

RIGHTS AND RESPONSIBILITIES OF CHOCTAW TELEPHONE COMPANY

Choctaw Telephone Company will issue a bill not less than every 28 days or more than 31 days (except for number changes), outlining your toll calls, local service charges and Federal, State, and local taxes. Payment will be due upon receipt, and will become delinquent 15 days after mailing. In the event your bill becomes delinquent, a 10 day notice will be sent before disconnecting your service. A reconnect charge will be applied if your service is disconnected

Under our billing procedures and subject to rules established by the Missouri Public Service Commission, we may require a deposit or a guarantee of payment.

In the event your bill becomes delinquent when a member of your family has a medical emergency, please call the Business Office and we may continue your telephone service during such an emergency for up to 21 days.

Our telephone number is 417-491-4111 or 1-877-850-7360. Arrangements can also be made with our Business Office to avoid discontinuance during a period

of absence from your home. We will make every effort to clarify and resolve all disputes. Payment methods accepted are Cash, Check, ACH, VISA, MASTERCARD, & DISCOVER.

Our Business Office is open from 7:30 am to 5:00 pm, Monday through Friday (except holidays), for handling inquiries by telephone.

This telephone company is regulated by the Missouri Public Service Commission. You can make an informal complaint in writing, by telephone, or by personal appearance to the Commission without the need of legal assistance. The commission's office is located at the Governor's Office Building, 200 Madison St., PO Box 360, Jefferson City, MO. 65102-0360, and their toll free number is 1-800-392-4211.

Also the Missouri Public Counsel representing the public before the Public Service Commission has an office in the Governor's Office Building, 200 Madison St., PO Box 360, Jefferson City, MO. 65102-0360.