

## **ETS Telephone Company d/b/a En-Touch Systems Consumer Rights**

### **Dependable, High Quality Services at Reasonable Prices**

ETS Telephone strives to provide quality telecommunications services for all consumers at fair prices.

### **Full Information About our Services**

Consumers have a right to the information necessary to make sound decision. It is our policy to provide consumers with information about their telephone service, service options, including the lowest price service available and pricing and payment options. This information is available to you on the World Wide Web at <http://www.entouch.net>, or may be obtained by calling 281-225-1000 to request a copy of our service brochure.

### **Choice of Services**

We believe consumers should have free and open choices of telecommunications services. When dealing with us, the consumer will have the opportunity to select from all available service options. These services are provided to consumers without discrimination as to race, nationality, color, sex, religion, or marital status.

### **An Accurate, Easily Understood Bill and Reasonable Billing Procedures**

We believe consumers should receive an accurate, easily understood bill that makes it clear when payment is due. Consumers are entitled to reasonable billing procedures and clear explanations, suspensions, or disconnection of service for non-payment. In case of true emergencies, we try to avoid disconnection of service for non-payment.

### **Alternative Payment Plans for Business and Residence Customers**

You are responsible for making your payment in full and on time each month. If you cannot pay by the due date, please call your service representative at 281-225-1000. We may be able to make payment arrangements in case of circumstances beyond your control.

### **Residence Customers**

If you are unable to pay all of your bill, you may enter into a deferred payment plan if we have not issued more than two termination notices on your account in the preceding 12 months. Under the terms of a deferred payment plan, your service will not be terminated if you pay current bills and a reasonable amount of the outstanding bill and the balance in reasonable installments until the bill is paid. You will not be required to pay more than 1/3 of the total deferred amount when entering into a deferred payment plan. If you do not meet the terms of a deferred payment plan, your service may be terminated after proper written notice.

ETS Telephone Company, Inc. is not required to enter into a deferred payment plan with any customer who has telephone service for three months or less if that customer lacks sufficient credit or a satisfactory history of payment for previous service. Call your service representative at 281-225-1000 for more information. You have the right to request these alternative payment plans.

### **Credit and Deposit Information**

A deposit may be required if you have not established credit for telephone service within the last two years or if you have paid your bill late more than once during the last 12-month period. Deposits are equal to approximately two months bill for a particular customer (average over a 12-month period). Interest will be paid on any deposit held over 30 days at a rate set annually by the Public Utility Commission of Texas. This rate is effective January 1 of each year. Accrued interest will be credit to your account if you are and have been paying your bill in a timely manner (12 months for your residence service or 24 months for your

business service). The deposit will stop drawing interest on the day it is returned or credited to your account. It is our policy to apply a customer's credit history equally for a reasonable period of time to a spouse or former spouse without modification and without additional qualifications required of the customers.

### **Resolution of Complaints**

It is our policy that consumers, wherever located, have access to a readily available process to provide them with fair resolution of their complaints and grievances concerning services, billing, and other practices. Accordingly, we provide consumers with helpful information about where and how to express their concerns and complaints to the company and regulatory authorities.

### **The Opportunity to be heard**

We believe in listening to consumers and taking their advice and criticism into consideration in our policy and decision-making. We also believe consumers should have the opportunity to be heard on issues affecting our business.

### **How to Get Credit For Loss of Service**

If you have reported that you have no dial tone and are unable to make or receive calls for 24 normal working hours or longer, and your service interruption is a result of network problems, you are entitled to credit on your next bill for part of the local service charges. If the adjustment does not appear on your next bill, call your service representative at 281-225-1000.

### **Disputed Bills**

A customer's service shall not be subject to discontinuance for non-payment of the portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billings not disputed.

### **How To Appeal**

Your local service representative is available to answer your questions and resolve your problems. If you are not satisfied, ask to speak to a manager. The manager is there to assist you in resolving the problem. If your appeal is unresolved by the manager or higher levels of management at the business office, you may contact:

ETS Telephone Company, Inc.  
Customer Care  
11011 Richmond, Suite 400  
Houston, TX 77042

If you are still not satisfied, you have the right to file a formal or informal complaint with the Public Utility Commission of Texas, which regulates all telephone service in Texas. The address is:

Public Utility Commission of Texas  
Office of Customer Protection  
PO Box 13326  
Austin, TX 78711-3326  
512-936-7120 or  
Texas toll-free 888-782-8477  
Fax 512-936-7003  
Email: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
Internet: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
TTY 512-936-7136

**Discontinuance of Service by Provider**

Your telephone bill is due upon receipt and is past due if the bill has not been paid or a deferred payment agreement entered into within 16 days after the bill was issued (post-marked.) If your bill becomes delinquent, the telephone company must provide a 10-day written notice before discontinuing your service.

If you are asked to make an additional deposit based on your actual usage and you do not pay the deposit or usage within 10 days, service may be disconnected.

If you are asked to make an additional deposit based on your actual billings and you do not pay the deposit or bill within 15 days, service may be disconnected.

After proper notice and a reasonable opportunity to remedy the situation, telephone service may also be disconnected if you violate our rules regarding the use of service in a way that interferes with the service of others or regarding the operation of non-standard equipment.

Telephone service may be disconnected without notice where a known dangerous condition exists for as long as the condition exists, or where service is connected without authority by a person who has not applied for service or who has reconnected service without authority following termination of service for non-payment. Where reasonable, given the nature of the hazardous condition, a written statement providing notice of a disconnection and the reason will be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected. Aside from the reasons stated, you have the right to continue service with us as long as full payment for local services is made in a timely manner.

**Reconnection of Service**

First, call your customer service representative at 281-225-1000. It's important that any past-due charges for service be paid. There is a charge to have your service restored. Sometimes an advance payment or a deposit may also be required to re-establish your credit.

**Directory Accuracy**

Every effort is made to make your directory as accurate as possible. In case of error or omission, the liability of the company, if any, shall not exceed twice the amount paid for the service during the period covered by the directory in which the error or omission occurred. If your White Pages listing(s) is incorrect or omitted from this directory, please contact your customer service representative at 281-225-1000. If your Yellow Pages listing is incorrect or omitted, please contact the publisher.

**Tariff Review**

The company's tariffs are available for inspection at certain company locations. Copies may be obtained for a reasonable reproduction charge by calling 281-225-1000.

**Tariff Provisions**

Communication services furnished by ETS Telephone Company are public utility services which are offered by the company subject to the rules, regulations and charges set forth in its tariffs. These tariffs will at all times control the provision of such communication services. Every effort is made in this Help Guide to accurately portray information showing certain items, conditions and charges by which communication services are furnished. In the event of a conflict between such tariffs and the information contained in this Help Guide, the tariffs shall prevail. The company's tariffs are subject to change. Any changes rates or services are on file with Public Utility Commission of Texas.

### **Services for Customers with a Disability**

Customers with physical disabilities and those who care for such customers are encouraged to identify themselves to ETS Telephone. In this way, special action can be taken to inform you of your rights, where necessary and appropriate to the particular situation.

### **Customer-Provided Equipment**

Under the Federal Communications Commission's (FCC) Registration Program, you supply your own telephone equipment and connect it directly to the local network. You are responsible for the connection, operation, maintenance and repair of this equipment and should arrange for these services through the manufacturer if needed. This equipment cannot be connected to a coin telephone.

### **Recording Two-Way Telephone Conversations**

If your telephone conversation is being recorded, one of these conditions must exist:

- 1a. All parties being recorded must hear a beep or distinctive recorder tone approximately every 15 seconds, or all parties to the telephone conversation must give their prior consent to the recording of the conversation.
- 1b. The prior consent must be obtained in writing or be part of and obtained at that start of the recording,  
- or -
2. In lieu of 1b, the recording party can give verbal notification in a clear, unambiguous manner, which is recorded at the beginning as a part of the call.

Under certain restrictions, exemptions to these provisions exist for commercial broadcast licenses, emergency reporting systems, and law enforcement authorities.

### **Telecommunications Privacy**

We fully safeguard every individual's right to privacy as an essential aspect of our service. We carefully protect communications services from unlawful wiretapping or other illegal interception. Customer service records, credit information, and related confidential personal account information are fully protected.

### **Unlawful Wiretapping**

It is a crime under federal and state laws to wire-tap or otherwise intercept a telephone call unless the consent of one or both parties actually participating in the call has been obtained. (The exceptions are properly authorized law enforcement offices acting under court order, according to state and federal law.) The penalty for illegal wire-tapping can be a fine or imprisonment, or both.

### **Protection from Solicitor Calls**

The Public Utility Commission of Texas has established the Texas No-Call List. If you do not wish to be called by sales people, more information is available at <http://www.texasnocall.com> or by calling 1-866-TXNOCAL(L) (1-866-896-6225).

### **Customer Proprietary Network Information (CPNI)**

Protecting the confidentiality of your ETS Telephone service information and how it is used is important to us. It is also your right and our duty under federal law. This includes the types of services you purchase, how you use them, and the related billing of those services.

### **Protection from unauthorized Providers or Charges**

If you feel you have been "crammed" (being moved to a local or long distance service provider without your approval) or "slammed" (billing charges from other companies placed on your bill from ETS Telephone Company), please contact your Customer Service Representative at 281-225-1000 immediately.