

AGENCY REQUIREMENTS

From time to time, Southwest Arkansas Telephone Cooperative, Inc. (SWAT), as are other local exchange carriers, is ordered by federal or state agencies to notify you of certain new regulations and requirements of the telephone industry, some of which may require a response from you. SWAT will alert you to this information through billing inserts or special mailings. You are encouraged to read this information to protect your rights as a customer. Previous orders include:

Disclosure of Customer Billing Name and Address: SWAT, as your local exchange carrier, is required by the Federal Communications Commission (FCC) to disclose customer billing name and address information to interstate service providers if the customer has utilized the service of a provider. If you have an unpublished or unlisted telephone number, the FCC requires SWAT to obtain prior authorization from you to not disclose this information to interstate service providers (see authorization form enclosed). Please read the enclosed notice for more information.

New Billing Option - Prepaid Local Telephone Service - As directed by the Public Utility Commission of Texas, SWAT provides this program that helps customers manage outstanding telephone balances and retain basic local telephone service. Please read the enclosed notice for more information.

ISDN Service Exemption - Due to the high cost of provisioning SWAT's network for ISDN and its small subscriber base, ISDN rates designed to recover those costs would be unaffordable. When future costs of ISDN technology are reduced and a number of customers request the service, SWAT will reexamine the feasibility of offering ISDN Service at affordable rates. This exemption has been approved by the Public Utility Commission. Please read the enclosed ISDN Service Exemption Notice for more information.

Statement of Billing Error Rights (Interstate 900 pay-per-call services): Please read the "Billing Rights Statement - 900 Pay-Per-Call Services" page printed in your telephone directory. As provided under the Federal Telephone Disclosure and Dispute Resolution Act, this is a statement of your rights if you are an interstate 900 pay-per-call service user.

Selecting a Telecommunications Carrier - Your Rights as a Customer: Please read the "Selecting a Telecommunications Carrier - Your Rights as a Customer" page printed in your telephone directory. This notice is provided as directed by the Public Utility Commission to alert you to your rights when selecting a telecommunications utility.

Your Rights Concerning Customer Proprietary Network Information: Please read the "Your Rights Concerning Customer Proprietary Network Information" section printed in your telephone directory. In compliance with the Commission's Substantive Rule 23.57, SWAT provides this notice to advise you of your rights concerning your customer-specific Customer Proprietary Network Information. Please note: When an 800 or 900 number is dialed from your telephone, your telephone number may be transmitted to the company you have called and may be available to that company's service representative before your call

is answered.

Telephone Solicitation: Please read the “Telephone Solicitation” section printed in your telephone directory for information on protections provided by Texas law regarding telephone solicitation.

Certificate of Exemption From Federal Excise Tax: The Internal Revenue Service Code requires SWAT to obtain a "Certificate of Exemption from Federal Excise Tax" from customers claiming the exemption. If you qualify for the exemption, we ask you complete the enclosed exemption certificate by checking the appropriate reason for the exemption, sign, date, and return the form to our office. If you are not sure of your exemption status from federal excise tax on communication service, we suggest you contact the Internal Revenue Service before completing and returning the enclosed form.

Exemption Certificate State Tax: The Department of Finance and Administration encourages SWAT to obtain a state tax exemption certificate from customers claiming exemption from sales tax on all, or a part of the communication services or facilities billed under a telephone number. If you are entitled to an exemption from state sales tax, we ask you return a completed "Exemption Certificate State Tax" form to our office. If you are not sure of your exemption status from state sales tax on communication service, we suggest you contact the Department of Finance and Administration before completing and returning the enclosed form.