Service Quality Standards & Consumer Protection Rules Compliance

Service Quality Standards

The Company complies with the service quality standards set forth in the following sections of the Nebraska Public Service Commission (NE PSC):

- 291 Neb. Admn. Code 5-002 (Local Exchange Service) and 5-003 (Interexchange Service)

Consumer Protection Rules

The company complies with the following consumer protection rules:

- FCC rules regarding (1) Verification of orders for telecommunications service as required of submitting carriers {47 CFR §64.1100}, (2) Truth-in-Billing Requirements {47 CFR §64.2400}, and (3) 47 C.F.R. § Part 64 Subpart U, Customer Proprietary Network Information
- Federal Trade Commission 16 C.F.R. §681, Identity Theft Red Flags
- NE PSC rules 291 Neb. Admn. Code 5-004 (Subscriber Complaints of Slamming and Unauthorized Charges)