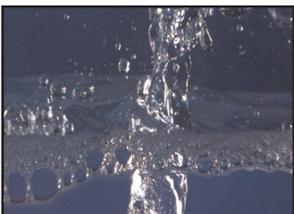


UTILI-FACTS

Prepaid Local Telephone Service

If you've had your telephone disconnected because you couldn't pay your phone bill or you are about to be cut off, you still have a chance to keep your local phone service. The Public Utility Commission requires incumbent local telephone companies (ILEC), such as AT&T Texas, Verizon, Windstream, and Cooperatives, to offer Prepaid Local Telephone Service (PLTS). PLTS is a one-time offer, so you need to be sure you fully understand and follow the rules.



Am I Eligible for PLTS?

If you are about to be disconnected or if you have an outstanding telephone bill and have had your telephone service disconnected, you are eligible for PLTS. However, if you don't follow the rules of the program and are disconnected

from PLTS, you will not be eligible for the service again.

How Much Does PLTS Cost?

You must pay:

- Any outstanding debt to your local phone company (a payment plan may be arranged).
- Any reconnection charges depending on the length of time you've been disconnected.
- The monthly rate for basic service plus a toll blocking charge.
- The monthly charge for unlisted and nonpublished service, if requested by the customer.
- Any surcharges and fees, such as 911, subscriber line charges, taxes, municipal fees, and extended calling services.

How Do I Get PLTS?

Contact your local phone company. To get PLTS you must:

- Pay up to two months of charges up front.
- Agree to toll blocking and usage sensitive blocking. This means that a customer subscribing to PLTS would not be able to make or receive long distance calls or any other usage sensitive services (such as directory assistance, auto redial, or call return) in which additional charges are billed to the customer's telephone number.
- Customers cannot subscribe to any services other than those included in PLTS.

What Services Will I Have While on PLTS?

You'll receive dial tone, 911 access, and dual-party relay services for the deaf and hearing impaired. You will still have the right to report service problems, and you will get a listing in the phone book. You will be disconnected if you use any features that result in additional charges on your local bill.

Can I Still Make Long Distance Calls?

You will not be able to make or receive long distance calls including collect calls. You can use pre-paid or long distance calling cards, as long as your long distance company bills you separately from your local company. Let anyone who might call you collect know that you CANNOT accept collect calls or you'll be disconnected from this service. You can still dial toll-free numbers, if available.

What About My Outstanding Bill?

You can receive PLTS without paying the long distance charges you owe, but the phone company can still collect the debt owed for basic local telephone service and any interest from you. Once you repay all of your phone charges, you can return to regular telephone service.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Customer Protection Division
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

