



**SPRINT RESIDENTIAL WIRELINE TERMS AND CONDITIONS OF SERVICE
Effective June 1, 2011**

In the event you believe your long-distance service has been switched to Sprint in error, please contact our Customer Service Department at 1-800-877-4646.

For the most current version of the Terms and Conditions, please visit our Web site.

1. AGREEMENT

1.1. General Application. These Terms and Conditions of Service ("Terms and Conditions"), together with the current rates and provisions applicable to your calling plan ("Rates" or "Rate Schedules"), constitute your agreement ("Agreement") with Sprint Communications Company L.P. ("Sprint") for any services (other than Sprint or Nextel wireless services) that you purchase from Sprint ("Services"). The Rate Schedules are incorporated into this Agreement by reference and are a part of this Agreement. You may also obtain information on Rate Schedules and Terms and Conditions by visiting www.sprint.com/ratesandconditions. It is important that you carefully read all the terms of the Agreement. You must have the legal capacity to accept the Agreement. You accept the Agreement when you enroll in, use or pay for the Services covered by the Agreement. If you do not want to accept the Agreement, don't do any of these things.

1.2. Changes to the Agreement. Sprint reserves the right to change the terms of the Agreement at any time. You will be provided notice of material changes to Rates and the Terms and Conditions consistent with Section 12.3, which includes posting on the Sprint Web site. It is your responsibility to ensure that you have the most up-to-date Rate Schedules and Terms and Conditions. **Your co use of the services after any change constitutes your acceptance of the revised Agreement.**

1.3. Scope. This Agreement applies to domestic and international long-distance calls, but does not apply to Sprint or Nextel wireless services. State regulations and requirements, including tariffs filed with the State Public Service Commissions, apply to your intrastate telecommunications services. This Agreement also applies to all calls made on the Sprint network by Casual Callers (these Rates may be considerably higher than Sprint's basic Rates or calling plan Rates), and by callers using a calling card issued by a Local Telephone Company (the company providing you with traditional local phone service). If you are a business customer, your Agreement is governed by the Standard Terms and Conditions for Business Communications Services and the applicable product-specific terms posted at <http://www.sprint.com/ratesandconditions>, under Business Communications Services Terms and Conditions.

2. SERVICES

2.1. Acceptance. In its sole discretion, Sprint may accept or reject your order for Services for any lawful reason. Before activation of any Service, Sprint may check your credit, verify your identity, charge a deposit, prepayment or other fee to establish or maintain Services, or require that you execute any authorizations and verifications it deems necessary. You must have and maintain satisfactory credit to receive and continue to receive Services. Due to a variety of reasons, Services may not be activated immediately.

2.2. Subscribing Through Local Telephone

Company. If you select Sprint Services through your Local Telephone Company, you will automatically be put on the Sprint Standard Weekend calling plan. To select another calling plan, you must contact Sprint.

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2.3. Sprint Services. If Sprint has sent you this Agreement, Sprint is your carrier for long-distance service (including calls within your state, from your state to another state and international calling), local toll, and/or local service as set forth in the other provided documents. You may switch Services back to your previous carrier or select a new carrier by calling your previous carrier or the carrier you wish to switch to.

3. TAXES

In addition to any applicable Rates, Sprint will invoice you and you agree to pay all federal, state and local taxes, as well as excise, sales, use, gross receipts or other similar taxes or fees levied by any federal, state, local or foreign government on Sprint, that Sprint is required by law to collect and remit on the Services we provide to you. These charges may change from time to time without advance notice.

4. SURCHARGES

4.1. Types of Surcharges. In addition to any applicable Rates and taxes, Sprint may invoice you and you agree to pay the following additional surcharges which are not taxes or otherwise required by the government ("Surcharges"), which may include but are not limited to: (A) a Carrier Universal Service Charge, which is subject to change quarterly; (B) a Carrier Cost Recovery Charge that helps defray Sprint's overall costs of providing long-distance service to residential consumers; (C) a Single Bill Fee if you choose to receive your Sprint charges on your Local Telephone Company's bill; (D) a Payphone Surcharge for calls originating from a public or semi-public payphone; (E) a per-minute International Mobile Termination Surcharge for calls made to a foreign mobile phone—see <http://www.sprint.com/ratesandconditions/residential/documents/feesandsurcharges.pdf> for details; (F) In-State Access Charges; and (G) other Surcharges to recover amounts Sprint pays or has paid in support of statutory or regulatory programs (including, but not limited to, state-specific universal service funds, lifeline charges, mandated user fees, telecommunications and deaf relay charges, and other federal and state miscellaneous charges).

4.2. Additional Information. For additional information, including the current amount of most of the Surcharges described above, please see your invoice and go to <http://www.sprint.com/ratesandconditions/residential/documents/feesandsurcharges.pdf>.

4.3. Notice of Changes. You will receive notice of changes to most Surcharges described above via posting at the Web location referenced in Section 4.2. Depending on the circumstances, we may provide additional notice of changes consistent with Section 12.3. While Sprint will try to provide advance notice of changes, in certain instances it may not be possible. Additional notice, if any, for changes to usage-based Surcharges (e.g., Payphone Surcharge, International Mobile Termination Surcharge, etc.) will generally be limited to those that have been assessed the particular Surcharge within three months of the change. In most instances, you will not receive additional notice of changes if the Surcharge amount is set by or based on a formula provided by the government or another entity (including the Carrier Universal Service Charge, taxes, and similar fees and charges), and may not receive additional notice if you do not receive an invoice from Sprint.

5. PAYMENT OF CHARGES

5.1. Billing. (A) Unless you are told otherwise, Sprint will bill you for Services on a monthly basis based on the usage charges in effect when the call is placed and the monthly recurring charges (MRCs) in effect on the last day of your billing cycle. MRCs begin accruing when the

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Service is available for your use; (B) You may be invoiced a prorated portion of your MRC in the initial month of service. MRCs may be billed in arrears or in advance, depending on the Service, while monthly usage charges are generally billed in arrears; (C) Unless the applicable Rates provide otherwise, Sprint will bill you in whole-minute increments with partial minutes of use rounded up to the next whole minute. You will not be charged for calls that are not answered; (D) If the total for all computed domestic interstate or international call charges includes a fraction of a cent, the fraction will be rounded down to the next whole cent; (E) If your monthly charges net to \$0, you may not be mailed a paper invoice—invoice information will remain available in your account section at www.sprint.com; and (F) A fee of up to \$3 may apply for invoice reprints.

5.2. Payment Terms. Payment is due in full as stated on your bill and you agree to pay the Rates applicable to your Services, in addition to any applicable taxes, fees, and Surcharges. Notwithstanding Section 5.3, you must pay all undisputed charges in U.S. currency within 30 days of the invoice date. Sprint may charge you interest on those charges equal to the lesser of 1.5% per month or the maximum rate allowed by law for all late payments. The interest will be applied to the entire unpaid balance. If you choose to be billed for Services by your Local Telephone Company, you are subject to your Local Telephone Company's payment policies, including applicable late payment charges. Sprint may charge you a Returned Check Fee, up to the maximum rate allowed by law, if your check, bank draft or electronic funds transfer is returned for insufficient funds. This fee varies by state and may be set forth in Sprint in-state tariffs. We may provide your payment history and other account billing/charge information to any credit reporting agency or industry clearinghouse.

5.3. Disputed Charges. Disputes concerning any charges invoiced must be raised within 60 days of the date of the invoice. You may also request an adjustment for wrong number calls. You accept all charges not disputed within 60 days. To dispute a charge on your invoice, you must follow the procedures in Section 10.

6. USE OF SERVICES

You agree: (A) to ensure compliance with this Agreement by anyone whom you authorize to use the Services, including any specific terms associated with the use of your Services; (B) to comply with any limitations or restrictions imposed by the foreign carriers or agencies when placing international calls; (C) to pay all charges for Services provided under this Agreement including, but not limited to, unauthorized charges incurred on calls placed from your premises or using a calling card or authorization code that Sprint has issued to you; (D) to ensure that your actions and equipment do not directly or indirectly interfere with Sprint's ability to provide Services to others; (E) to comply with all applicable laws and regulations when using our Services and that you will not use our Services in an unlawful, fraudulent or abusive manner, or allow others to do so; (F) to not sell, resell, lease or otherwise distribute our Services to anyone without Sprint's prior written consent; and (G) **that, in its sole discretion and without liability to you, Sprint may place restrictions on use of your Services, and immediately (even during a call) disrupt, suspend or terminate your Services without notice for violations, suspected violations, or to prevent violations of these terms.**

7. TERMINATION OF SERVICES

7.1. By You. For any reason, you may cancel Services at any time by telling your Local Exchange Carrier that you wish to change your long-distance service to another carrier.

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7.2. By Sprint. Sprint may discontinue your Services with or without notice, depending on the circumstances, for any reason including but not limited to nonpayment of any amount owed to Sprint or billed by Sprint on behalf of others, including disputed amounts that Sprint determines were validly invoiced.

7.3. Termination and Payment. Unless Sprint tells you otherwise, it may take up to 30 days to disconnect your Services; you must pay all charges incurred until disconnection. You will be charged the full MRC for your Services for the month in which your Services terminate. Promotional credits may not be provided on your final invoice.

8. DISCLAIMER OF WARRANTIES

Sprint makes no representations or warranties, express or implied, including (to the extent allowed by law) any implied warranty of non-infringement, merchantability or fitness for a particular purpose concerning your Services (including your device). Sprint does not promise uninterrupted or error-free Services and does not authorize anyone to make warranties on our behalf, and you agree to hold Sprint harmless for all such problems.

9. LIMITATION OF LIABILITY

9.1. Neither Sprint nor its vendors, suppliers or licensors are responsible for any damages resulting from: (A) act or omission by you, or another person or company; (B) providing or failing to provide Services, including deficiencies or problems with any equipment, the network or Services (e.g., blocked calls, transmission failures, interruptions in Service, etc.); (C) traffic or other accidents, or any health-related claims relating to our Services; (D) content or information accessed while using our Services, such as through the Internet; (E) interruption or failure in accessing or attempting to access emergency services, including through 911, E911 or otherwise; or (F) things beyond our control, including acts of God including, without limitation, weather-related phenomena, fire or earthquake), war, terrorist attacks, riot, strike, or orders of governmental authority.

9.2. To the extent allowed by law, our liability for monetary damages for any claims you may have against us is limited to no more than the proportionate amount of the Service Rates attributable to the affected period. Under no circumstances are we liable for any incidental, consequential, punitive or special damages of any nature whatsoever arising out of or related to providing or failing to provide Services in connection with any equipment, including, but not limited to, lost profits, loss of business, or cost of replacement products and services.

10. DISPUTE RESOLUTION

10.1. Dispute Process. If you have a dispute with Sprint relating to any matter, you agree to first notify Sprint's Customer Service department at the number listed on your invoice or to write Sprint Correspondence, P.O. Box 15955, Shawnee Mission, KS, 66285-5955, in an attempt to resolve your dispute. You must describe your dispute and provide Sprint with any supporting documentation. If Sprint has a dispute with you, it will notify you by letter sent to your billing address in an attempt to resolve the dispute. If after following this process either party is unable to resolve its dispute within 60 days of notifying the other party, either party may take the dispute to small claims court if appropriate under the court's rules. Alternatively, either party may pursue the dispute only as set forth below.

10.2. Mandatory Arbitration of Disputes. We each agree to finally settle all disputes (as defined and subject to any specific exceptions below) only by arbitration. In arbitration, there's no judge or jury and review is limited. However, just as a court would, the arbitrator must honor the terms and limitations in the Agreement and can award the same damages and relief, including any attorney's fees authorized by law.

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The arbitrator's decision and award is final and binding, with some exceptions under the Federal Arbitration Act ("FAA"), and judgment on the award may be entered in any court with jurisdiction. We each also agree as follows:

(1) "Disputes" are any claims or controversies against each other related in any way to our Services or the Agreement, including, but not limited to, coverage, equipment, privacy, or advertising, even if it arises after Services have terminated – this includes claims you bring against our employees, agents, affiliates or other representatives, or that we bring against you.

(2) If either of us wants to arbitrate a dispute, we agree to send written notice to the other providing a description of the dispute, previous efforts to resolve the dispute, all supporting documents/information, and the proposed resolution. Notice to you will be sent by letter to your billing address and notice to us will be sent to: General Counsel, Arbitration Office, 12502 Sunrise Valley Drive, VARESAO202- 2C682, Reston, VA 20196. We agree to make attempts to resolve the dispute. If we cannot resolve the dispute within 45 days of receipt of the notice to arbitrate, then we may submit the dispute to formal arbitration.

(3) The FAA applies to this Agreement and arbitration provision. We each agree the FAA's provisions, not state law, govern all questions of whether a dispute is subject to arbitration.

(4) Unless we each agree otherwise, the arbitration will be conducted by a single neutral arbitrator and will take place in the county of the last billing address of the Services. We will agree on the arbitrator, and if we cannot agree, then the arbitrator will be appointed by the court as provided by the FAA.

(5) The arbitration will be governed by the arbitration rules selected by the arbitrator. The federal or state law that applies to the Agreement will also apply during the arbitration.

(6) We each agree not to pursue arbitration on a class wide basis. We each agree that any arbitration will be solely between you and us (not brought on behalf of or together with another individual's claim). If for any reason any court or arbitrator holds that this restriction is unconscionable or unenforceable, then our agreement to arbitrate doesn't apply and the dispute must be brought in court.

(7) We each are responsible for our respective costs relating to counsel, experts, and witnesses, as well as any other costs relating to the arbitration. However, we will cover any arbitration administrative or filing fees above: (a) \$25 if you are seeking less than \$1,000 from us; or (b) the equivalent court filing fees for a court action in the appropriate jurisdiction if you are seeking \$1,000 or more from us.

10.3. Exceptions to Our Agreement to Arbitrate Disputes. Either of us may bring qualifying claims in small claims court. In addition, this arbitration provision does not prevent you from filing your dispute with any federal, state or local government agency that can, if the law allows, seek relief against us on your behalf.

10.4. No Class Actions. *To the extent allowed by law, we each waive any right to pursue disputes on a class wide basis; that is, to either join a claim with the claim of any other person or entity, or assert a claim in a representative capacity on behalf of anyone else in any lawsuit, arbitration or other proceeding.*

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10.5. No Trial by Jury. *To the extent allowed by law, we each waive any right to trial by jury in any lawsuit, arbitration or other proceeding.*

11. YOUR PRIVACY

You agree to the terms of our Privacy Policy, available at our Web site (www.sprint.com/legal/privacy.html), when you use our Services. This policy may change from time to time, so review this policy with regularity and care. Among other things, the policy includes important information on what information we collect about you, how we use that information, and with whom we share that information (for example, to provide you certain Services, to protect our rights and interests, to respond to legal process, to facilitate a merger, etc.). Also, to ensure the quality of our Services and for other lawful purposes, we may also monitor or record calls between us (for example, your conversations with our customer service or sales departments). As we provide telecommunication Services to you (the account holder), we develop information about the quantity, technical configuration, type and destination of telecommunications Services you use, as well as some other information found on your bill ("CPNI"). Under federal law, you have the right, and we have a duty, to protect the confidentiality of your CPNI. If you do not agree with the terms of our Privacy Policy, do not purchase or use our Services.

12. MISCELLANEOUS

12.1. Performance/Interpretation. (A) If either you or Sprint waives or fails to enforce any requirement under this Agreement in any one instance, that does not waive that party's right to later enforce that requirement; (B) If any part of this Agreement is held invalid or unenforceable, the rest of this Agreement remains in full force and effect; (C) Section headings are for descriptive, non-interpretive purposes only; (D) You may not assign this Agreement to any other person or entity without Sprint's prior written approval, but nothing restricts Sprint's ability to assign this Agreement; (E) You cannot in any manner resell the Services to another party; and (F) This Agreement (including any referenced Rate Schedules, documents and attachments) makes up the entire Agreement between you and Sprint and replaces all prior written or spoken agreements.

12.2. Governing Law/Venue. Subject to federal law or unless the Agreement specifically provides otherwise, this Agreement is governed solely by the laws of the state encompassing the billing address for the Services, without regard to the conflicts of law rules of that state. Subject to Section 10, proper venue for any disputes includes the jurisdiction encompassing the billing address for the Services.

12.3. Notices. Sprint may provide you notice as required under this Agreement in at least one of the following ways: postcard or letter mailed to the most recent address on your account, bill message, bill insert, email to an address provided by you, recorded announcement, posting on the Sprint Web site at least 15 days prior to the effective date of the change, call to your billed telephone number and speaking to you or leaving a message, or newspaper advertisement.

13. ADDITIONAL LOCAL INFORMATION

13.1. In-State Access Charge. As noted in Section 4.1, you may be invoiced a monthly In-State Access Charge that is based on access costs Sprint must pay to your Local Telephone Company to utilize local phone lines. State-specific charges are as follows: AR – \$1.59; CO – \$1.29; IA, MO, NC, NH, PA, SD, TX, VA – \$1.99; ID – \$1.05; KY – \$0.74; MI – \$0.23; MN – \$1.84; NJ – \$1.40; NM – \$1.66; and NY – \$1.76. The In-State Access Charge for customers in other states not specifically listed here is up to \$1.99.

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13.2. Local Notices. (A) **Connecticut Residents**—Customers who have questions about their bill or service, please call Sprint at the number listed on your invoice. If we cannot resolve your issue, CT customers can contact the Department of Public Utility Control (DPUC): Online at state.ct.us/DPUC Phone: 866-381-2355 Mail: CT DPUC, 10 Franklin Square, New Britain, CT 06051; (B) **Florida Residents**—If you believe you were switched to Sprint in error, please call 1-800-795-1149; (C) **Indiana Residents**—You have a right to file a complaint with the Consumer Affairs Division at Indiana Government Center South, 302 West Washington Street, E-306, Indianapolis, Indiana 46204 or by calling 1-800-851-4268; (D) **Maine Residents**—The Maine Public Utilities Commission requires long-distance companies to provide notice of any price increase to customers. If your bill reflects a price increase and you did not receive prior notification from Sprint, you have the right not to pay the increase or to receive reimbursement for payments that were attributable to the increase in price. In such instances, please contact Sprint Customer Service at 1-800-877-4646; (E) **Minnesota Residents**—Interstate directory assistance is \$2.49 per call; (F) **Mississippi Residents**—Effective July 1, 2007, Sprint intrastate services including in-state long distance will be governed by this Agreement and not by state tariff. You have the right to terminate service within 30 days of receipt of this Agreement; provided, however, you will be responsible for the payment of any Services made available to you prior to such termination under the Rates, Terms and Conditions of the Agreement. Continued use of Services after the 30-day period shall constitute your assent to all the Rates, Terms and Conditions of the Agreement. If Sprint makes any modifications to the Rates, Terms and Conditions under this Agreement in the future, Sprint will provide at least 30 days prior written notice of the modification and the effective date. Upon such notice, you have the right to terminate service prior to the effective date provided, however, you will be responsible for the payment of any Services made available to you prior to such termination under the Rates, Terms and Conditions of this Agreement. Continued use of Services after the effective date shall constitute your assent to the modification; (G) **Missouri Residents**—Upon request and depending on your Service, we may be able to restrict 900 calls, long-distance calls without a passcode, and calls to correctional facilities; (H) **Nevada Residents**—Questions or comments may be directed to Public Utilities Commission of Nevada, 101 Convention Center Drive, Suite 250, Las Vegas, Nevada 89109, (702) 486-2600; (I) **New Jersey Residents**—Questions or comments may be directed to New Jersey Board of Public Utilities, Division of Customer Relations, Two Gateway Center, Newark, New Jersey 01102, 1-800-624-0241, and the New Jersey Division of Consumer Affairs, Consumer Service Center, 124 Halsey Street, 7th Fl., P.O. Box 45027, Newark, New Jersey 07102, (973) 504-6200; (J) **New Mexico Residents**—The New Mexico Public Regulation Commission has rules and regulations to investigate and resolve allegations of unauthorized telecommunications charges (cramming) and unauthorized changes in telecommunications service providers (slamming). If a customer believes that either of these situations has occurred, the customer should contact his or her local exchange company, authorized provider, or the unauthorized provider to report an unauthorized charge or change of provider. The Consumer Relations Division of the New Mexico PRC may also be contacted via its toll-free number at 1-800-663-9782. A complete copy of the slamming and cramming rules with detailed procedures may be found at 17.11.8 of the New Mexico Administrative Code at www.nmcpr.state.nm.us/nmac/; (K) **Ohio Residents**—Questions or comments may be directed to Public Utilities Commission of Ohio, www.puco.ohio.gov/puco.cfm, 180 E. Broad Street, Columbus, Ohio 43215-3793, (614) 466-3292 or (614) 466-8180 (TTY-TTD), toll-free in Ohio 1-800-686-7826 or 1-800-686-1570 (TTY-TTD); (L) **Puerto Rico Residents**—Disputes about any charge that appears on your invoice must be raised within 20 calendar days of the date of the invoice. If you have no objection within this 20-day period, the invoice will be deemed acceptable. You can contact Sprint Customer Service either by mail, phone, fax or Internet. You can contact Sprint Customer Service by mail at

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P.O. Box 15955, Shawnee Mission, Kansas 66285-5955, by phone at 1-800-877-4646, by fax at (913) 307-3960 or online at www.sprint.com; and (M) **Texas Residents**—YOUR RIGHTS AS A CONSUMER:

Selecting a Telephone Company

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:

1. Pay, within five business days of your request, all charges associated with returning you to your original telephone company.
2. Provide all billing records to your original telephone company within ten business days of your request.
3. Pay, within 30 days, your original telephone company the amount you would have paid if you had not been slammed.
4. 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. If you have been slammed, you can change your service immediately back to your original provider by calling the alleged unauthorized telecommunications provider. You should also report the slam by writing or calling the Public Utility Commission of Texas, P.O. 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. Hearing and speech impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

You can prevent slamming by requesting a preferred telephone company freeze from your current service provider. 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 service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a consumer.

Charges on Your Telephone Bill

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 for your telephone service, Sprint Communications Company L.P., at 1-800-877-4646, and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 calendar days of when it learns of the unauthorized charge:

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

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If the company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free in Texas 1-888-782-8477. Hearing and speech impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges.

You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights.

13. INFORMACIÓN LOCAL ADICIONAL

13.1. Cargos de acceso dentro del estado. Como queda señalado en la Sección 4.1, a usted le será facturado mensualmente un Cargo de Acceso dentro del Estado que está basado en los costos de acceso que Sprint le debe pagar a su Compañía Local de Teléfonos para utilizar las líneas locales de teléfono. Los cargos específicos del estado son como sigue: AR – \$1.59; CO –\$1.29; FL, IA, MO, NC, NH, PA, SD, TX, VA – \$1.99; ID – \$1.05; KY – \$0.74; MI – \$0.23; MN – \$1.84; NJ – \$1.40; NM – \$1.66; y NY – \$1.76. El Cargo de Acceso dentro del Estado para clientes de otros estados que no aparecen en esta lista es hasta un monto de \$1.99.

13.2. Avisos Locales. (A) **Residentes de Florida**—Si usted cree usted ha sido conectado a Sprint por error, por favor llame al 1-800-795-1149; (B) **Residentes de Indiana**—Usted tiene derecho de hacer un reclamo a la División de Asuntos del Cliente Indiana Government Center South, 302 West Washington Street, E-306, Indianapolis, Indiana 46204 o llamando 1-800-851-4268; (C) **Residentes de Maine**—La Comisión de Servicios de Maine requiere compañías de larga distancia para proporcionar avisos de cualquier incremento de precio a los clientes. Si su cuenta refleja un incremento de precios y usted no recibe notificación de Sprint con anterioridad, usted tiene el derecho de no pagar el incremento o a recibir un reembolso por pagos que sean atribuibles al incremento del precio. En tales casos, por favor contacte al Servicio al Cliente Sprint al 1-800-877-4646; (D) **Residentes de Minnesota**—La asistencia del directorio interestadal cuesta \$2.49 por llamada; (E) **Residentes de Missouri**—Bajo solicitud y dependiendo de su servicio, nosotros podemos restringir las llamadas al 900, llamadas de larga distancia sin una contraseña y llamadas a instalaciones correccionales; (F) **Residentes de Nevada**—Preguntas o comentarios deben ser dirigidos a la Comisión de Servicios Públicos de Nevada, 101 Convention Center Drive, Suite 250, Las Vegas, Nevada 89109, (702) 486-2600; (G) **Residentes de New Jersey**—Preguntas o comentarios deben ser dirigidos al Comité de Servicios Públicos de New Jersey, Division de Relaciones con el Cliente, Two Gateway Center, Newark, New Jersey 01102, 1-800-624-0241, y a la División de Asuntos del Cliente de New Jersey, Centro de Servicios al Cliente, 124 Halsey Street, 7th Fl., P.O. Box 45027, Newark, New Jersey 07102, (973) 504-6200; (H) **Residentes de Ohio**—Preguntas o comentarios deben ser dirigidos a la Comisión de Servicios Públicos de Ohio, www.puc.state.oh.us, 180 E. Broad Street, Columbus, Ohio 43215-3793, (614) 466-3292 o (614) 466-8180 (TTY-TTD), llame gratis en Ohio 1-800-686-7826 o 1-800-686-1570 (TTY-TTD); y (I) **Residentes de Puerto Rico**—Usted tiene 15 días bien sea para pagar u objetar los cargos que aparecen en su factura. Para preguntas referentes a su factura, por favor contacte a Sprint al 1-800-877-4646.