

# PREFERRED CARRIER FREEZE

## PREFERRED CARRIER FREEZE AUTHORIZATION (PIC FREEZE)

In today's competitive telecommunications environment, a significant problem known as "slamming" has developed in which telecom companies chosen by subscribers are changed without their consent. Previously, Haviland Telephone Company did not change carriers without calling customers and verifying that such a change was authorized. The Federal Communications Commission (FCC) has prohibited us from asking customers if they want to change carriers.

We are ordered to immediately execute any Letters Of Authorization (LOA'S) we receive from long distance companies. These LOA's request us to make changes to your long distance company. We must implement these requests, under the new FCC orders, without asking your permission. The long distance company is required to get your permission. We are required to assume that the long distance company has your permission. After a change has been made, you will see a notice on your bill that the change has occurred. This will be your only notice from us. We can no longer call you before the change.

If you do not wish to change carriers, we suggest you cut out, complete and sign the following Preferred Carrier Freeze forms for interLATA (outside 620) and/or intraLATA (within 620) long distance. There will be a service order charge, but this charge (\$12.00) will be deferred until you lift the freeze with a Preferred Carrier Freeze Lift. With an authorization to freeze your carrier, we cannot change your carrier, regardless of the requests we receive, until you authorize us, in writing, to lift this freeze. At that time you will be assessed the original service order charge (\$12.00), plus the service order charge to lift the freeze (\$12.00). After the freeze is lifted, we will immediately process any LOA's received from a carrier. You also will be charged a Primary Interchange Carrier (PIC) charge of \$5.50 when the carrier is changed.

An additional part of the new rules is that you do not have to pay the long distance phone bill for 30 days to a company who changes your long distance company without proper authority from you. That carrier must pay that portion of your phone bill. If you are changed without authorization, you should call the long distance companies involved, and/or the Federal Communications Commission Consumer Bureau (888-225-5322), the Kansas Corporation Commission (785-271-3100), and the Kansas Attorney General's Office (785-296-3751).

If you do not sign the PIC freeze sheet, we will immediately process LOA's. These are the new FCC rules we must follow. We encourage you to freeze your carrier, unless you anticipate you will change carriers repeatedly, or in the near future.

Haviland Telephone Company 104 N. Main Street, Haviland, KS 67059 620-862-5211 620-862-5204 FAX

### PREFERRED CARRIER FREEZE AUTHORIZATION (PIC FREEZE)

This form must be completed by someone responsible for the account.

I, \_\_\_\_\_ (print name as on account), hereby request and authorize Haviland Telephone Company to freeze my interLATA/intraLATA Preferred Carrier as of this date \_\_\_\_\_. I understand the company will respond to any requests to change my carrier with a "customer ineligible to change" response, unless I authorize a lift in the freeze, in writing, to the company. I understand there is a service order charge (\$12.00) to freeze this preferred carrier that is deferred until the freeze is lifted, a service order charge (\$12.00) to lift that freeze, and a PIC change charge (\$5.50). (\$0 implementing the freeze, \$29.50 lifting the freeze.)

Account Name: \_\_\_\_\_ Phone Number(s): \_\_\_\_\_

Billing Address: \_\_\_\_\_  
\_\_\_\_\_

Personnel Authorized to Lift this Freeze: \_\_\_\_\_

Signature: \_\_\_\_\_

Return to: (You may include this form with your bill payment.)

Haviland Telephone Company 104 N. Main Street, Haviland, KS 67059 620-862-5211 620-862-5204 FAX

### PREFERRED CARRIER FREEZE AUTHORIZATION (PIC FREEZE LIFT)

This form must be completed by someone responsible for the telephone account.

I, \_\_\_\_\_ (print name as on account), hereby request and authorize Haviland Telephone Company to lift the freeze on my interLATA/intraLATA Preferred Carrier as of this date \_\_\_\_\_. I understand the company will immediately respond to any requests to change my carrier, unless I authorize a freeze, in writing, to the company. I understand there is a service order charge (\$12.00) to freeze the carrier, and a PIC change charge (\$5.50), and service order (\$12.00) when a change has been executed. (\$29.50 lifting the freeze and changing the PIC.)

Account Name: \_\_\_\_\_ Phone Number(s): \_\_\_\_\_

Billing Address: \_\_\_\_\_  
\_\_\_\_\_

Personnel Authorized to Lift this Freeze: \_\_\_\_\_

Signature: \_\_\_\_\_

Return to: (You may include this form with your bill payment.)