

MONROE TELEPHONE COMPANY

575 COMMERCIAL ST., P.O. BOX 130
MONROE, OREGON 97456
541-847-5135

900 PAY PER CALL SERVICES CUSTOMERS RIGHTS

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment of 900 service calls. These are calls that you make by dialing 1-900 such as: audio information services and/ or audio entertainment, simultaneous voice services (like chat lines), or services where charges are assessed on the basis of the completion of the call. You should not be charged for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed on your Monroe Telephone Company bill, contact our Monroe business office.

To dispute a 900 service charge appearing in a Monroe Telephone Company bill, you must call our office within 60 days from the date of the bill. Verbally communicating your dispute to our office is sufficient notification of a billing error.

If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation, within 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your Monroe Telephone Company bill and if the provider of the service or its agent determines that the charge is valid, the provider of the 900 service or its agent, may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture by the entity of up to \$50.00 per transaction of the disputed amount.

900 services are noncommunication services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may result in involuntarily blocking of your access to 900 services.

If you want to have your access to 900 services blocked, you can request this service by contacting our business office. This blocking service can be obtained at no charge.