

# Granby Telephone Company

— A PINE TREE NETWORKS COMPANY —

## \*\*\*IMPORTANT TELEPHONE SERVICE INFORMATION\*\*\*

Dear Granby Telephone Customer:

In the past, we at Granby made every effort to contact our customers when we received a request from an Interlata/Interstate carrier (out-of-state toll carrier) or an Intralata/Intrastate carrier (in-state-toll carrier) to switch to that carrier. We only switched carriers once we received your permission.

Due to regulations implemented by the Federal Communications Commission (FCC), we will no longer be able to contact you regarding the change of your Interlata/Interstate carrier, your Intralata/Intrastate carrier, your International carrier, or, in the future, your local service provider.

What this means to you is that when Granby Telephone receives a request from a carrier we are obligated to switch your service without contacting you first. However, we are able to offer you a PREFERRED CARRIER FREEZE on your telephone lines so that changes cannot be made without your permission. The Preferred Carrier Freeze will ensure that your carrier(s) will not be switched unless you lift the freeze.

Lifting a PREFERRED CARRIER FREEZE can be accomplished by one of the following methods: 1.) A telephone request from you with verification of your selected password. 2.) A written and signed request from you which will include your password. 3.) A three-way call with you, the new carrier, and a Granby Telephone Representative. The three-way call will include a request from the Granby Representative to verify your password. There is no cost to add a Preferred Carrier Freeze or to lift the freeze. There is, however, a \$5.50 charge to switch carriers.

To freeze your current carrier(s), please fill out, sign and return the authorization form on the back of this letter. A separate signature is required to authorize each service for which you are requesting a PREFERRED CARRIER FREEZE.

## PREFERRED CARRIER FREEZE AUTHORIZATION

I hereby authorize Granby Telephone to place a Preferred Carrier Freeze on my telephone number(s) for each of the following services within twenty-four hours of the date this authorization is received by Granby Telephone. I understand that signing this form will allow Granby Telephone to reject all carrier changes until I notify Granby Telephone to lift the freeze.

Notification to Granby Telephone for lifting a freeze can only be accomplished by these methods:

- Written authorization, or
- By telephone with verification of password, or
- By telephone involving you the customer, the new carrier and Granby Telephone with verification of password, Social Security Number or Federal ID number.

There is no charge to add a freeze or to lift a freeze. There is, however, a \$5.50 charge to change carriers.

Local Telephone Service \_\_\_\_\_ (signature)

Intralata/Intrastate Toll (in-state) \_\_\_\_\_ (signature)

Interlata/Interstate Toll (out-of-state) \_\_\_\_\_ (signature)

International Toll (out-of-country) \_\_\_\_\_ (signature)

Billing Name \_\_\_\_\_ (please print)

Billing address \_\_\_\_\_ (please  
print) \_\_\_\_\_

Telephone Number(s) \_\_\_\_\_  
\_\_\_\_\_

_____	_____
_____	_____
_____	_____

Password and/or SS# for verification purposes \_\_\_\_\_

Date: \_\_\_\_\_