

## Statement of Billing Error Rights



This statement sets out your billing error rights with respect to telephone-billed purchases made using interstate 900 pay-per-call services that are billed to you through South Slope Cooperative Communications.

The rights and obligations of you, the customer, and of South Slope Cooperative Communications and any long distance company for whom we are a billing entity, set out here, are provided under the federal Telephone Disclosure and Dispute Resolution Act.

This is the procedure that you must follow to notify South Slope Cooperative Communications of a billing error and the steps that we or the long distance company must take in response to your notice:

You may provide notice of a billing error to South Slope Cooperative Communications by telephone or in writing. If you write, please include:

- Your name or the customer's name, and telephone number to which the charge was billed.
- The date and amount of the error, and the type of error you believe occurred.
- The reason you believe it was an error.

Please contact South Slope Cooperative Communications first; we have an agreement to receive billing error notifications from customers. If you provide a notice to the long distance company instead, they may ask you to contact us directly.

A customer who orally communicates an allegation of a billing error is presumed to have provided sufficient notice to initiate a billing review.

You have the right to withhold payment of any disputed amount pending completion of our billing review, and any action to collect any disputed amount will be suspended pending completion of the billing review.

If it is determined that no billing error occurred, your rights and obligations are as follows:

- We will transmit to you any explanation setting forth the reasons it was determined that there was no error. If there was an error – even a partial error or an error different than what you asserted – your account will be adjusted appropriately. If you request, we will provide a written explanation and copies of any documentary evidence of the customer indebtedness.
- This action will be taken within two billing cycles (two months) after your notice is received. If you send your notice to the long distance company instead of South Slope Cooperative Communications, there may be an additional time of up to fifteen days to complete the necessary responsive action.
- The long distance company will notify the provider of the service of the disposition of the billing error investigation and the reasons for that disposition.
- South Slope Cooperative Communications will notify you in writing, normally with your billing statement, of the time when payment is due of that portion of the disputed amount that is determined not to be in error. Payment must be made in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made.
- Once South Slope Cooperative Communications and the long distance company have complied with FTC rule § 308.7(d) regarding a claim you make of a billing error, there is no further responsibility under that section if you continue to make substantially the same allegation.
- You cannot be charged for a billing review.

The provider of the 900 service, the long distance company, or South Slope Cooperative Communications may take action to collect

the sum outstanding that is determined not to be the result of a billing error if you continue to withhold payment of the disputed amount once the billing review is completed.

The amount in excess of a billing error dispute needs to be paid on time. Failure to pay the amount determined not to have been the result of a billing error may be reported to a credit reporting agency or subject you to a collection action. If you continue to dispute any portion of your billing error claim the fact your account is delinquent will be reported, only if we also report that it is the remaining amount that is in dispute and tell you to whom we have made such a report. If the dispute is subsequently resolved, that fact will be reported to all who received the initial report.

If either we, as your billing entity, or the long distance company, as a billing entity, fails to follow the billing and collection procedures prescribed by § 308.7 of the Federal Trade Commission rule implementing the Federal Telephone Disclosure and Dispute Resolution Act, we are obligated to forfeit any disputed amount, up to \$50 per transaction.

---

#### **DISCLOSURE UNDER FCC RULE § 64.1509(b)**

The FCC also requires disclosures to telephone subscribers, which are as follows:

- Your local exchange and long distance service cannot be disconnected or interrupted as a result of your failure to pay charges for interstate pay-per-call service, charges for interstate information services provided pursuant to a pre-subscription or comparable arrangement, or charges you have disputed for interstate tariffed collect information services.
- You can obtain blocking of access to services offered on the 900 service access code where it is technically feasible, at no charge and on a one-time basis before January 1, 1994 or within 60 days after you subscribe to a new number and it becomes effective. Other requests for blocking and requests for unblocking will be subject to a reasonable one-time fee. Our tariffs include the terms and conditions that apply.
- You have a right not to be billed for pay-per-call services not offered in compliance with federal laws and regulations established under Titles II or III of the Telephone Disclosure and Dispute Resolution Act.

Your access to 900 services may be involuntarily blocked for failure to pay legitimate pay-per-call charges.

---

**PLEASE KEEP THIS STATEMENT FOR FUTURE REFERENCE**