

You Have a Right to:



be served by any local telephone company providing service in your neighborhood.



examine the company's published rates, services and service standards at any of its business offices.



access operator services.



access emergency services such as 911.



expect a prompt and thorough response from your local telephone company when you have questions or complaints.



access any available long distance service provider.



access relay services for the hearing-impaired.



call the Florida Public Service Commission at 1-800-342-3552 for answers to questions or to have the Commission investigate a complaint on your behalf.

It Is Your Responsibility to:



check your phone bill for accuracy by reviewing services, calls and charges.



be careful about who uses your phone to avoid unexpected charges.



use your phone for lawful purposes only.



attempt to resolve disputes about billing or service with your local telephone company *before* contacting the Florida Public Service Commission.

24-Hour On-line Complaint Forms
www.floridapsc.com



CALL THE PSC Before You Get HUNG UP

Our toll-free number is
1-800-342-3552,
or fax us at 1-800-511-0809,
or contact the PSC via the following

E-mail address:
contact@psc.state.fl.us.

See our Internet home page at
www.floridapsc.com.

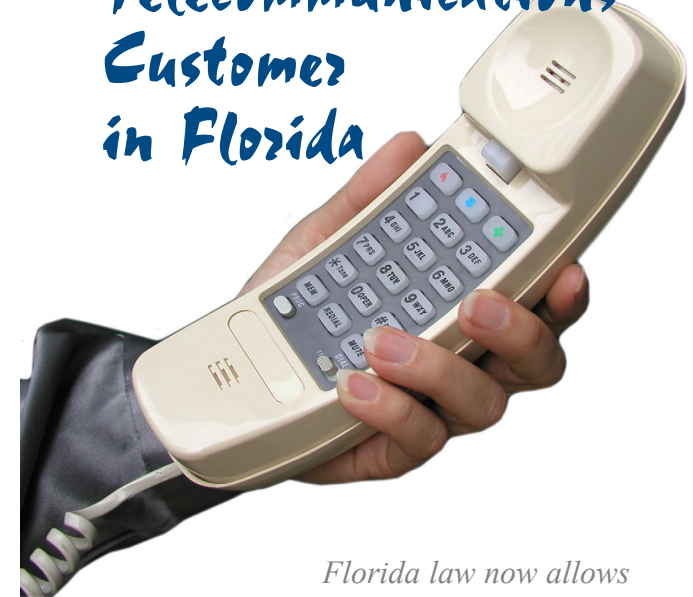
Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



COMPETITION CALLING

FLORIDA PUBLIC SERVICE COMMISSION

Your Rights and Responsibilities as a Telecommunications Customer in Florida



*Florida law now allows
competition for local
telephone services.*

*The Florida Public Service
Commission wants to ensure
that this transition is as
smooth as possible and seeks
to inform customers about
their rights and choices.*

Questions & Answers for Telecommunications Customers

I keep hearing about alternative local telephone companies in my area. How can I continue to receive local service from the telephone company I have now?

*Nothing will change unless you **choose** to select an alternative local telephone company.*

When can I choose an alternative local telephone company?

As soon as an alternative local telephone company begins offering service in your area. Florida law has allowed local phone competition since January 1, 1996.

Will I receive a ballot asking me to choose a local telephone company?

No. When and if an alternative local telephone company begins to offer services in your area, you will likely learn of it through traditional marketing and advertising methods.

How has the telecommunications legislation of 1996 affected my phone rates?

By and large, your telephone rates will depend upon what company you select to provide your local telephone service. Local telephone companies in operation before 1996 were not allowed to increase their rates for

basic telephone service until January 1, 1999, except in extreme circumstances. Alternative local exchange companies are expected to price their service competitively, but are not presently bound by any price caps.

How can I learn more about how telecommunications legislation affects my telephone service?

This brochure is just one of the ways the Florida Public Service Commission works to keep you informed about changes in the telecommunications industry and how they affect you. Both the Commission and telecommunications companies will provide additional consumer information as needed through bill inserts, local media, public service announcements and customer hearings.

Will my telephone number change if I select an alternative local telephone company?

No, you may keep your existing telephone number.

What are some of the services local telephone companies are required to provide?

They must provide a dial tone for voice-grade, flat-rate residential and single-line business services; unlimited local calls within a local exchange area; access to emergency services, long distance companies, directory assistance, operator services and relay services; and an alphabetical directory listing.

Where can I verify the rates, service offerings, and service standards of the local telephone company that I have selected?

You can view your selected telephone company's published rates, services offerings and service standards at any of the company's business offices. In addition, alternative local telephone companies are required to provide quality-of-service information to the customer no later than the first bill.

Can I still contact the Florida Public Service Commission if I have a problem with my local telephone service?

Yes, the Public Service Commission will continue to ensure the rights of all Florida consumers to obtain basic local telephone service, ensure service quality, and assist consumers who have complaints about rates and service. You may call the Public Service Commission toll-free at 1-800-342-3552.