

Complaint Procedures:

If you have a complaint about your telephone service, please contact Cooperative Telephone Company customer service at 319-647-3131 to discuss the problem. We are available during normal business hours 8:00am-5:00pm

Cooperative Telephone Company
7004 Third Street Victor, IA 52347
319-647-3131

You may also contact the Iowa utility board to discuss any unresolved complaints or disputes. To reach the commission, call or write

Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, Iowa 50319-0069
877.565.4450

<https://iub.iowa.gov/hode/33>

Service Procedures:

Disconnection of service:

You will need to contact our business office to request disconnecting service and to make arrangements to return any leased equipment. We will need a forwarding address (& phone number if available) from you.

Failure to pay for service:

Regular Monthly Bills

A customer is considered to be delinquent in the payment of a regular monthly bill when the sum due is not received on or before the 20th calendar day following the day the bill is either mailed or delivered by other means.

When a customer is delinquent in the payment of a regular monthly bill, the Company may disconnect the service not sooner than five days after mailing or delivery of written notice of intention to disconnect.

Privacy:

Information concerning customers and their accounts is confidential and shall not be discussed outside of the Business Office.

Deposits:

A deposit is required from any customer who has not established good credit or has been disconnected for failure to pay for service. Please contact our office for more information regarding our deposit procedures.

Payment of bills:

Statements are mailed out the first week of each month. They cover local service charges for one month in advance and long distance charges for one month preceding. Payments are due by the 20th of the month.

Price and service options: Please contact our offices for current prices and service options available to you.

Blocking options:

You can block 900 calls from your home or business telephone. We also offer collect call and third-party blocking for your telephone line. Please contact our office for further information.

Company Mission Statement

"TO PROVIDE OUR CUSTOMERS QUALITY SERVICE AT AFFORDABLE PRICES."

CPNI Information

Recent changes in federal law allow us to use information from your current records to market and advise you of new products and services that may satisfy your communications needs, unless you notify us otherwise. This information is called "Customer Proprietary Network Information or CPNI" relating to your telecommunications services you currently are buying from us. This information can only be used to advise you about innovative communications services or new communications technology and products. WE DO NOT sell or in any way provide this information to any other company other than the 911 records we are required by law to provide if you are a telephone customer. You have the right and we have the duty under federal law to protect the confidentiality of this information. No action on your part is necessary. If you do not contact us and indicate that we may not use the information to continue providing you with marketing and educational mailings, we will continue to do so. You may withdraw your approval of our use of your CPNI by contacting us at 319-647-3131 or by email to cooptel@netins.net

Due to CPNI FCC rules, we can only discuss certain account information and call detail with authorized contacts. Pursuant to FCC rules regarding Customer Proprietary Network Information (CPNI), a form needs to be completed and returned to our office. The form can be obtained at our office or requested by phone at 319-647-3131 or by email at cooptel@netins.net

Iowa One Call

Iowa law states that if you are excavating, including digging, you must call Iowa One Call at least 48 hours in advance (of your digging) in order to minimize the risk of damaging any type of underground facilities (electric, gas, communications/television, water and sewer). Iowa One Call provides contractors, homeowners, and others who may be excavating, digging or trenching with a single toll-free number to call for locating and marking underground facilities. The toll-free Iowa One Call number is 1-800-292-8989.

DIAL 811

As of April 2007, the national 811 three-digit dialing system allows easy access to Iowa One Call. Now it is easier than ever to request underground facility locate, just dial 811.

Do Not Call

The National Do Not Call Registry is intended to give U.S. consumers an opportunity to limit the telemarketing calls they receive. To register by telephone, consumers may call 1-888-382-1222; or they may register via the web at the DoNotCall.gov registration page. The law provides exceptions to a blanket do-not-call ruling. Separate laws and regulations apply to robo-calls in the United States.



Annual Notification of Customer Rights

Cooperative Telephone Company

704 Third Street
Victor Iowa 52347
319-647-3131

Iowa Relay

RELAY IOWA is a telephone relay service that links people who are hearing, deaf, hard of hearing, and have speech difficulties with each other for communication over the telephone. For more information on how to use Relay Iowa, visit [the Relay Iowa web site](#).

Available services:

Captioned Telephone Service (CapTel™ Relay):

The captioned telephone service, called CapTel™ Relay, provides captions for the telephone similar to the closed captioning provided on most television programs. CapTel is a technology that allows individuals with hearing loss to view word for word captions of their telephone conversations. CapTel phones are useful for individuals who have good speech but do not hear well over the phone.

Speech-to-Speech Service:

Speech-to-Speech (STS) is a specialized relay service for use by persons who have difficulty speaking. It involves the use of specially trained Communication Assistants (CAs) who understand the speech patterns of persons with speech difficulties and can repeat the words spoken. STS gives persons with speech difficulties an efficient alternative to using a TTY

Visually Assisted Speech to Speech Service:

Visually Assisted Speech to Speech Service (VA STS) provides the opportunity to use both speech and visual cues when interacting with the Communication Assistant (CA) during Speech-to-Speech calls.

TTY/TDD Service:

An individual who is deaf, hard of hearing, deaf-blind or has difficulty speaking can use a Text Telephone (TTY) to type his or her conversation to a CA, who then reads the typed conversation to the other party.

Spanish Relay Service:

Relay Iowa offers Spanish relay service, where TTY users can type in Spanish and the conversation will be relayed in Spanish. Spanish to English translation service is also offered through Relay Iowa.

711 Relay Dialing:

The Federal Communications Commission requires all telecommunications carriers nationwide to facilitate three-digit, 711, dialing for access to all Telecommunications Relay Services (TRS). This dialing arrangement supplements existing systems in Iowa that require 10 digit numbers in order to initiate relay calls.

Video Relay Service:

Video relay service (VRS) allows persons whose first language is American Sign Language (ASL) to be able to communicate through telecommunications using their native language. By using video equipment, ASL users are able to communicate with voice telephone users by "speaking" directly to specially trained operators via video. The video link allows the operator to view and interpret the party's signed conversation and the operator, in turn, speaks to the hearing party to confidentially relay the message being signed by the person using ASL.

Internet Relay Service:

Internet Relay provides Internet users the ability to communicate via the Relay service through web access, rather than with a TTY or telephone.

Telephone Equipment Program:

Iowa residents may qualify to receive a voucher that covers 95 percent of the cost of a captioned phone, and any additional accessories such as a headset and/or ringer, through the Telecommunications Access Iowa (TAI) equipment voucher program. To learn more about the voucher program, please contact TAI (see contact information below).

Questions about CapTel service or Relay Iowa

Lori Sporrer, Relay Iowa Outreach Project Manager

Hamilton Relay

1001 12th Street

Aurora, NE 68818

515.344.8548 Cell

712.653.3154 Fax

Customer Service: 888.516.4692

Lori.Sporrer@hamiltonrelay.com or iarelay@hamiltonrelay.com

Telecommunications Access Iowa (TAI):

Gayle Boeke, Program Manager

6925 Hickman Road

Des Moines, IA 50322

800.606.5099 Toll-free

515.282.5130 TTY

515.237.3917 Fax

515.200.2899 Videophone

Jennifer Trees

Administrative Assistant

515.282.5099 Voice

Email: teleiowa@aol.com

LIFELINE:

Millions of people across the United States have no access to the internet services needed to work, learn, and communicate. In an effort to connect people to the services needed to participate and function in today's digital world, the Lifeline Program now includes the option to choose internet.

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HOW IT WORKS:

Lifeline offers a monthly benefit of \$9.25 to eligible subscribers, or up to \$34.25 to those living on Tribal/Native lands. Subscribers may receive the benefit on either:

- Home phone • Cell phone
- Mobile and home internet
- Internet-phone bundle

To get started, a consumer must select a participating Lifeline service provider and apply for Lifeline through the provider. The provider then supports the consumer through the application process and verifies eligibility. Once enrolled, the provider begins delivering the monthly benefit to the consumer.

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers.

ELIGIBILITY:

Consumers are eligible for a Lifeline benefit if they are currently enrolled in one of the following programs:

- Medicaid
- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit
- Reside on Tribal lands and participate in one of the federal or state assistance programs listed above or one of the following Tribal-specific programs: *Bureau of Indian Affairs General Assistance, Head Start (those meeting the income standard), Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations*
- Income-based eligibility (at or below 135% of the federal poverty guidelines)

900 NUMBER CALL DISPUTE

Consumers Rights:

- Charges for calls to pay-per-call services should be listed in a section on your phone bill that is separate from your local and long-distance charges. For each of these calls to a pay-per-call service, the bill must list the date, time length and cost of the call, as well as the type of service.
- Your telephone service cannot be disconnected due to nonpayment of disputed pay-per-call charges. However, the phone company is allowed to block you from making any additional calls to 900 numbers until legitimate 900 call charges are paid.
- Most local telephone companies will block 900 phone numbers at your request. If you request this within 60 days of beginning a new phone service, the blocking service must be free of charge. If you make the request after those 60 days, the phone company may charge a reasonable one-time fee.

Filing a Complaint:

If you have a complaint regarding pay-per-call fees or toll-free service, you should first try to resolve it with the billing company. If you cannot resolve it directly, file a complaint with the FCC.

Many information service providers are not telephone companies, and therefore not regulated by the FCC. If you have a complaint about an information service provider that you know is not a telephone company, you can file it with the FTC.