

INFORMATION & TIPS FOR TELEPHONE SERVICE CUSTOMERS



INFORMATION

Ordering Services

One of our Customer Experience Team members will be happy to assist you in getting your telephone service started. (You'll find contact information on page 2.) Our goal is to make it quick and easy for you to sign up for service.

Information Required

Federal and state laws require that we verify the identity of our customers. A valid government issued photo ID will need to be verified when you apply for service. Some acceptable forms of ID include a valid driver license, passport and military ID. In addition, here is some of the information we'll need when you're ready to order service:

- Complete street address, including apartment, suite or unit number if applicable
- Proof of address/tenancy
- Your employment status
- Previous telephone service information
- Social Security number(s)
- Date of Birth
- How you would like your name to appear in the directory (if you want a listed number)

Also, if physical cable installation is required on your property to establish service, and if no previous easement has been granted to us to enable this work, we'll need a legal description of your property in order to secure an easement.

Deposits

Most customers are not asked to pay a deposit. Requirements for a deposit are based on your payment history with previous telecommunications service(s) and are made in accordance with WAC (Washington Administrative Code) rules. Information about these and other Washington State Laws and rules can be found on Washington State's website at <http://www.leg.wa.gov/LawsAndAgencyRules>.

If you do need to pay a deposit, we want to return it to you as soon as you establish good credit with us. We'll review your account after you have had service with us for twelve months, and if you have been making your payments when due, we'll return your deposit - with interest. (Interest on deposits is calculated according to WAC 480-120-128.)

Local & Long Distance Calling – 10-Digit Dialing Required

Due to the increasing need for additional telephone numbers, the Washington Utilities and Transportation Commission recently approved a plan to implement the new area code of 564 across western Washington. The 564 area code will be available for

assignment within the 360, 206, 253, and 425 area codes as those areas become exhausted. Starting in Fall-2017 the 564 area code began to be used for new telephone number assignments within 360 area code service areas. The implementation of the new 564 area code includes the requirement for callers to dial all 10 digits of a telephone number, which includes the area code, when making local calls. If you have questions regarding these changes please feel free to contact our Customer Experience Centers. You'll find our contact information on page 2. You may also contact the Washington Utilities and Transportation Commission. They may be reached at 1-888-333-WUTC(9882) or TTY callers may dial 1-800-416-5289.

Lifeline and Tribal Link-Up Programs

Whidbey Telecom and Hat Island Telephone Company participate in the federal Lifeline and Tribal Link-Up programs. Under the Lifeline program, we offer to qualifying low-income consumers a discount off of the monthly rate for basic residential exchange service or broadband internet service.

Additional discounts for the basic residential exchange service line or broadband internet service, as well as discounts for the installation charge for such service through the Tribal Link-Up program, may apply to qualifying low-income consumers on tribal lands.

Lifeline is a governmental assistance program and is limited to one discount per household. Only eligible consumers may enroll in the Lifeline program and the service is non-transferable. Charges for basic residential exchange service or broadband internet service, and installation charges, are subject to change and in some instances, are subject to change without notice. Certain non-recurring charges may also apply to installation or change of service.

To receive the Lifeline program discount you must (1) provide proof of your participation in one of the eligible federal assistance programs or of your annual income as being below the annual Federal Poverty Guidelines; and (2) provide a valid government photo ID, documentation confirming your social security number, and proof of residence/tenancy.

For more information on these programs that may help you afford phone or broadband internet service, you may contact our Customer Experience Center representatives. See our contact information on page 2. You may also contact the Federal Communications Commission at 1-888-CALL-FCC/1-888-225-5322 (voice) or 1-888-TELL-FCC/1-888-835-5322 (TTY) or 1-844-432-2275 (videophone) or visit their website at www.lifeline.gov.

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Safeguarding Customer Account Information

The Federal Communications Commission has regulations related to the safeguarding of telecommunications customer account information. Whidbey Telecom is committed to safeguarding the privacy of our customer account information and therefore procedures by which access to its customer account information may be obtained are as follows:

When you visit one of our Customer Experience Centers, you will need to present a valid government-issued photo ID. We will review the account information to verify the name of the requestor as having authorization to discuss the relevant account information.

When you call us, we will verify your name against the authorized name(s) listed in the relevant account record. You must then provide the correct, pre-established Subscriber Verification Code (SVC) or correct answers to the pre-established Security Questions listed in the relevant account record before we will proceed with discussing the subject account information. See below* for how to establish your account's SVC.

When you access your account information online, you'll need to have an established Whidbey Telecom eBilling account with a specific online Username and Password. To establish an eBilling account, you'll need your account number and pre-established SVC or, if you haven't established your SVC, a temporary Personal Identification Number (PIN) provided by Whidbey Telecom. Please visit our website at whidbeytel.com/my-account to register as a new user or contact us at one of the telephone numbers listed on page 2 for more information.

***How to Establish/Re-Set a Subscriber Verification Code (SVC) and Security Questions & Answers**

To establish your account's SVC, you'll need a randomly assigned temporary Personal Identification Number (PIN) provided to you by Whidbey Telecom. Once you have your PIN, you can go online to our website address whidbeytel.com/my-account and create your SVC and answers to your choice of Security Questions.

To establish your account's SVC, you may also call one of our representatives with your PIN or visit one of our Customer Experience Centers with your PIN. Please remember that when you visit us,

you'll need to present a valid government-issued photo ID. We are happy to assist you through the process. Our contact information can be found on page 2.

In the event that you lose or forget your account's SVC, you may still gain access to your account information over the telephone by providing the correct answers to the Security Questions you have chosen.

In the event that you need to re-set the SVC and/or your choice of Security Questions and Answers, you may either call or visit one of our Customer Experience Centers:

If you call our Customer Experience Center, your name must be listed as an authorized name in the relevant account record. You must then provide the existing SVC and/or correct answers to the existing Security Questions. If you are not able to provide either the correct SVC nor correct answers to the existing Security Questions, you may request a new temporary PIN be mailed to the subscriber of record for the account for the purpose of re-setting the SVC and/or Security Questions and Answers for the account. Whidbey Telecom will only mail or email the PIN to the postal or email address of record for your account (which has been on record for at least the past 30 days). Upon receipt of the PIN, you may complete the re-set process by visiting our website address whidbeytel.com/my-account and create your SVC, or calling or visiting our Customer Experience Center.

If you visit our Customer Experience Center to re-set your SVC and/or choice of Security Questions and Answers, you will need to present valid government-issued photo ID so that we may verify your identity and authorization to change this account information.

If you have any questions or need assistance with this process, please feel free to contact one of our Customer Experience Representatives – We are happy to help you!

Disconnecting Service

Please contact a member of our Customer Experience Team in advance of the date that you want your service to be disconnected. If you wish, charges can be stopped the same business day that you call, except any charges for equipment you lease from us which has not been returned to us. All leased equipment, including equipment that does not have a monthly charge, must be returned to us to avoid unreturned equipment charges.

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Any time that you disconnect your telephone service, or switch to no outgoing toll service (toll restriction), you need to contact your long distance carrier directly to insure that you will not be billed for any further monthly or recurring charges or fees.

Billing

Bills are mailed at the beginning of each month.

Monthly recurring charges for Local Voice, Internet, Security & Alarm, and other similar monthly services are billed one month in advance. Long distance calls are billed after you make them. Installation and other one-time charges are typically billed after the work is done. (If necessary, please contact a member of our Customer Experience Team to discuss billing alternatives. You'll find contact information on page 2.) If you have a question about your bill please contact our Customer Experience Team, and one of our Representatives will be happy to assist you.

If your interexchange (long distance) provider bills you directly, please contact that provider with any questions or concerns you may have regarding that billing.

Bills are payable when rendered, and, are considered past due if they're not paid by the due date stated on the bill or, if no due date is stated on the bill, within 15 days of the invoice date. If you are concerned that your payment may be past due, please call our Customer Experience Team. If your bill becomes delinquent, we will make an attempt to provide you with written notice of pending disconnection, in accordance with WAC rules. This notice will include the date that payment must be received by our office to avoid interruption of service. We may also make one final attempt to contact you prior to interruption of service. If your service is interrupted, you may reach our office by dialing one of the Customer Experience & Billing contact numbers shown on page 2. Text Telephone (TTY) customers can reach us through the Washington Relay Service by dialing 711. Please refer to the "Calling Assistance – Washington Relay Services" section of this book for more information.

Complaints & Disputes

Our team members are specially trained to address your service needs and to be responsive to your requests. However, if you're not satisfied, please feel free to ask for the supervisor. If your concern can't be solved by the supervisor, higher levels of management are available to work with you. Remember, we're here to help serve you!

The Washington Utilities and Transportation Commission is available should you wish to pursue any dispute by formal or informal complaint; you may reach them at 1-888-333-WUTC (9882) or TTY callers may dial 1-800-416-5289.

Text Telephone (TTY) customers can reach us through the Washington Relay Service by dialing **711**. Please refer to the "Calling Assistance – Washington Relay Services" section of this book for more information.

Pay-Per-Call Dispute Resolution

You should not be billed for Pay-Per-Call services not offered in compliance with Federal laws and regulations. These consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act. If you orally communicate an allegation of a billing error via the number on the 900 bill page, it will be considered sufficient notification of a billing error.

For 900 billing disputes or inquiries, a number will appear with the call detail on your phone bill. You have 60 days from the date of the bill to dispute a 900 billing error. You have the right to withhold payment of the disputed 900 charges during the billing error review. No collection activity for disputed 900 charges will occur while the charges are under investigation. After investigation, if it is determined that the disputed 900 charges are legitimate, the long distance carrier or the information provider may proceed with outside collections against your account for nonpayment of these charges. Your local and long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate 900 charges may result in involuntary blocking of access to 900 services. Voluntary blocking of access to 900 service is available upon request. See **900 Number Blocking** (below) for more information.

900 Number Blocking, Information-Delivery Services

Information-Delivery Services offer telephone callers the opportunity to obtain a wide variety of information and entertainment services. They are often called "900 numbers" and may be reached by dialing 900 numbers as well as numbers other than "900" numbers. Information-Delivery Services is defined by the state of Washington as "telephone recorded messages, interactive programs, or other information services that are provided for a charge to a caller through an exclusive telephone number prefix." Residential customers have the right under Washington state law to request free blocking of access to Information-Delivery Services from their residential telephone line. Please contact one of

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our Customer Experience Centers for more information or to request a 900 Service Access Restriction. Our contact information can be found on page 2. Requests to establish or remove the blocking of access to this service may incur a charge. The Washington Utilities and Transportation Commission is authorized under RCW 80.36.500 to enforce this law. You may contact them for further information at the following:

Washington Utilities and Transportation Commission
 Consumer Affairs Section
 1300 South Evergreen Park Drive, SW
 PO Box 47250, Olympia, WA 98504-7250
 888-333-9882
 www.utc.wa.gov

Repair and Troubleshooting

Our local repair professionals provide rapid response to the rare report of trouble on your phone line. The team's extensive experience gives you the added assurance of the highest quality of communications service.

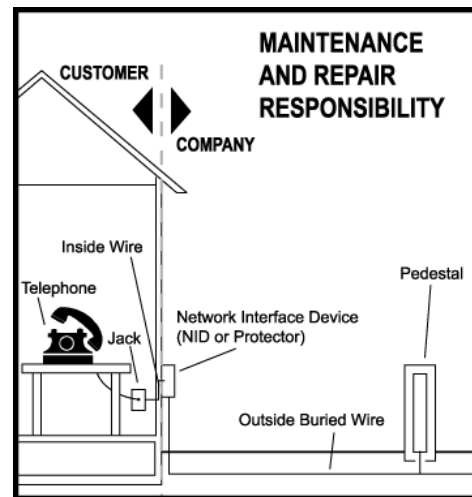
Who is responsible for the cost of repairs? Please refer to the diagram below for a general illustration of customer responsibility and company responsibility. If the problem is in Whidbey Telecom's equipment or lines, we will take quick action to correct the problem at no charge. If the trouble is the customer's responsibility, you have several options:

- 1) Whidbey Telecom will fix the problem at our standard labor and materials rate.
- 2) You can hire an independent contractor to make the repairs.
- 3) You can repair the equipment yourself.

If you have a telephone instrument that is not working, follow the instructions in the user guide or warranty that was provided with the equipment, or contact the retailer or manufacturer for assistance.

If you have a problem with your telephone service, we want to help. Please contact the Customer Experience Center during business hours, or call Repair at any time by dialing 611 locally. You may also reach Repair for South Whidbey or Hat Island by dialing 1-360-321-6826 and Point Roberts by dialing 1-360-945-6860.

Text Telephone (TTY) customers can reach us through the Washington Relay Service by dialing **711**. Please refer to the "Calling Assistance – Washington Relay Services" section of this book for more information.



Calls That You Don't Want

Annoyance Calls (Obscene, Anonymous and/or Threatening)

Under both Washington State and federal law it is a crime for anyone to make a telephone call of an obscene, anonymous or threatening nature to any person with intent to harass that person, or for anyone knowingly to permit any telephone under his or her control to be used for such purposes. Here are a few tips to keep in mind:

- When answering your telephone, if the caller doesn't say anything after you have said "hello" twice, HANG UP.
- Do not give information until you are absolutely certain you know who is speaking. Be extremely cautious about giving personal and financial information to anyone over the phone.
- Be skeptical of offers that sound too good to be true; they usually are.
- Make sure that children know that they should not give any information to strangers over the phone.
- Hang up if someone uses obscene or threatening language.
- Be extremely cautious about revealing the fact that you are alone.
- You should report calls of a threatening nature to your local law enforcement agency immediately.
- Contact a member of our Customer Experience Team if you would like information on how to handle obscene or harassing calls.

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Telemarketing Solicitation Calls

Under Washington law, residential telephone customers have the right to keep telephone solicitors from calling back. (A solicitor is someone who calls you to ask you to buy or donate something.)

The law requires that solicitors identify themselves, the company or organization that the call is being made on behalf of, and the purpose of the call within the first 30 seconds of the call.

If at any time during the conversation you say that you do not want to be called again and want to have your name and number removed from the calling list, the company or organization may not have a solicitor call you for at least one year. Also, the company may not sell or give your name and number to another company or organization.

The Washington State Office of the Attorney General is authorized to enforce this law. In addition, individuals may sue the solicitor for a minimum of one hundred dollars per violation. If the lawsuit is successful, the individual may also recover court and attorney's fees. For more information, you may visit the Washington State Attorney General Office's web site www.atg.wa.gov or call the Consumer Protection division directly. Their call centers are open Monday through Friday, 10 AM to 3 PM and can be reached through the following numbers:

- 1-800-551-4636 (in-state only)
- 1-206-464-6684 (out-of-state callers)
- 1-800-833-6388 (for the hearing impaired)

To file a complaint, you can file using their online consumer complaint form process, call and request a complaint form through the mail, or print a copy of the form off of their website and mail the information to the Consumer Protection Division of the Office of the Attorney General, 800 5th Ave., Suite 2000, Seattle, WA 98104-3188.

Note: If you're filing a complaint, you should include the name and address of the calling individual, business, group, or organization, the time the calls were received, the nature of the calls, and any additional information available.

National Do Not Call Registry

If you would like to greatly reduce the number of telephone solicitations you may receive, the FTC (Federal Trade Commission) operates the National Do Not Call Registry. The FTC, the FCC and the States are enforcing the National Do Not Call Registry. Placing your number on the registry can stop most, but not all, telemarketing calls. There is no charge to you for placing your number on the National Do Not Call Registry.

You can register online at www.donotcall.gov, or by phone at 1-888-382-1222 (TTY: 1-866-290-4236). Registering can be done quickly and easily. When registering by phone you must call from the phone number you wish to register. After you register,

your number should be included on the registry the next day. Most sales calls will stop once your number has been on the registry for 31 days. Your number will remain registered permanently unless you change your mind and remove it from the registry, or unless your telephone is disconnected for any reason.

The FTC advises, if your number is in the Registry and you get a sales call or you get an illegal Robocall, don't interact in any way. Don't press buttons to be taken off the marketer's call list or to talk to a live person. Doing so could lead to more unwanted calls. Instead, hang up and file a complaint with the FTC.

The types of calls NOT covered by the National Do Not Call Registry are calls from political organizations, charities, telephone survey calls and calls from companies with whom you have an existing business relationship, or to whom you have given your express agreement in writing to receive their calls.

For more information about this valuable service, refer to the website www.donotcall.gov or contact the FTC: 1-877-FTC-HELP; 1-866-653-4261 (TTY).

For more details on the telemarketing, telephone solicitation, and facsimile advertising restrictions, you may refer to the Code of Federal Regulations 47 CFR 64.1200 and 16 CFR 310.

Caller ID and Spoofing

Caller Identification, or "Caller ID," allows you to identify a caller before you answer your telephone. A caller's number and/or name are displayed on your phone (if your phone has this feature). Caller ID service, however, is susceptible to fraud. Using a practice known as "caller ID spoofing," callers can deliberately falsify the telephone number and/or name relayed as the Caller ID information to disguise the identity of the calling party. FCC rules prohibit any person or entity from transmitting misleading or inaccurate caller ID information with the intent to defraud, cause harm, or wrongfully obtain anything of value. The FCC also requires Telemarketers to pass accurate caller ID information. Don't give out personal information in response to an incoming call. If you get an inquiry from a company or government agency seeking personal information, don't provide it. Instead, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to find out if the entity that supposedly called you actually needs the requested information from you.

Please let the FCC know about ID spoofers by calling 1-888-CALL-FCC or filing a complaint at www.fcc.gov/complaints.

Calling Assistance for People with Hearing or Speech Difficulties – Washington Relay Services

The Washington Relay Service is a free public service provided by the WA State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal communications access to telephone service for people who are deaf, hard of hearing, deaf-blind and speech disabled. This service allows



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callers to communicate on the telephone via text-telephone (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone through specially trained relay operators in order to connect with family, friends or businesses with ease. Access to these services is available through the 711 dialing code. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained. Anyone wishing to use Washington Relay Service for TTY or Voice calls simply dials 711 to connect with a relay operator. The relay operator will dial the requested number and relay the conversation between the callers.

The telephone numbers to contact the Washington Relay Service are below. Calls to these numbers are free but long distance, operator assistance, and/or other applicable charges will apply.

- TTY 1-800-833-6388 or 711
- Voice..... 1-800-833-6384 or 711
- CTS through CapTel..... 1-877-243-2823 or 711
- Spanish Voice..... 1-877-833-6398
- Spanish TTY 1-877-833-6399
- Telebraille..... 1-800-833-6385 or 711
- HCO (Hearing Carry Over)..... 1-800-833-6388
- VCO (Voice Carry Over)..... 1-800-833-6386
- STS (Speech To Speech)..... 1-877-833-6341
- WA Relay Customer Care..... 1-800-974-1548
- Or email warelay@hamiltonrelay.com
- Public Payphone Calls..... 711
- Emergencies 911

(For more information on how to obtain emergency numbers in your area, call Customer Care at 1-800-974-1548 TTY/Voice.)

Additional information can be obtained about the Washington Relay Service at www.washingtonrelay.com or by calling 1-800-974-1548 or by emailing askwashingtonrelay@dshs.wa.gov.

Public Payphone Calls with TTY

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Washington Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

Equipment Distribution Program

The Washington Telecommunications Equipment Device (TED) program offers specialized equipment to eligible individuals in Washington who are deaf, deaf-blind or who have difficulty speaking. For more information you can visit www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution or call 1-800-422-7930 (TTY/Voice) or 360-339-7382 (VP).

Special Needs Accessibility

Whidbey Telecom is ready to assist customers who are vision or hearing impaired, or that may have cognitive, mobility or other disabilities. We are here to help you with your communications and repair requests and billing questions.

We also participate in the federal Lifeline/Link-Up Programs and can help determine whether you may qualify for discounted basic telephone or broadband service.

If you are a customer or know someone with a special need and have questions about assistance with any of our services, please feel free to contact us. We can be reached at 360-321-1122, or at 711 through the Washington State Relay Service, Monday through Friday from 9:00 am to 5:00 pm. When calling from out of the area, you may reach us toll free at 866-548-7760.

Directory

Your Whidbey Telecom or Hat Island telephone service includes the option of one listing in the alphabetical section of our telephone directory without charge. Additional listings are available for an additional charge. Our goal is to ensure that the directory is as accurate as possible.

The purpose of the directory is to furnish telephone numbers. Addresses included are to assist in the identification of the correct listing, and are not intended to be used as a mailing guide.

If you don't want your number to be listed in the directory, you can request optional non-listed service. You may also request non-published service, and your number will not be included in the directory or Whidbey Telecom's local directory assistance database. There is an extra monthly charge for these options.

If you would like additional copies of this directory, please contact our Customer Experience Center.

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Your local library may also have reference copies of out-of-area directories. If you want to purchase out-of-area directories, there are companies who can assist you. For example, you may call Dexpages at 1-877-2-GET-DEX or 1-877-243-8339. You may charge your order to a credit card and have the directories shipped to your home or business.

Recorded Conversations

If you hear a short beep tone on your line about every fifteen seconds, it means that the person with whom you are talking is recording your conversation; the signal is provided for your protection. In the State of Washington, it's generally unlawful for any person to record any telephone conversation without first obtaining the consent of all persons engaged in the conversation. There are several circumstances under which you're considered to have given your consent, even if you don't say so explicitly. For example, if you contact a company and its inbound calls are received with an announcement indicating

that they may be recorded, you're considered to have given your consent if you proceed with the call.

If you want to know more about this, you may find it helpful to refer to the Washington State Legislature's RCW 9.73.030. Information is available online at apps.leg.wa.gov/RCW. You may send an email to support@leg.wa.gov or call the toll free hotline at 1-800-562-6000/TTY callers dial 1-800-833-6384(Voice) or 1-800-833-6388(TTY).

Tariffs

Our tariffs show the rates, rules and regulations for telephone service and facilities. Tariffs are subject to the approval of the Washington State Regulatory Commission. Our tariffs are available in our Customer Experience Centers for public inspection.