



# CONSUMER INFORMATION

## CONSUMER BILL OF RIGHTS

These are guidelines to opening the local telecommunications markets to competition in Nebraska adopted by the Nebraska Public Service Commission.

1. Consumers should receive better service at competitive prices and have an increased choice of telecommunications providers and services within reasonable time frames.
2. Consumers in all exchanges should be offered equal access and intraLATA dialing parity as soon as possible enabling all consumers to select the long distance provider of their choice.
3. Consumers should be able to keep their telephone numbers when they change providers and be listed in a central directory.
4. Consumers' choice of providers and services should not be changed without the authorization of the consumer.
5. Consumers should receive touch-tone, 911 service and a calling area containing a sufficient community of interest as a part of basic local service.
6. Consumers should utilize a telecommunications network that appears transparent to the customer, allowing the consumer to make and receive calls using any provider without dialing extra codes or experiencing a reduction in transmission quality.
7. Consumer conversations and data should be confidential. Companies shall respect consumers' rights to non-listed and/or non-published numbers. Consumers will be protected from unauthorized use of his or her equipment, records and/or payment history.
8. Consumers should have equal opportunity to access basic, as well as enhanced telecommunications services and the Internet within reasonable time frames.
9. Consumers should be notified about any pending changes in prices and services and will be provided with basic descriptions of telecommunications services and how to use the service.
10. Consumers having problems with their providers should have access to a consumer hot line staffed by each provider.
11. Consumers should receive consumer protection through complaint resolution, monitoring and enforcement by the Nebraska Public Service Commission.

Application No. C-1128 Progression Order Entered July 2, 1996.