

ANNUAL CUSTOMER DO-NOT-CALL NOTIFICATION

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

Calls from organizations with which you have established a business relationship;
Calls for which you have given prior written consent;
Calls which are not commercial or do not include unsolicited advertisements;
Calls by or on behalf of tax-exempt non-profit organizations.

Consumers may register their residential telephone number, *including wireless numbers*, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration.

LIFELINE AND LINK-UP SERVICES AVAILABLE

To assist qualified low-income customers obtain and maintain local telephone service, several payment or discount assistance programs are available from your local telephone company. Under these assistance plans, qualified low income applicants may receive a reduction for installation of telephone service for new service installation and qualifying customers may also be eligible for a discount up to \$13.50 off their monthly local telephone bill.

If you receive benefits through Medicaid, SNAP, Federal Public Housing Assistance, Supplemental Security Income, Low Income Home Energy Assistance, health benefits coverage under the State Child Health Plan, National School Lunch Program-Free Lunch Program, Temporary Assistance for Needy Families, or if your annual household income is at or below 150% of the federal poverty level—**YOU QUALIFY FOR THESE BENEFITS**. If you already have local telephone service, there is no charge to switch you to the Lifeline Service. Call the local business office at (830) 885-4411 or

1-800-367-4882 to find out more about these documents.

YOUR RIGHTS AND RESPONSIBILITIES AS A CUSTOMER OF GVTC

As a telephone customer of GVTC you have many important rights and responsibilities to ensure fairness between you and the telephone company.

You may, at any time, review these rights and responsibilities within the information pages of the current issue of the GVTC Telephone Directory or at any one of our offices. Requested copies are available at a reasonable cost to the customer.

Should you need any additional information, please feel free to call our Business Office at 830-885-4411 or 1-800-367-4882, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

SUS DERECHOS Y RESPONSABILIDADES COMO CLIENTE DE GVTC

Como cliente de GVTC usted tiene derechos y responsabilidades importantes para asegurar justicia entre usted y la compania telefonica.

Si requiere una copia de estos derechos y responsabilidades escritos en espanol, puede obtener una copia por un precio justo, en una de nuestras oficinas.

Si usted necesita informacion adicional, llame a nuestra oficina a 830-885-4411 a 1-800-367-4882 de lunes a viernes dentro las horas de 8:00 a.m. a 5:00 p.m.

NOTICE OF NUMBER DELIVERY OVER 800, 888, AND OTHER TOLL-FREE PREFIXES AND 900 SERVICES.

Per-line or per-call blocking does not prevent transmission of your telephone number when you call a company using an 800, 888, or 900 number.

Therefore, your number may be available to that company's service representative before your call is answered.

TELEPHONE SOLICITATION

Texas law provides certain protections for a person who receives a telephone solicitation at a residence. A telephone solicitor must:

- *identify himself/herself by name;
- *identify the business on whose behalf he/she is calling;
- *identify the purpose of the call; and
- *identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9:00 am or after 9:00 pm on a weekday or Saturday or before noon or after 9:00 pm on Sunday. If a telephone solicitor uses an automatic dial dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions. The requirements above do not apply to telephone solicitations made at your request, or solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase a good or service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code §501(c)(3)), the seller must:

- *offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or services);

or,

- *provide you with a written contract fully describing the goods or services being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

Complaints. The Attorney General investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code, Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact: Consumer Protections Division, Office of the Attorney General of Texas, P.O. Box 12548, Austin, Texas 78711 (512) 463-2070.

TELEPHONE SOLICITATION (cont.)

Another law found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact: *Office of Consumer Protection*, Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or 1-888-782-8477. Hearing and speech impaired individuals with text telephone (TTY) may contact the commission at (512)936-7136.

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

DO-NOT-CALL SOLICITOR NOTIFICATION

As you are likely aware, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. As part of the do-not-call initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national Do-Not-Call rules and regulations. We recognize that few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers.

If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of the national Do-Not-Call Registry and the rules requiring checking of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national Do-Not-Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone at 7 C.F.R. §64.1200 and 16 C.F.R. Part. 310, respectively.

TEXAS NO-CALL LIST CUSTOMER NOTICE

Since the beginning of 2002, Texas residential phone customers have had the option of getting on the Texas No-Call List to reduce unwanted telemarketing calls.

Inclusion on this state sponsored do-not-call list is not intended to stop all telemarketing calls. Charities, non-profit groups and debt collectors are excluded from the law. Companies with a prior business relationship with the customer may continue to call in addition to telemarketers holding a state license, such as insurance agents, real estate agents and stockbrokers. However, a state licensee must close any sale or payment with a face-to-face meeting.

The cost for placement on Texas No-Call list for three years is \$2.25. Residential phone customers can get their name, phone number and address on the list using one of three methods:

Online – www.texasnocall.com

By Phone – call toll-free 1-866-TXNOCAL (1-866-896-6225). An automated system is available 24/7.

By Mail – ask for a registration form by calling the toll-free number or by downloading and printing a form from www.texasnocall.com.

When registering online or by phone, payment may be made by MasterCard or Visa. When mailing, you may also use check or money order payable to: TEXAS NO CALL, P.O. Box 313, E., Walpole, MA 02032.

Once a customer is registered, they can expect to stop receiving calls within sixty (60) days of the date that their name is posted on the Texas No-Call List. The list will be updated and published with new registrant names on January 1, April 1, July 1, and October 1 of each year. Registration expires on the third anniversary of the date that the number is first published on the No-Call List.

Customers who need additional help in working with www.texasnocall.com or the automated toll-free line can call the toll-free customer service desk at 1-888-309-0600.

YOUR RIGHTS CONCERNING CUSTOMER PROPRIETARY NETWORK INFORMATION

In compliance with the Federal Communications Commission's Rule 64.2008, GVTC is providing this notice to advise you of your rights concerning customer-specific Customer Proprietary Network Information (CPNI).

In the normal course of providing your telephone service, GVTC maintains certain information about your account. This information, when matched to your name, address, and calling or originating billing telephone number, is known as your customer-specific "Customer Proprietary Network Information" or CPNI for short. Examples of your CPNI include the type of line you have, technical characteristics (like touch tone or rotary service), class of service (business or residential), current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.

The FCC has adopted a rule which states that, upon your request, we may not use your customer-specific CPNI to market certain telephone services or features to you.

In other words, if you request that your CPNI be considered "restricted", GVTC would be prohibited from using your CPNI to market to you certain telephone services or features that may be available to you from other sources. The only exception to the above prohibition is if you, the customer, initiate contact with us and inquire about these services or features.

It is important to note that restricting your customer-specific CPNI will not eliminate all of our marketing communications with you. We may continue to use your customer-specific CPNI to contact you regarding telephone services and features we offer that are not available to you from another source. We may also continue our marketing contacts that are not based on your customer-specific CPNI.

If you wish to have your customer-specific CPNI considered "restricted", please call our Business Office at (830) 885-4411 or 1-800-367-4882 or stop by our office at 36101 F.M. 3159 (1/4 mile north of Hwy. 46 in Smithson Valley) and talk to one of our service representatives during our normal business hours. Simply tell us that you wish to restrict the use of your customer-specific CPNI. There will be no charge for restricting your customer information, and the restriction will remain in effect until you notify us otherwise.