

## **STATEMENT OF TELECOMMUNICATOINS CONSUMER RIGHTS AND RESPONSIBILITIES**

The Utah Public Service Commission has established rules about telecommunications consumer / company relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service disconnections and other matters. These rules assure customers of certain rights and outline customer responsibilities.

### **CUSTOMER RIGHTS – SC Broadband will:**

- Provide service if you are a qualified applicant
- Offer you a deferred payment arrangement if you have a financial emergency
- Follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected
- Allow you to designate a third party to be notified in the event your telephone service is disconnected
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home
- Give you written information about Commission rules and your rights and responsibilities as a customer under those rules

### **CUSTOMER RESPONSIBILITIES – You, the customer, will:**

- Use services safely and pay for them promptly
- Contact the telecommunications company when you have a problem with payment, service, safety, billing, or customer service
- Notify the telecommunications company about billing or other errors
- Contact the telecommunications company when you anticipate a payment problem to attempt to develop a payment plan
- Notify the telecommunications company when you are moving to another residence
- Notify the telecommunications company about stopping service in your name or about stopping service altogether
- Permit access to your property for essential telecommunications company personnel and equipment

To contact SC Broadband, call the telephone number shown on your bill.

**If you have a problem, call SC Broadband first. If you cannot resolve the problem, you may obtain an informal review of the dispute by calling the Utah State Division of Public Utilities Complaint Office at the following telephone numbers:**

**801-530-6652 in Salt Lake City**

**1-800-874-0904 Toll Free Statewide**