



## BILLING NAME AND ADDRESS NOTICE

The FCC requires us, under certain circumstances, to release the Billing Name and Address (BNA) of telephone customers to telecommunications service providers. The main reason for releasing BNA information is to ensure proper billing for certain type of calls. For instance, calls such as collect, third number or calling card calls may be carried by an interexchange carrier who is not your presubscribed interexchange carrier or who does not have a billing contract with our company. Under these circumstances, the carrier does not know who to bill the call to, and therefore, must request the BNA from our company in order to bill the call. We must provide the information to the requesting carrier.

BNA can also be released for several other reasons, including verification for presubscription and new address purposes, fraud prevention and similar non-marketing purposes.

If you have an unlisted or non-published telephone number, you have a choice. If you do not want BNA released by our company, we need affirmative notification from you. You should know that if you provide us with such notification, your ability to make third number or calling card calls, or to receive collect calls should be denied. Should you have any questions regarding this matter, please call our business office.

563-773-2213



## INSIDE WIRE MAINTENANCE

Inside wire maintenance is intended to cover normal wear of properly installed telephone wiring and telephone jacks located inside the customer premise on a per line (telephone number) basis.

Items that will be covered other than normal wear include:

- Damage caused by a pet or rodent if not a recurring problem
- Lightning Damage
- Water damage if not recurring

Items specifically not covered by inside wire maintenance include but are not limited to:

- Intentional destruction of jacks or wiring
- Damaged wiring or jacks due to remodeling
- Moving wiring or jacks
- Improperly installed jacks or wiring
- Wiring not manufactured for use as telephone wire

New subscribers to this plan that do not immediately subscribe to the plan after La Motte/Andrew Telephone Company installs the service must wait 30 days from the date they requested the plan for coverage to begin. La Motte/Andrew Telephone Company's liability under the plan is limited to repair or replacement of covered telephone wiring and jacks. Damage to any other items for any reason is not the responsibility of La Motte/Andrew Telephone Company.

The current fee for this service is \$1.00 per month per line.

\_\_\_\_\_ YES, I want the La Motte/Andrew Telephone Company to maintain the inside wire portion of My telephone service.

\_\_\_\_\_ NO, I do not want the monthly service agreement. I will be responsible for the maintenance Of my inside wire.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Business Name ( if applicable)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Keep this page for your reference.

## Battery Backup Notice

### Important Notice Concerning Your Landline Telephone Service

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage—and to maintain the ability to connect to 911 emergency services—La Motte/Andrew Telephone Company installs backup battery power as part of your home telephone service.

### What Your Backup Battery Can—and Can't—Do for You

A backup battery allows you to continue to use your home voice services during a power outage on a **corded** telephone (not a cordless handset). Without a backup battery or an alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, and other equipment will not run on this backup battery.

### Extended Battery Purchase Option

In an outage, a backup battery is expected to last at least 8 hours on standby power, and should give you 6 hours of talk time. If you feel that this is not enough time, an extended battery (up to 24 hours) is available for purchase directly from La Motte/Andrew Telephone Company. If you would like one of these extended batteries installed, contact our office for the cost of a 24-hour battery.

### Instructions for Proper Care and Use of Your Battery

In order for your telephone company voice services to operate properly in the event of a power outage, your backup battery must remain plugged in at all times. This battery is rechargeable, so in the event of an outage, the battery will recharge once regular power is restored.

Although the backup battery is rechargeable, it will not last forever. Environmental factors, such as temperature, can shorten your battery's useful life. It is important for you to regularly check the status of your battery backup. If the light next to "Battery" is red, or when your device starts making a loud beeping sound, contact the telephone company because your battery may need to be replaced. La Motte/Andrew Telephone Company will replace the standard 8-hour battery at no cost to you.



ANDREW TELEPHONE.

400 Pine Street

PO Box 8

La Motte, IA 52054

(563) 773-2213

(563) 672-3277