

## **CUSTOMER RIGHTS INFORMATION**

### **SERVICE RELATED POLICY DISCLOSURES**

#### **NO DISCRIMINATION POLICY**

Grande provides telecommunications services, including local exchange service, to customers within its service area without discriminating on the basis of customer's race, color, sex, nationality, religion, marital status, income level, source of income, or geographic location. The provision of service, however, is subject to the availability of facilities within Grande's service area.

#### **NO DEPOSIT FOR LOCAL SERVICE**

Grande does not assess a deposit on any customer subscribing to local exchange service, and therefore credit verification is not relevant in such a case. However, if the applicant requests other services in addition to local exchange service, Grande will require the applicant to establish and maintain satisfactory credit as a condition of providing such other services, and may request a deposit for such other services when serving a customer with low creditworthiness or bad payment history. To the extent Grande requires a deposit for the provision of telecommunications services, the creditworthiness of a former spouse established during the last 12 months of shared service will be equally applied to both spouses for 12 months immediately following a divorce.

#### **PAYMENT OF BILLS AND CUSTOMER SERVICE**

You may report service problems, make billing inquiries, and find out the hours, addresses, and telephone numbers of Grande's offices where bills may be paid and information obtained by contacting Grande toll free at (877) 647-2633.

#### **LATE PAYMENT FEE**

If the whole or a portion of your payment is received after the payment due date, or funds are received which are not immediately available, a late payment administrative fee will be due. Grande will charge a one-time administrative fee of \$15.00 for late payment for each occurrence. Late payment administrative fees do not apply to the disputed portion of unpaid balances, if resolved in your favor. The disputed portion of unpaid balances, if resolved in Grande's favor, may be subject to the late payment fee as of the original due date noted on your bill. Grande will not assess a fee, penalty, interest, or other charge for late payment of a bill for telecommunications service provided to the state of Texas, including any agency in any branch of state government.

#### **REFUSAL OF SERVICE BY GRANDE**

Grande may decline to serve an applicant until such applicant has complied with all federal, state and municipal regulations, and contractual requirements, and for the following reasons: (1) if the applicant's facilities or equipment are inadequate or known to be hazardous, or of such character that satisfactory service cannot be provided; (2) for refusal of the applicant to furnish information or the provision of false information regarding the applicant's past or present use of communications services; (3) for applicant's refusal to provide security for services other than local exchange service or advance payment for services, where applicable; and (4) for refusal to pay a delinquent account.

## **DISCONTINUANCE OF SERVICE BY GRANDE WITH NOTICE**

Upon 10 days written notice, Grande may discontinue service, or impose usage and service restrictions, for the following reasons: (1) for non-payment of a delinquent account, except that, for bundled services, residential basic local exchange service will only be disconnected for failure to pay basic local exchange service charges due; (2) for use of service in a manner which interferes with the service of others, or for the operation of nonstandard equipment or unauthorized attachments; (3) for use of the services for an unlawful purpose or in an abusive manner, including calls, anonymous or otherwise, made in a manner reasonably expected to frighten, abuse, torment or harass another; (4) for failure to make advance payment for service where applicable; (5) for use of service in any manner that impedes the company's ability to continue to provide service; and (6) for violation of any of the other material terms or conditions of the Contract or Tariff. Regarding basic local exchange service, customers have the right to continue service as long as full payment for the local exchange service is timely made; however, Grande may disconnect service if a customer continues to incur long-distance charges following company-implemented toll blocking due to non-payment. If toll blocking is initiated, notice will be provided to the customer within 24 hours of its initiation.

The disconnection notice issued by Grande will be a separate mailing or door hanger written in both English and Spanish and will include the date of disconnection that is not less than 10 days after the notice is issued and will indicate the entire amount owed to maintain basic local service.

## **DISCONTINUANCE OF SERVICE BY GRANDE WITHOUT NOTICE**

Grande may disconnect service without notice for the following reasons: (1) where the customer connects or reconnects basic local exchange service without the company's authority, or uses or attempts to use the company's service with the intent to avoid payment; and (2) where there is tampering with the company's equipment, evidence of fraud, or other acts to defraud the company.

## **RESTORATION OF SERVICE**

If Grande restores service after having been disconnected, but before completion of a company service order to terminate service, the customer may be required to pay a reconnection charge.

When Grande has disconnected a customer's service and the service is terminated through the completion of a company service order, service will be re-established only upon application for new service. Local exchange service initiated after disconnection for non-payment will be subject to the standard non-recurring charges applicable to new service installations. Service that has been re-established may require the assignment of a new telephone number.

Basic local exchange service will be re-established upon receipt of all charges due for basic local exchange service, any charges due for long-distance service incurred following initiation of toll blocking, and any applicable service reconnect fee. If the customer has a history of payments returned for insufficient funds, Grande may require payment by cash, money order or certified check. If such payment is made by personal check, restoration of service will be effected upon bank clearance of the check.

## **BILLING DISPUTES AND ADJUSTMENTS**

You can contact Grande concerning any billing question or dispute by calling toll free at (877) 647-2633. In the event of a billing dispute regarding local exchange service, Grande will forthwith investigate the complaint and report the results to you. Grande will not take any action to disconnect local exchange service, while disputed amounts are being investigated. Any amount determined by Grande to be correctly charged will become immediately due and owing and may be subject to a late payment fee. If the disputed amount is resolved in your favor, your account will be credited the disputed amount and no late payment fees will apply. If charges for service are found to be higher than the rates in the Contract or Tariff, a billing adjustment will be made. If you are due a refund, an adjustment will be made for the entire

period of overcharge. If the adjustment is made within three billing cycles of the initial bill in error, interest will not be paid on the overcharge. If charges for service are found to be lower than authorized by the Contract or Tariff, or if Grande failed to bill for services, you may be backbilled for the amount that was underbilled for no more than six months from the date the initial error was discovered, unless underbilling is a result of theft of service. If the underbilling is \$50 or more, Grande will offer you a payment plan option for the length of time as that of the underbilling, unless the underbilling is due to theft of service. In the event the billing dispute is not resolved, Grande will inform you of your right to file a complaint with the Commission.

Customers have the right to request alternative payment plans for local exchange service. When a customer contacts Grande and indicates inability to pay a bill or need of assistance with payment, Grande will provide information regarding alternative payment options and payment assistance programs available to the customer. Any partial payments will be allocated first to basic local exchange service charges.

### **CUSTOMER PROTECTION**

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, and from placing charges on your phone bill for products or services without your consent. If you believe this has occurred, you may contact: the Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326, (512) 936-7120 or toll free in Texas: (888) 782-8477, fax: (512) 936-7003, e-mail address: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us). Hearing and speech-impaired individuals with text telephones (TTY) may contact the Commission at (512) 936-7136 and Relay Texas toll free: (800) 735-2989.

### **CUSTOMER COMPLAINTS**

Upon notice of a customer complaint; received either in person, by letter, fax, email or telephone; Grande will promptly make a suitable investigation and advise the customer of the results thereof within 21 days of receipt of the complaint. If the customer is not satisfied with Grande's initial response, the customer may request supervisory review. A Grande Supervisor will respond within 10 days of receipt of the request for review. The customer may request Grande's response in writing. Grande will keep a record of all complaints. If the customer is dissatisfied with the supervisory review, he/she may file a complaint with the Commission under its informal complaint resolution process. Consumer complaints may be filed with the Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326, (512) 936-7120 or toll free in Texas: (888) 782-8477, fax: (512) 936-7003, e-mail address: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us). Hearing and speech-impaired individuals with text telephones (TTY) may contact the Commission at (512) 936-7136 and Relay Texas toll free: (800) 735-2989. .

### **NOTICE TO THE DISABLED**

Grande will accommodate requests from customers with physical disabilities, such as blindness by waiving Directory Assistance charges for customers with certified visual impairment. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (512) 936-7136 and Relay Texas toll free: (800) 735-2989. Customers with physical disabilities and their caregivers can identify themselves to Grande by calling toll free at (877) 647-2633, and Grande will provide such customers notice of their rights in an accessible format.

### **LIFELINE PROGRAM**

Grande provides discounted residential basic telephone service for qualifying low income customers, under the Lifeline Program. Only eligible consumers may enroll in the Program and the Program is limited to one benefit per household, whether wireline or wireless. A household is all persons living together at a same address and sharing income and expenses. Lifeline service cannot be transferred from one customer to another. Lifeline is a government benefit program and consumers who willfully make false

statements in order to obtain the benefit can be punished by fine or imprisonment or barred from the program. For details, contact your Grande Customer Service Representative (see contact information section) or the Public Utility Commission of Texas at (888) 782-8477 or go to <http://www.puc.state.tx.us/consumer/lowincome/assistance.aspx> to enroll in the Lifeline Program.

Lifeline program information may be shared between Texas state agencies and Grande via its third party lifeline Administration provider Solix.

## **TELEPHONE SOLICITATION NOTICE**

The Commission requires local exchange companies to provide customers the following notice regarding telephone solicitation:

Texas law provides certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must: (1) identify himself or herself by name; (2) identify the business on whose behalf he or she is calling; (3) identify the purpose of the call; and (4) identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9:00 a.m. or after 9:00 p.m. on a weekday or Saturday or before noon or after 9:00 p.m. on Sunday.

If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions: The requirements above do not apply to telephone solicitations made at your request, or solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase consumer goods or a service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code §501(c)(3)), the seller must: (1) offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or service); or (2) provide you with a written contract fully describing the goods or services being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

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

Another law, found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact: Office of Customer Protection, Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or 1-888-782-8477. Hearing- and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

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

## TEXAS NO-CALL LIST NOTICE

Texas law has established a state sponsored no-call list administered by the Commission that became effective January 1, 2002. As a residential customer, you may add your name, address and non-business telephone number to the no-call list in order to limit the number of telemarketing calls received at your residence. By registering in the no-call list, you can expect to stop receiving telemarketing calls with certain exceptions (listed below). Registration of each non-business telephone number on the no-call list expires three years from the date your number is first published on the list.

The prohibition against telemarketing calls to numbers on the no-call list does not apply to groups, organizations, and persons who are exempt from compliance, including a telephone call made: (1) by a person registered on the no-call list in response to direct mail solicitations that clearly, conspicuously, and truthfully make all disclosures required by state and federal laws; (2) in connection with an established business relationship; (3) in connection with an established business relationship that has been terminated, if the call was made before the later of (i) the date of publication of the first no-call list on which the customer's name appeared, or (ii) one year after the date the business relationship terminated; (4) between a telemarketer and a business; (5) to collect a debt; (6) by a state licensee if (i) the call is not made by automatic dialing equipment, (ii) the solicited transaction is not completed until a face-to-face sales presentation is made and there is no obligation to pay until after the presentation, and (iii) the consumer has not previously informed the telemarketer not to call; and (7) by a person who is not a telemarketer.

You can register a residential phone number on the no-call list in three ways: (1) online at <http://www.texasnocall.com> – the site is available 24 hours a day, 7 days a week; (2) call toll-free 1-866-TXNOCAL (1-866-896-6225) to obtain an application or to register; or (3) send a written request for an application to: Texas No Call, P.O. Box 313, E. Walpole, MA 02032. No registration fee is applied when you register via the internet at [www.texasnocall.com](http://www.texasnocall.com). Registration of a telephone number on the no-call list can via the United States Postal Service or telephone will incur a fee of \$2.25, which must be paid by credit card if registering by phone, or by credit card, check, or money order if registering by mail.