohama 45	<b>PAKISTAN</b> 92	<b>SWEDEN</b> 46	N. Ireland (Belfast) 28
Rio de Janeiro 21	Athens 210	<b>KENYA</b> 254	<b>PAPUA</b>	Gothemburg 31	Nottingham 115
Sao Paulo 11	<b>GUATEMALA</b> 502	Nairobi 20	<b>NEW GUINEA</b> 675	Stockholm 8	<b>UNITED STATES</b> 1
<b>CANADA</b> 1	Guatemala City 2	<b>KOREA, DPR OF</b>	<b>PARAGUAY</b> 595	<b>SWITZERLAND</b> 41	<b>URUGUAY</b> 598
<b>CHILE</b> 56	<b>GUYANA</b> 592	<b>(NORTH)</b> 850	Asuncion 21	Berne 31	Mercedes 532
Santiago 2	Georgetown 2	<b>KOREA, REPUBLIC OF</b>	<b>PERU</b> 51	Geneva 22	Montevideo 2
Valparaiso 32	<b>HAITI</b> 509	<b>(SOUTH)</b> 82	Arequipa 54	Lucerne 41	<b>VATICAN CITY</b> 39
<b>CHINA, PEOPLE'S</b>	<b>HONDURAS</b> 504	Pusan 51	Lima 2	Zurich 44	<b>VENEZUELA</b> 58
<b>REPUBLIC OF</b> 86	<b>HONG KONG</b> 852	Seoul 2	<b>PHILIPPINES</b> 63	<b>SYRIA</b> 963	Caracas 212
Beijing (Peking) 10	<b>HUNGARY</b> 36	<b>KUWAIT</b> 965	Manila 2	Damascus 11	Valencia 241
Shanghai 21	Budapest 1	<b>LIBERIA</b> 231	<b>POLAND</b> 48	<b>TAIWAN</b> 886	Zambia 260
<b>COLOMBIA</b> 57	Gyor 96	<b>LUXEMBOURG</b> 352	Gdansk 58	Tainan 6	
Bogota 1	Miskolc 46	<b>MALAYSIA</b> 60	Krakow 12	Taipei 2	
<b>COSTA RICA</b> 506	<b>ICELAND</b> 354	<b>MAYOTTE</b> 262	Warsaw 22	<b>THAILAND</b> 66	
<b>CROATIA</b> 385	INDIA 91	<b>MEXICO</b> 52		Bangkok 2	
Zagreb 1					

# Helpful Information

## TELEPHONE RATE SCHEDULES

Complete information regarding local service rates and any other information concerning your telephone service may be obtained by contacting the business office. Tariffs which apply locally are on file at the business office, or may be viewable at [citizensfiber.com/info/documents](http://citizensfiber.com/info/documents).

## DIRECTORIES

This directory is the property of Citizens Telephone Company of Kecksburg. The Company assumes no liability for damages arising from errors or omissions in making up or printing of its directories.

## QUESTIONS ABOUT YOUR BILL

### How am I billed?

Charges for your local service and equipment are billed one-month in advance. Long distance phone calls made during a month will be reflected on the next months bill. (e.g. Calls made during the month of June will be reflected on July's bill.) Charges for installing or changing equipment will appear on the first bill you receive after your order is completed.

FOR QUESTIONS OR ERRORS ON YOUR BILL,  
CONTACT 724-423-4444.

### What is the Due-by Date?

Citizens Telephone Company should receive your payment on or before this date. (Payments received after this date may be shown as an outstanding balance on the next bill.)

### Prompt payment means good credit

Your credit rating with the Telephone Company is determined by your promptness in paying your telephone bill. In order to ensure a good credit rating, we should receive your payment at the Telephone Company by the payment date shown on your bill. We keep information regarding your telephone credit rating strictly confidential and do not share it with any other business or industry.

### Customer-Owned Equipment

Under the Federal Communications Commission's (FCC) Registration Program you may own your own telephone equipment and connect it directly to the nationwide network. Before connecting your own telephone equipment you are responsible for:

- Informing the Telephone Company of your intention to use this equipment.

- Providing the FCC Registration Number and Ringer Equivalence. This information should be located somewhere on the equipment.
- Ordering a telephone outlet from the Telephone Company if necessary.

You are responsible for the connection, operation, maintenance, and repair of this equipment, and will arrange for these services through the manufacturer, if needed. There is a repair visit charge if a telephone company repair person visits your premises on a report of trouble and determines that the trouble is with equipment that you own.

Customer-owned equipment cannot be connected to Public (coin) or party line telephone services.

## PAYMENT OPTIONS

You can pay bills by mail, in person, by web-pay, auto-withdrawal, or over the phone. When you pay by mail, please enclose the tear-off portion of your bill. You can also make a payment in person at the business office in Mammoth. Call the office to sign up for Web-pay to eliminate paper bills. Customers can set up auto-withdrawal by completing information on the back of their bill. Customers may also pay over the phone with debit or credit card. Visa, Mastercard, and Discover are acceptable payment methods.

## NON-PUBLISHED NUMBER

A non-published number prevents your number from being available through Directory Assistance or printed in the phone book, for a charge of \$1.75 per month. In addition, calls made to a person subscribing to Caller ID may be effected. Please refer to Caller ID and Blocking notes for additional details.

## USE OF RESIDENCE TELEPHONES FOR BUSINESS PURPOSES

We install residential telephones with the understanding that they will be used for normal, social, or domestic purposes. We'll change a residence phone to business service if it's used primarily or substantially for business purposes, or if the phone number is advertised in connection with the sale of products or services. If a phone is no longer used for business purposes, consult the office to sign a waiver of usage form.

BE SURE TO VISIT  
CITIZENS TELEPHONE COMPANY OF  
KECKSBURG'S HOME PAGE AT  
[CITIZENSFIBER.COM](http://CITIZENSFIBER.COM)



# Customer Information

*your rights and responsibilities*

## RESIDENTIAL TELEPHONE CUSTOMER YOUR RIGHTS AND RESPONSIBILITIES

### INTRODUCTION

As a residential telephone company customer, you have many important rights and responsibilities to ensure fair dealings between you and the telephone company. These rights and responsibilities include:

- \* Your right to a clear and concise monthly bill.
- \* Your right to check your telephone bill for accuracy.
- \* Your right to fair credit and deposit policies.
- \* Your responsibility to pay your bill.
- \* Your right to question or disagree with the telephone company.
- \* Your right to receive continuous telephone service if you uphold your responsibilities.

Citizens Telephone Company of Kecksburg has the responsibility to honor all of these rights. You, the customer, have the responsibility to know your rights and to know how the company should provide you with service.

This section highlights questions you may have about the company's billing, credit, dispute, and termination practices. The information in this section is provided in accordance with the regulations of the Pennsylvania Public Utility Commission regarding "Standards and Billing Practices for Residential Telephone Service."

### BILLING PROCEDURES

The company is to mail a monthly bill for telephone service. It is to include local service charges, all current charges including toll calls made during the billing period, plus any past due amount.

### PAYMENT REQUIREMENTS

After the bill is mailed, the customer has twenty (20) days to pay. Customers who plan to be away from home for long periods of time should make arrangements for paying their telephone bills. Remember, failure to make arrangements for payment of these bills could result in suspension of telephone service.

### WHERE TO PAY

Payment may be mailed to our business office, made in person, or over the phone.

### BILLING ERRORS

Sometimes billing errors do occur. It is suggested that the customer examine his/her bill carefully each month. Suspected errors should be reported to the business office immediately. The number is listed on the front page of the telephone bill. There is no charge for calls to the business office.

### DISCONNECTING SERVICE

The company's business office is to be notified at least five (5) days prior to a customer's moving date. Failure to do this may result in the customer having to pay for service at the old residence even after the move.

### CREDIT POLICIES

Some individuals may be required to pay a deposit. However, deposit decisions must be based only on the credit record of the individual. The company cannot require a deposit on the basis of where you live, your race, religion, gender, age (if over 18), national origin, or marital status.

Deposits earn interest at the rate of interest posted for one-year U.S. Treasury bills for the months of September/October/November of the previous year.

The telephone company is to provide residential telephone service without requiring a deposit if the new customer meets one of the following:

- Has a good telephone payment history. For instance, was a telephone customer of Citizens, or a similar utility within the last two years; the service was

furnished in the customer's name; telephone service was not suspended for non-payment or terminated during the last 12 months of service; no bills are outstanding from that prior telephone service.

- Owns property, has entered into an agreement to purchase real estate property in the areas served by the company, or has at least a one-year lease at the property to be served by the company, unless the customer has an otherwise unsatisfactory credit history as a telephone customer within two years prior to application for service.
- Can provide information and verification demonstrating that the customer is a good credit risk. Can provide credit cards and/or employment history as proof of good credit rating. A customer cannot be considered a poor credit risk simply because he has never established credit.

If a credit investigation is expected to take longer than three business days, the company must provide service pending completion of the investigation. If a deposit is required, the company must notify the customer in writing of the reasons for denial of credit.

Before providing service the company may require payment of any outstanding residential account bills which occurred within the last four years and for which the customer was legally responsible. However, the customer may not be held responsible for another person's bills unless a court or the PUC decides he is responsible.

### EXISTING NUMBERS

The company may require a security deposit from an existing customer if the customer:

- Has not paid telephone bills on time. That is, has paid after the due date listed on the bill in any two consecutive months or more than two bills in the last 12 months.
- Has failed to comply with the terms and conditions of a payment arrangement set up to pay past due bills.
- Has had service suspended for non-payment.

Before requiring a deposit, the company must send written notification of its intent to request a security deposit if current and future bills continue to be paid after the due date.

### THE SECURITY DEPOSIT

The telephone company's request for a security deposit may be satisfied by paying a cash deposit or furnishing a written Third Party Guarantee.

### CASH DEPOSIT

The amount of the deposit for a new customer may not be greater than the estimated two-month average bill for existing residential customers in that customers exchange.

The amount of a cash deposit required from an existing customer is not to exceed the customer's average two-month bill, including toll charges, during the preceding 12-month period. Deposits may be adjusted to maintain a level equal to the average two-month bill.

### NEW CUSTOMERS

When a customer applies for new telephone service, the company has the right to check credit history to determine whether a security deposit is required.

### THIRD PARTY NOTIFICATION

The Third Party Notification Program was designed as an additional protection against suspension of telephone service. This program protects individuals who may be away from home for extended periods of time or those who may not understand the company's billing and payment practices.

The Third Party Notification Program allows a customer to designate a consenting individual to receive notification when service is subject to suspension or termination for non-payment of overdue bills. Please note, however, that this party does not have the responsibility of paying telephone bills.

Request forms and further information about this program can be obtained by calling the business office.

## Customer Information...your rights and responsibilities

### THIRD PARTY GUARANTEE

Instead of paying a cash deposit, another Citizens Telephone Company of Kecksburg customer (who has met or can meet the credit standards) may furnish a written guarantee to secure payment equal to the cash deposit required. An individual providing a guarantee becomes liable for payment upon default by the individual whom they guaranteed. The guarantor's liability does not exceed the amount designated and responsibility ends when customer establishes credit.

### REFUND OF DEPOSIT

The deposit plus accrued interest will be returned when the customer has established credit as previously described in the section reviewing Credit Policies-New Customers.

Also, a new customer's account, where a deposit is held, will be reviewed periodically. Credit will be considered established when the customer has paid bills:

- For 12 consecutive months without having service suspended or terminated; and
- Without having paid bills after the due date on more than two occasions; and
- Is currently not delinquent.

The customer may, at his option, choose to have his deposit applied to his account instead of receiving a cash refund.

If the service is terminated or permanently disconnected, the deposit and interest will be applied to the outstanding balance and the remainder refunded to the customer.

## PROCEDURES FOR SUSPENSION, TERMINATION OR RECONNECTION OF SERVICE

### SUSPENSION NOTICE

The company will mail a written suspension notice to residential customers approximately the 21st of the month. The suspension notice will include the following information:

- \* The reason for the proposed suspension.
- \* A statement of all amounts currently due.
- \* A statement that a reconnection fee will be required to have service restored after it has been suspended.
- \* The date on or after which service will be suspended unless payment in full is received.
  - The grounds for suspension are otherwise eliminated if:
    1. A payment agreement is entered into; or
    2. A dispute is filed with the company.
- \* A statement that the customer should immediately contact the company to attempt to resolve the matter, including the company's mailing address and telephone number where questions may be filed and a payment agreement entered into.
- \* Medical emergency procedure.

If a customer contacts the company prior to the suspension date, the company will explain:

- \* The reason for the proposed suspension.
- \* Available methods of avoiding suspension including:
  - \* Paying the bill in full.
  - \* Entering into a payment arrangement.
  - \* Filing a dispute with the company and, thereafter, an informal complaint with the PUC.
- \* Procedures for resolving disputes and informal complaints.
- \* Duty of the customer to pay any portion of the bill that is undisputed.
- \* Duty of the customer to restrict toll service.

### MEDICAL EMERGENCY PROCEDURE:

If a medical emergency exists which will be affected by a suspension of telephone service, the suspension may be postponed. A doctor must provide a written statement that suspension of service will worsen a serious medical condition of someone in the household. The suspension will be postponed for a maximum of 30 days. (Postponement may be renewed for an additional 30 days, if necessary.)

During the postponement period the customer must still make timely payment for all services provided after the postponement date and may have tolls restricted by the telephone company.

Additional information may be obtained by calling the business office.

**REMEMBER: TO AVOID HAVING TELEPHONE SERVICE SUSPENDED THE CUSTOMER HAS THE RESPONSIBILITY TO CONTACT THE COMPANY IMMEDIATELY WITH ANY BILLING DISPUTE OR PAYMENT PROBLEM. IF ASSISTANCE IS SOUGHT AFTER SERVICE IS SUSPENDED, THE CUSTOMER MAY LOSE MANY IMPORTANT RIGHTS.**

### SUSPENSION OF SERVICES

If a customer does not comply with the requirements stated in the suspension notice, services will be disconnected. To reconnect, the customer must pay the minimum amounts stated in the notice and a \$15 reconnect fee upfront. A deposit may be required.

### TERMINATION NOTICE

When telephone service is suspended for non-payment, a written notice will be mailed indicating what must be done to restore service.

This notice will also indicate that service will be terminated on a specific date. If termination of the customer's service becomes necessary, re-establishing service requires the individual to pay installation charges comparable to a new customer obtaining service.

When at least 10 days have passed since the suspension of service and written notification, the company may terminate service for any of the following:

- Failure to pay the bill or make satisfactory payment arrangements.
- Failure to pay reconnect fee.
- Failure to post a deposit, furnish a third party guarantee, or otherwise establish credit.
- Failure to meet the requirements of a payment arrangement.

### DAYS SUSPENSION OR TERMINATION ARE PROHIBITED

The telephone company may not suspend service:

- \* On a Saturday or Sunday.
- \* On a bank holiday.
- \* On a holiday observed by the company (any day when the business office of the company is closed).

### RESTORATION OF SERVICE

The company will restore service by the end of the next full work day if:

- Full payment of outstanding charges plus the reconnection fee is made; or
- A payment of all amounts currently due according to a payment agreement plus the reconnection fee is made;
- Adequate assurance that any unauthorized practice will cease, plus full payment of the reconnection fee is made.

If service is suspended, a reconnection fee is applicable. The company may also require, as a condition of reconnection, payment of a security deposit.

## DISPUTE, INFORMAL AND FORMAL COMPLAINT PROCEDURES

### COMPLAINT PROCEDURES

#### DISPUTE PROCEDURES

The customer has the right to question or dispute any billing or service action the company takes.

A dispute must be brought to the attention of the company prior to actual suspension or termination of service. Suspension or termination is prohibited until final resolution of the dispute; however, the customer must pay all undisputed portions of the bill.

#### Once a customer registers a dispute, the company will do the following:

- Investigate the matter thoroughly.
- Withhold suspension or termination of service for non-payment of the disputed charges.
- Provide the customer with information necessary to arrive at an informed judgement.
- Within 30 days of dispute registration review findings with the customer, outlining the investigation and indicating action necessary for the customer to continue service. A written summary will be sent to the customer upon request.
- Inform the customer of his/her right to register a further complaint with the PUC if he disagrees with the company's decision.

#### INFORMAL COMPLAINT PROCEDURES

The customer has 10 days after the company answers the dispute to file an informal complaint with the PUC. He/She is to write or call the nearest Regional Office of the PUC's Bureau of Consumer Services for assistance. The Bureau will need the customer's name, address, telephone number, the name of his/her telephone company, a description of the problem, what action the company took, and what action the customer is seeking.

Upon receiving the informal complaint the Bureau staff will then review the matter and hold further investigations. They will also try to arrange an agreement between the customer and the company. If no agreement can be reached, the Bureau of Consumer Services' staff will make a decision based upon the facts presented by both the customer and the company.

If, except for good cause, the customer fails to register a dispute with the PUC within 10 days allotted, it may constitute a waiver of any applicable rights.

The Bureau will notify the customer of its decision and at the same time explain the steps involved in appealing this decision. The customer may request a written report of their decision.

- \* Complaints may be filed with the PUC at:  
Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Field Services Division  
P.O. Box 3265  
Harrisburg, PA 17120  
(Toll Free) 1-800-782-1110

#### FORMAL COMPLAINT PROCEDURES

If the customer disagrees with the Bureau of Consumer Services' decision, he has the right to appeal that decision within 10 days. The company also has the right to appeal the decision.

After formal complaint forms are filed with the PUC a hearing will be scheduled at which time a PUC judge will listen to both sides of the dispute and render a decision.



#### PROTECTION DURING THE DISPUTE OR COMPLAINT PROCESS

During the dispute or complaint process, the telephone company may not suspend telephone service for non-payment of the disputed amount. However, **the customer is still responsible for paying all amounts which are not being disputed.**

### TRANSFER OF ACCOUNT

If a customer has terminated or discontinued service within the last four (4) years, the company may transfer any outstanding amount due to any new or existing residential service which the customer has. If the customer discontinues service, the company may continue any pending termination procedure at any new or existing residential service established by the customer.

### UNDERBILLING AND OVERBILLING

#### UNDERBILLING

The company may issue a "make-up" bill for services which were unbilled within four (4) years of the bill date.

- \* The company must provide a written explanation of the reasons for the make up bill.
- \* Payments may be spread over a period of time which will be at least as long as the period during which the amount accrued or at least as long as necessary so that the total amount billed in any one month is not greater than the average amount billed the customer for one month plus 50 percent, whichever period is greater.

#### OVERBILLING

When an overbilling occurs, the company shall credit the account for the amount of the overbilling (including applicable taxes) for a period of up to four (4) years before discovery of the overbilling. The customer may also request reimbursement in one lump sum.

Interest shall be paid on the overbilling amount when at least 30 days have elapsed between payment of the overbilled amount and its credit or refund.

### SUMMARY

This pamphlet was prepared as a summary of the rights and responsibilities you have as a residential telephone customer based on the Pennsylvania Public Utility Commission's Regulations (Chapter 64-Billing and Credit Standards for Residential Telephone Customers).

If you still have questions please call the company business office. The telephone number is listed in your phone book.

The Pennsylvania Public Utility Commission's Bureau of Consumer Services can provide further assistance in telephone utility matters. For assistance, please contact the Consumer Services Office serving your area code.

**Serving Area Code 724** Pittsburgh Regional Office  
1210 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone (412) 565-3550

## Customer Information...your rights and responsibilities

### COMPANY INITIATED NUMBER CHANGES

Occasionally it is necessary for us to change the telephone numbers assigned to our customers. Although this is an inconvenience, we reserve the right to do this to improve service to our customers. Should this ever occur, we will refer all calls to your new number.

### BEFORE YOU DIG OR DRILL

Whether you're laying a foundation for a building or planting a tree, you must first check for the existence of underground utility lines and cables. If you or your contractor hit any of these lines, the results can be costly to you - and dangerous to everyone.

**PA ONE CALL SYSTEM, INC.**  
Underground Line Locating Service  
Call 811 or 1-800-242-1776 (toll free)

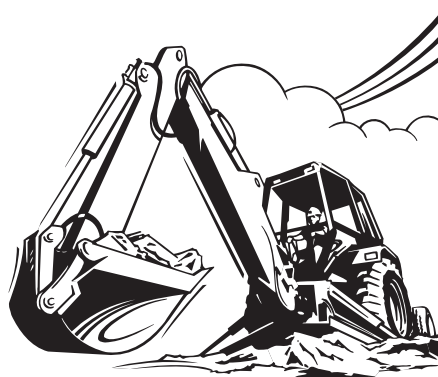


*If you dig Pennsylvania,  
call us first! It's the law!  
1-800-242-1776*



### PREVENTING FRAUD AT HOME

- You have the right to refuse a collect call that comes to your home or business.
- Telephone companies or law enforcement officials will never ask customers to accept collect calls as part of an investigation.
- When you accept the call, you have agreed to pay the charges.





# Customer Information

services for customers with disabilities

## PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE INFORMATION (7-1-1)

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind, or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A communications assistant then types the response of the regular telephone user to the TTY user. All calls are handled with strictest confidentiality.

- \* TRS is available 24 hours a day, every day of the year.
- \* TTY users can reach the TRS Center by simply dialing 7-1-1 or 1-800-654-5984. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885).
- \* People who do not have a TTY can reach the TRS Center by simply dialing 7-1-1 or 1-800-654-5988. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885).

### TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

People who are deaf, hard of hearing, deaf-blind, or speech disabled may qualify for telecommunication devices to help them use telephone services.

- \* Some of the Devices Available: TTY, Amplifier, Telebraille, Voice-Carryover TTY, TTY with large visual display.
- \* Where to obtain information to apply for the program:

Hiram G. Andrews Center  
727 Goucher Street  
Johnstown, PA 15905  
Call: 1-866-227-6810 (Voice)  
711 (TTY)

To learn more about PA TRS and 711, you can go to the PA Public Utility Commission's website at

[http://www.puc.state.pa.us/telecom/telecom\\_relay\\_service.aspx](http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx)

#### A note to all PA Relay Users:

**Please note that 7-1-1 is only to be used to reach the PA TRS. For EMERGENCIES you should continue to use 9-1-1.**

- You may reach Citizens Telephone Company of Kecksburg's repair service or office by using the Pennsylvania Telecommunications Relay Service.
- Numbers that are preceded by TTY or TDD are associated with text telephones. Unless you have similar equipment, you may not be able to call these numbers.

## FOR INFORMATION REGARDING PENNSYLVANIA RELAY SERVICE:

### CALL AT&T's NATIONAL SPECIAL NEEDS CENTER

Hours: 8:30 a.m. - 7:00 p.m.  
Monday to Friday  
TTD\* only 1-800-833-3232

### OPERATOR SERVICES EXEMPTIONS

If physical disability prevents you from dialing local or regional telephone calls yourself, we don't want you to pay the added costs of having an operator place calls for you. Contact your service representative for more information on Citizens Telephone Company of Kecksburg exemptions from the usual charges for operator-assisted calls.

### OPERATOR ASSISTANCE FOR TDD CUSTOMERS

Operator assistance is available for placing the following TDD calls:

- Local
- Long Distance
  - Collect
  - Calling Card
  - Third Number
- Directory Assistance

You can reach TDD operator services any time by dialing the toll-free number:

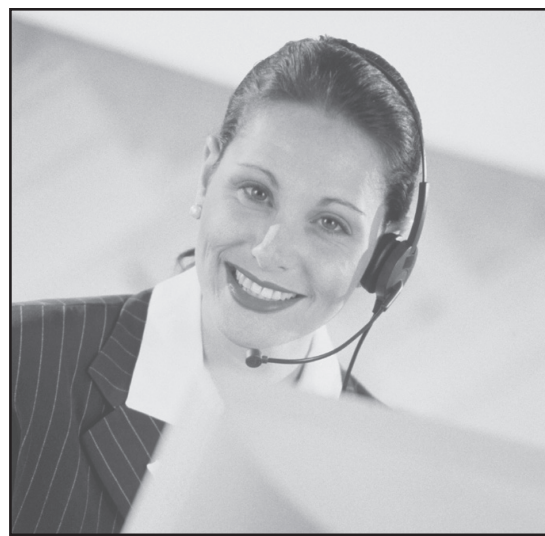
**TDD\* ONLY 1-800-855-1155**

### DIRECTORY LISTINGS FOR TDD-USERS

A TDD-user can have a listing in the telephone book to indicate a TDD\*. The listing may appear in the directory in one or two ways. Examples:

Smith, JJ  
TDD Only 123 Allen St. .... 555-9999

ABC Company  
TDD & Voice 123 Allen St. .... 555-9999





# Other Information

## HOW TO HANDLE OBSCENE, ABUSIVE, THREATENING, OR HARASSING CALLS

If you ever receive obscene, abusive, harassing or threatening calls, follow these suggestions:

1. **Hang up** at the first obscene word. Hang up if the caller remains silent the second time you say hello. **Remember, YOU CONTROL YOUR TELEPHONE, not the person calling.**
2. **Do not give any information**, such as your name or address, until the caller has been properly identified.
3. **Advise your children** and guests not to give out any information. If you are not at home, those answering your telephone should be instructed to say, "They're busy right now, may I take a message."
4. **If calls persist** call your service representative.

## TELEPHONE SAFETY

The telephone is one of the safest appliances in your home or office, but there are a few situations where a telephone user should be cautious.

- Do not use the telephone while you are in the bathtub, shower, or swimming pool. Putting the telephone in water could cause a shock.
- Avoid using the telephone during electrical storms in your immediate area. Urgent calls should be brief. Citizens uses protective measures to limit electrical surges from entering your home, but absolute protection from lightening is impossible.
- If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contracts could create a tiny spark when you dial. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.

## WARNING

It is a crime under both state and federal laws for anyone to make obscene or harassing telephone calls. These laws have penalties of imprisonment and/or a fine.

### Fraudulent callers are subject to prosecution

It is illegal for a person to charge long distance calls to another's number or Calling Card without their permission. Persons placing such calls to avoid payment for service are subject to prosecution and if convicted are subject to imprisonment and/or a fine.

### Unlawful wiretapping is subject to prosecution

It is a crime under federal and state laws for any person to wiretap or otherwise intercept a telephone call, unless that person has first obtained the consent of the parties actually participating in the call. Properly authorized law enforcement offices can take part in interceptions without the consent of either party, when proceeding under court orders issued following the appropriate federal or state law. The penalty for illegal wiretapping can be imprisonment and/or a fine.

### Cordless Telephones

**These telephones operate on radio waves and the following situations may be encountered with cordless telephone:**

- **Interference from CB and Ham radio transmissions.**
- **Loss of Privacy – the possibility of calls being overheard.**
- **Unauthorized use of your telephone service to make call.**

**For example, a neighbor's cordless telephone may be on the same frequency as your cordless telephone. This may let a call you do not know be charged to your bill or may cause interference on your line. Citizens Telephone Company of Kecksburg has no control over these phones or the radio channels on which they operate. You are responsible for the equipment you use on your line and calls that are dialed from your telephone.**

## PRE-WIRING

If a home is in the process of being built or remodeled, we can install the telephone wires before the walls are put up. Call your service representative to arrange for this service.

## WARNING: EMERGENCY CALLS, OBSCENE OR INDECENT LANGUAGE, AND ANONYMOUS CALLS

The Penal Code of Pennsylvania provides that:

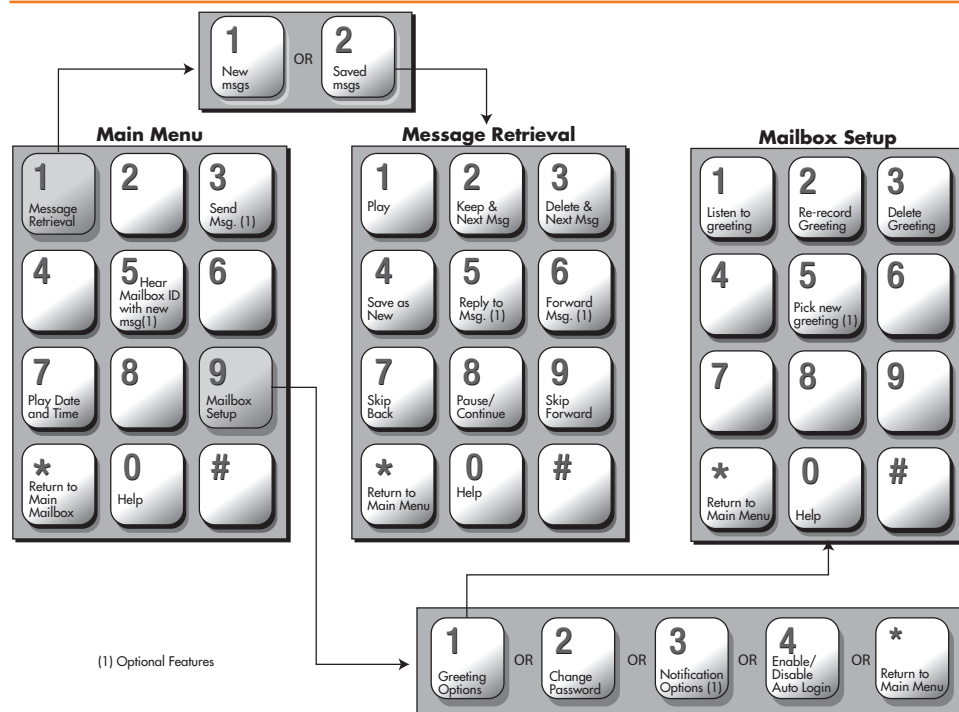
- 1). It is a misdemeanor for anyone to use the telephone as a means of conveying obscene or indecent language or to telephone anonymously another person repeatedly for the purpose of annoying, molesting, or harassing such person or his family.
- 2). Anyone with intent to defraud, who gives information to the operator or agent of any telephone company, so that the charge therefor is made to the account of another without his authorization, shall be liable to \$50.00 fine or 30 days imprisonment or both.

# Custom Calling Services

## Instructions

information pages

### CALL ANSWER USER GUIDE



### Accessing Your Mailbox

1 Dial 724-424-0801

Then Either:

- Press # if calling from the phone your voice mail is assigned to, OR
- If using Auto Login and accessing from your home phone no entry is required, OR
- Enter the last seven digits of your telephone number, if calling from a remote phone.

- 2 If requested, Enter your password, followed by the # key. Your password will be the last four digits of your phone number until you change it.
- 3 Main Menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time, or Press 9 for mailbox setup.

### Accessing Your Sub-Mailbox

- 1 Follow step 1 from above.
- 2 a If you are the Group Administrator and wish to record a group greeting, Press \* to access the Group Greeting Menu. A voice prompt will guide you through those steps.
- OR
- b Enter your sub-mailbox number.

- 3 If requested, Enter your password, followed by the # key. Your password will be the last four digits of your phone number until you change it.
- 4 Main menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages, or Press 9 for mailbox setup.

### To Set-up Mailbox

5 Options in Mailbox Set-up Menu:

- a Press 1: Greeting options. (You can disregard this step if you choose to use the default greeting).
- b Press 2: Change password.
- c Press 3: Notification Options. (1)
- d Press 4: Disable/Enable Auto-Login.
- e Press \*: Return to main menu.

To change or record your greeting:

- 1 Press 1 – Greeting options.
- 2 Press 2 – Re-Record your greeting.
- 3 Press # - End recording function.
- 4 Press 1 – Listen to greeting.

To Create multiple greetings:

- 5 Press 5 – Pick a new greeting. Then choose a new greeting # (2-9).
- 6 Press 2 – Record greeting.
- 7 Press # - End recording function. Repeat steps 5 & 6, choosing a different greeting # each time.
- 8 Press 5 – Pick a new greeting. Then choose the greeting you wish to become active.
- 9 Press \* - Return to main menu.

### To Retrieve Messages

3 options in message retrieval menu:

- a Press 1: New messages.
- b Press 2: Saved messages.
- c Press \*: Return to main menu.

Listen to messages:

- 1 Press 1 – Play or re-play message.
- 2 Press 2 – Save message and go to next.
- 3 Press 3 – Delete message and go to next.

Undelete Message:

Don't hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted,

- 4 Press 4 – Save message as new.
- 5 Press 5 – Reply to a message. (1)
- 6 Press 6 – Forward message. (1)
- 7 Press 7 – Skip back three seconds.
- 8 Press 8 – Pause or continue message.
- 9 Press 9 – Skip forward three seconds.
- 10 Press \* - Return to main menu.

(1) Optional Feature

To change your password:

- 1 Press 2 – Change your password.
- 2 Enter new password, followed by the # key. The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
- 3 To verify, enter your password, followed by the # key.

CITIZENS  FIBER

For Help Contact Us At:  
724-423-5777 OR  
telco@wpa.net

## Custom Calling Service...Instructions



### CALL FORWARDING \*72 \$3.00

1. If you have a 12-button set with Touch-Tone service, press \*72 and listen for the dial tone. If you have a rotary or pulse-dialing phone, dial 1-1-7-2, then wait 5 seconds for a dial tone.
2. Dial the number to which you want the call forwarded.
3. Wait for the distant phone to be answered. In order for Call Forwarding to become effective, keep the connection for **at least six seconds**.
4. If the number you dialed is busy or no one answers, hang up and repeat steps 1 and 2. When you hear two short tones, the service is in effect. No answer is necessary on the second attempt.
5. If you want to confirm that your Call Forwarding has been activated: After activation, redial the activation code for Call Forwarding, \*72. If you use rotary or pulse-dialing, dial 1-1-7-2.

You will hear a fast busy signal. Then you will know that your calls are being forwarded. OR,

Call your number from another telephone line, to confirm that your calls are forwarded correctly.

6. To deactivate Call Forwarding press \*73 if you have Touch-Tone service. If you use rotary or pulse-dialing, dial 1-1-7-3. When you hear two short beeps and a dial tone, Call Forwarding is cancelled.

**Notes:** While your calls are being forwarded your telephone will ring briefly each time your number is dialed. You cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect. While calls are being forwarded you can still make outgoing calls. Call Forwarding continues until you deactivate it. If you try to activate Call Forwarding and it doesn't work according to the activations instructions, it may already be active. Follow the deactivation steps to clear the feature. Then try the activation steps again.

If your line is toll restricted, you cannot forward your calls to a number that would be a toll call.

### CALL FORWARDING-BUSY LINE/ DON'T ANSWER \$2.00

You may subscribe to either one or both features. Busy Line forwards calls to a pre-selected number when your line is in use. Don't Answer forwards calls to a pre-selected number when you don't answer your telephone. If you have both features the "forward to" number can be different for each feature. Once the forwarding arrangement is established, it will remain in effect until you place an order to change it. There is a service charge to make a change. Calls forwarded with this service are subject to local or toll charges as appropriate.

### DELUXE CALLER ID \$7.00

Lets you see the telephone number and the main listed name associated with the telephone number of the person who is calling you before you answer the telephone.

### CALLER ID AND BLOCKING NOTES:

- \* All listed telephone numbers will show on a Caller ID Display unit unless you block your number.
- \* All non-published telephone numbers have **Line Blocking** in place and will **not** show on a Caller ID display unit unless you **unblock your number**.
- \* You cannot block calls to **9-1-1** and to **800, 888, and 900** services.
- \* If you travel to another area, blocking options and codes may be different. Check with the owner of the telephone to find out how to block your number.
- \* If you have your number and hear an announcement that the person you called is not taking blocked calls (They have turned on Anonymous Call Rejection), you have three choices:
- \* Make the call without blocking your number – **to unblock your number press \*82** before placing the call. If you have a rotary or pulse dialing phone dial **1-1-8-2**.

**Your telephone number will automatically return back to the block status after you terminate your telephone call.**

- Only Per Call Blocking is available on pay telephones.
- Call Trace and Return Call will work on the last number that called you, even if that number was blocked.
- Calls to **800, 888, and 900** Numbers:

You cannot use Caller ID blocking to block your number when you call a **800, 888, or 900** number. The number goes to the company who provides this service. We do not have a way to block your number when you call an **800, 888, or 900** number.

- You should know that some companies use your number for marketing and other reasons. However, after April 12, 1995 the FCC has said that they must first ask you if they can use this information for other purposes.
- make the call with a telephone calling card\*
- make the call through an operator (dial 0)\*

\* There will be added charges to use the operator or a telephone calling card.

\* All rates apply to residential rates, all rates are billable monthly charges.



# Custom Calling Service...Instructions



## NOTES for Caller ID Customers:

- Caller ID display units will show an out of area message for some calls. For example, calls from outside specially equipped areas and calls made through an operator.
- When people calling you block the display of their telephone number, your Caller ID display unit will show the letter "P" or the words "Private" or "Anonymous".
- When you subscribe to Caller ID, and want Anonymous Call Rejection, you must turn it on.
- If you have Call Waiting and Caller ID, your Caller ID display unit will show the telephone number of the second caller if the unit has this feature.
- Numbers on Selective Ringing or Selective Call Forwarding lists will reach you even if the numbers are blocked and you have turned on Anonymous Call Rejection.
- A display unit will show some telephone numbers that:
  - you cannot call back because they do not accept incoming calls.
  - are the main telephone numbers, not the extensions, of the person calling.
- Caller ID service works with most answering machines so you never miss a call, because the display unit stores the numbers. However, you must set your answering machine to two rings for Caller ID unit to work.
- You may order **Call Waiting ID** if you subscribe to Call Waiting and Caller ID Deluxe at no additional charge. Call Waiting ID allows you to see the number and name of a second incoming call. You must call your business office to get Call Waiting ID. Call Waiting ID may require additional equipment.

## Display Unit

The telephone number of the person calling you will appear on your display unit between the first and second rings. You will see telephone numbers from specially equipped areas only. Because caller ID works automatically once you have subscribed to it, there are no codes to turn the service on or off.

Follow the instructions provided by the equipment manufacturer for setting up your display unit or phone. Also check the instructions to learn what information will appear and the number of telephone numbers, if any, you can store.

## ANONYMOUS CALL REJECTION NO CHARGE

Anonymous Call Rejection (ACR), is a feature that comes with Caller ID Service. ACR lets you reject calls from those who have blocked the display of their telephone number.

### To turn on ACR:

If you have a 12-button set with Touch-Tone service, press \*77. If you have a rotary or pulse dialing phone dial 1-1-7-7. Anonymous Call Rejection will remain on until you turn it off.

### To turn off ACR:

If you have a 12-button set with Touch-Tone service, press \*87. If you have a rotary or pulse dialing phone dial 1-1-8-7. Anonymous Call

Rejection will remain off until you turn it on.

If your ACR is turned on and you receive a blocked call, your phone will not ring and the calling number will not appear on you caller ID display unit. The caller will hear an announcement that you are not accepting blocked calls.

## BLOCKING OPTIONS FOR CALLER ID

When you make a call, the person you are calling may see your telephone number on a Caller ID display unit-even if you do not subscribe to Caller ID. If you would like to block the display of your number to the person you are calling, you have two free blocking options: Per Call Blocking and Line Blocking.

## PER CALL BLOCKING: NO CHARGE

You do not need to order Per Call Blocking; it is ready for you to use it from any telephone line. There is no charge when you use Per Call Blocking.

### You must follow these instructions before placing a call each time you want to block your number:

1. If you have a 12-button set with Touch-Tone service, press \*67. If you have a rotary or pulse-dialing phone, dial 1-1-6-7.
2. Listen for the dial tone.
3. Dial the telephone number of the person you are calling.

## LINE BLOCKING: NO CHARGE

To order Line Blocking, call your business office. There is no charge for line blocking the first time you order it. There is a charge if you cancel and then reorder it.

Once you have ordered Line Blocking, you do not have to dial any codes to block your number. You must follow these instructions before placing a call each time you want to unblock your number. Use the unblock feature on a per call basis.

1. If you have a 12-button set with Touch-Tone service, press \*82. If you have a rotary or pulse-dialing phone, dial 1-1-8-2. (The code to unblock your number depends on the telephone equipment that serves you. If you do not know which code to use, call your business office.)
2. Listen for the dial tone.
3. Dial the telephone number of the person you are calling.

When you hang up, the unblock feature turns off.

## Custom Calling Service...Instructions

### CALL TRACE - \$1.00 PER ACTIVATION

Lets you trace the number of the last call you received. The number is automatically reported to Citizens Telephone Company of Kecksburg.

#### How to use it:

1. After receiving a call you want to trace, hang up.
2. Before making or receiving another call, pick up the receiver, listen for the dial tone, and dial the Call Trace code as follows:  
From 12-button Touch-Tone phone with Touch-Tone Service dial \*57  
From rotary or pulse-dialing phone dial 1-1-5-7
3. Listen for the confirmation announcement.
4. Hang up and the telephone number of the caller will be reported to Citizens Telephone Co. of Kecksburg.

**Note:** You will not receive the telephone number of the party who called. The information will be held by Citizens Telephone Co. of Kecksburg for release to appropriate law enforcement personnel. For more information about the call, please call 724-423-5777 between 8:00 a.m. to 4:30 p.m. on regular business days. In life threatening situations contact your local law enforcement agency.

### CALL WAITING \$3.25

1. While you are on a call, a beep indicates that another call is waiting. To answer the second call, press and release the receiver button quickly. The first call will be put on hold and you will be connected to the second call. If you do not answer the second call, the caller will hear only a ring, not a busy signal.
2. To return to the first call press and release the receiver button again. Switch back and forth between the two calls as often as you want.
3. If you hear the beep tone and want to end the first call, hang up. Then the phone will ring for the second call.

**Note:** If you do not want Call Waiting to notify you during a particular call or when using your fax or modem, use Tone Block.

### CALL WAITING TONE BLOCK

#### To activate Tone Block before placing a call:

1. If you have a 12-button phone with Touch-Tone service, press \*70. If you have a rotary or pulse-dialing phone, dial 1-1-7-0.
2. Listen for the dial tone.
3. Make your outgoing call.

If you have Three-Way Calling, you can activate Tone Block during a conversation.

1. Press and release the receiver button.
2. Wait three short beeps and a dial tone.
3. If you have a 12-button set with Touch-Tone service press \*70. If your have a rotary or pulse-dialing phone, dial 1-1-7-0.
4. Return to your call.

**Note:** Tone Block is deactivated after you complete your call and hang up.

### INTERCOM \$2.00

Allows you to use the extensions on your home telephone line as an intercom system. This service is available only on residential individual lines.

1. Dial your own telephone number, when you receive a busy signal, hang up.
2. Wait until the telephone rings back, when it stops ringing pick up the telephone.

### MULTINUMBER SAME LINE \$4.00

Lets you have two numbers on the same line with special ringing. The main number will have one long ring and the additional number will have two short rings. All billing goes to the main number. Call your service representative for specific details.

### PERSONAL TOLL SECURITY CODE \$3.00

Limit toll access by having a 3-digit code assigned to your line. The code would have to be used to access the toll network from your line. For more information call 724-423-5777. To use Personal Toll Security Code, dial the telephone number as you would normally do. When you hear a tone change, enter your PIN that you received from our office, then your call will be placed.

### REMOTE CALL FORWARDING SERVICE \*72 \$5.00

Remote Call Forwarding lets you forward your calls or change your forward number from any Touch-Tone phone. Calls to "Access Remote Call Forwarding" are subject to local or toll charges as appropriate.

1. Dial the Remote Call Forward access number. (This will be provided to you by our business Office).
2. Dial your 10-digit phone number. (The number to which you subscribed to Remote Call Forwarding.)
3. Dial your four to ten digit PIN. After your PIN is verified, press 9 if you wish to change your PIN.
4. Press 1 to use Remote Call Forwarding.
5. To forward your calls, press 1.  
To stop forwarding your calls, press 2.
6. The option you selected will be read back to you. If it is correct, press 1. If it is incorrect, press \* and then enter the code again.
7. If you are turning on Remote Call Forward, follow the voice prompts to enter the phone number to which you want to forward your calls.

Whether you are turning Remote Call Forward on or off, please wait for the confirmation message before hanging up.

**\*Notes:** Announcements will guide you through each step. To change your call forwarding from home, simply dial \*72. You don't need to dial the Remote Call Forwarding access number first. Be sure to follow the instructions for Call Forwarding. If you have Call Waiting, we recommend you press \* 70 to activate Tone Block before using Remote Call Forwarding. If your line is toll restricted, you cannot forward your calls to a toll number.



# Custom Calling Service...Instructions

## REPEAT DIALING \*66 \$3.00

1. To redial the last number you dialed, press and release the receiver button. If you have a 12-button set Touch-Tone service, press \*66.

If you have a rotary or pulse-dialing phone, dial 1-1-6-6. This activates Repeat Dialing.

2. If the called number is not busy it will ring. If the called number is busy, listen for the confirmation announcement and hang up. Repeat Dialing will attempt to make the connection for 30 minutes.
3. Your phone will signal with a special ring if the called number becomes available within 30 minutes.

When you hear the special ring, pick up the receiver and wait for the called party to answer.

4. If you do not receive the special ring within 30 minutes and you do not cancel Repeat Dialing, it will automatically cancel.
5. To cancel Repeat Dialing before 30 minutes are up, press \*86 if you have Touch-Tone service. Dial 1-1-8-6 if you use rotary or pulse-dialing, and an announcement will tell you that the service has been deactivated.

**Notes:** Repeat Dialing does not function with calls made to most 700, 800, and 900 numbers. If you use this service on a per-use basis, you will be charged the activation fee, even if the called party's line is busy or not answered within the 30-minute period.

## RETURN CALL \*69 \$4.00 PER MONTH AND \$.50 PER USAGE

To call back the last number that called you.

1. If you have a 12-button set with Touch Tone service, press \*69. If you have a rotary or pulse-dialing phone, dial 1-1-6-9.
2. If the called number is not busy it will ring. If the called number is busy, listen for the confirmation announcement and hang up. Return Call will attempt to make the connection for 30 minutes.
3. Your phone will signal with a special ring if the called number becomes available within 30 minutes. When you hear the special ring, pick up the receiver and wait for the party to answer.
4. If you do not receive the special ring within 30 minutes and you do not cancel the Return Call, it will automatically cancel.
5. To cancel Return Call before the 30 minutes are up, press \*89 if you have Touch-Tone service. Dial 1-1-8-9 if you use rotary or pulse-dialing, and an announcement will tell you that the service has been deactivated.

**Notes:** Return Call does not function with calls made to most 700, 800, 888, and 900 numbers. If you use this service on a per use basis, you will be charged the activation fee even if the called party's line is busy or not answered within 30-minute period.

## SELECTIVE CALL BLOCK \*60

Gives you the ability to block calls from up to six telephone numbers from which you do not wish to receive calls. When someone calls you from one of these numbers, your phone will not ring.

1. If you have a 12-button set with Touch-Tone service, press \*60. If you have a rotary or pulse-dialing phone, dial 1-1-6-0.
2. To cancel Selective Call Block press \*80 if you have Touch-Tone service. Dial 1-1-8-0 if you use rotary or pulse-dialing telephone.

## SELECTIVE CALL FORWARDING \*63 \$4.00

1. If you have a 12-button set with Touch-Tone service, press \*63. If you have a rotary or pulse-dialing phone, dial 1-1-6-3.
2. You will hear an announcement of the current status of the service "On" or "Off."
3. A recording will ask you to enter the number to which you want your calls forwarded. The recording will help you create a list or add, delete or verify the numbers on your Selective Call Forwarding list. The recording will confirm each number as you add it to your list. The recording will help you turn the service "ON" or "OFF." Follow the recorded instructions carefully. To repeat the instructions dial 0.
4. To cancel Selective Call Forwarding press \*83 if you have Touch-Tone service. Dial 1-1-8-3 if you use rotary or pulse-dialing, and a recording will help you.
5. To remove all numbers from your list, dial or press 08.

**Notes:** You may store up to six telephone numbers on your Selective Call Forwarding list. A recording will notify you when the list is full. Only numbers within your Regional Calling Area can be on your Selective Call Forwarding list. A recording will notify you if the number is outside the area. When adding a number with a different area code that is within your Regional Calling Area, enter all ten digits including the area code. If your line is toll restricted, you cannot forward your calls to a number that would be a toll call. This feature will not block calls from toll free numbers.

## SELECTIVE RINGING \*61 \$3.00

1. If you have a 12-button set with Touch-Tone service press \*61. If you have a rotary or pulse-dialing phone, dial 1-1-6-1.
2. You will hear an announcement of the current status of the service "On" or "Off."
3. A recording will help you create a list or add, delete or verify the numbers on your Selective Ringing list. The recording will confirm each phone number as you add to your list. The recording will help you turn the service "On" or "Off." Follow the recorded instructions carefully. To repeat the instructions dial 0.
4. To deactivate Selective Ringing press \*81 if you have Touch-Tone service. Dial 1-1-8-1 if you use a rotary or pulse-dialing phone, and a recording will help you.
5. To remove all numbers from your list, dial or press 08. If you choose a usage payment option, you must totally remove your list, or you will be billed per day usage rates for retaining your list even though the list may have been inactive.

**Notes:** You may store up to six numbers on your Selective Ringing list. A recording will notify you when the list is full. You cannot add a number to your list if it is outside your Regional Calling Area. A recording will notify you if the number is outside the area. When adding a number with a different area code that is within your Regional Calling Area, enter all ten digits including the area code. Each number on your list will receive the same ring. If you subscribe to Call Waiting, you will receive a special Call Waiting tone.

## SPEED CALLING

### To Use:

Simply type the code number, 2 through 9 or 20 through 49, that you associated with the telephone number you are calling.

### To enter or change Speed-Calling 8 number:

1. Select numbers 2 through 9 as your codes. Lift receiver and listen for dial tone.
2. If you have a 12-button set with Touch-Tone service, press **\*74** and listen for the dial tone. If you have a rotary or pulse-dialing phone, dial **1-1-7-4** and listen for the dial tone.
3. Dial or press the first code you have selected and complete phone number you want programmed. Do not forget to include the area code.
4. Two beeps mean that the Speed-Calling number and code have been entered. Hang up. Continue programming in the same way for each number using a different code for each entry.

### To enter or change Speed-Calling 30 number:

Use the same procedure, except: Press **\*75** or dial **1-1-7-5** and use the numbers 20 to 49 as your codes.

## THREE-WAY CALLING

**\$3.00**

This service can be used whether you have placed or received the first call.

1. Press and release the receiver button to put your first call on hold. You will hear three beeps and then a dial tone.
2. Dial the third person's number. You can talk with this party without including the first call.
3. To bring the first call back on the line, press and release the receiver button. All three parties will be on the line.

**Note:** If either party hangs up, you can add another third party by repeating steps 1-3. To disconnect the third party, press the receiver button twice. You may then add a different third party. All parties are disconnected when you hang up.

## VOLUNTARY TOLL RESTRICTION

**\$15.00**

Voluntary Toll Restriction (\$15.00 one-time charge) is a limited service which provides blocking of certain types of toll calls from being placed from your telephone line while allowing local calls. This service also allows you the option to restrict Collect and Calling Card Calls from being billed to your line.

## PLACING YOUR PHONE SERVICE ON VACATION

\$25.00 annual charge

## PRIVACY ALERT

### \*ALL CUSTOMERS PLEASE READ\*

### How to block passage of your name and NUMBER to protect your privacy:

You have the right to protect your privacy when making or receiving telephone calls. Citizens Telephone Company of Kecksburg offers Blocking as a Free service to help you protect the privacy of your name and telephone number.

You should be aware that your name and number will be provided to customers who subscribe to optional services such as Caller ID, Deluxe Caller ID, and Return Call.

When you call people who have either Caller ID or Deluxe Caller ID, your telephone number will show on their phone or display unit. Deluxe Caller ID customers will also see the name on the telephone account. When you call people who use Return Call (**\*69** or **1-1-6-9** for rotary or pulse dialing telephones), your telephone number will be announced to them.

### Blocking:

- prevents the display of your name/number
- prevents someone from hearing your number
- as of January 1, 1997 prevents someone from calling you back with Return Call (**\*69** or **1-1-6-9**)

If you do not want the people you call to see your name and telephone number, or hear your telephone number, you must use one of the FREE blocking options: Per Call Blocking or Line Blocking. Please see Caller ID and Blocking Notes for further information regarding Per Call Blocking and Line Blocking.

**Remember:** Without blocking, your name and number may be displayed or announced outside your calling area and outside the state of Pennsylvania. Every time you make a call, assume that your number and name could be displayed and announced unless you use blocking.

### Calls That Cannot be Blocked:

Calls to **9-1-1** and to **800, 888, and 900** services cannot be blocked. The called party is limited to using your number only to market services directly related to the purpose of the original call. They may not reuse or resell your number for other purposes without your consent. You may request not to be called in the future and the called party must honor that request.

