

# - JTC Customer Info - 2013

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**TELEPHONE COMPANY****Company Name & Mailing Address**

Johnson Telephone Company (JTC)  
 PO Box 39  
 Remer, MN 56672-0039

**Phone Numbers - (JTC Telephone Numbers)**

**Business Office** ..... 566-2302  
 If Calling Long Distance ..... 1-800-903-1987

**Reporting - Telephone Service Problems**

If calling from a Remer, Boy River or Federal Dam Tel. Number

**Repair Service Only** (24 Hours a Day) ..... 611

Our Business Office (During Business Hours) ..... 566-2302

If calling from any Other City - Long Distance (Includes Longville)

**Repair Service Only** (24 Hours a Day) ..... 1-800-566-3611

Our Business Office (During Business Hours) ..... 1-800-903-1987

By Coming into Our Business Office (During Business Office Hours)

**Customer Service**

New Service or Changes to Service ..... 566-2302

Billing Inquiries ..... 566-2302

**Hours - (JTC Business Office Hours)**

Monday-Friday ..... 8 a.m.-12 (noon) ..... 12:30 p.m.-4:00 p.m.

**Closed - Days & Dates - (JTC Holidays & Weekends)**

Closed Saturdays and Sundays

Closed the Following JTC Holidays:

New Years Day ..... (Varies) ..... January 1

Good Friday ..... (Varies) ..... (Varies)

Memorial Day ..... Monday ..... May (Varies)

Independence Day ..... (Varies) ..... July 4

Labor Day ..... Monday ..... September (Varies)

Thanksgiving Day ..... Thursday ..... November (Varies)

Day after Thanksgiving ..... Friday ..... November (Varies)

Christmas Eve & Day ..... (Varies) ..... December 24 & 25

**Location - (JTC Business Office Location)****Direction**

Two Blocks North of Main Street on First Avenue, Remer, MN

**Address**

205 First Ave NE, Remer, MN

## TELEPHONE BILLING & PAYMENTS

### When is the Monthly Billing Statement Sent (Mailed) ?

- Around the First of Each Month

### What Billing Periods Appear on your Monthly Billing Statement ?

- **Monthly Local Service is Billed on the First of the Month.**  
Example: Local Service for the month of May is Billed on your - May 1 Monthly Statement.
- **Long Distance Calls and Long Distance Service are NO LONGER Billed by Johnson Telephone Company.**
- **Non-recurring Local Service Charges are Billed for Service Work that has been completed by our cut-off date (about the 20th of the Month).**  
Example: Local Service Work completed on the 7th day of April is Billed on your - May 1 Monthly Statement.  
Example: Local Service Work completed on the 22nd day of March is also Billed on your - May 1 Monthly Statement.

### Where should Payments be Made ?

- **At Our Business Office (During Business Office Hours)**  
Johnson Telephone Company  
205 First Ave NE  
Remer, MN
- **By Mail - Send To:**  
Johnson Telephone Company  
PO Box 39  
Remer, MN 56672-0039

### What Payment Methods are accepted ?

- Check, Money Order or Cashier's Check
- Cash
- NO – Credit Cards, Debit Cards or Bank Cards
- NO – Direct Bank Account Withdrawals

### When are Payments Due ?

- Payment in FULL is Due Before the 25<sup>th</sup> of Each Month.

### What should be included with your Payment ?

- The Upper Left Hand Portion of your Monthly Statement

## **New! DISCONNECT POLICIES**

### **What is JTC's Policy for Disconnecting Telephone Service for Delinquent Accounts ?**

- A Delinquent Account is one that has not been Paid in FULL before the 25<sup>th</sup> of the Month.
- A Delinquent Account will be subject to a possible Disconnect Notice being sent in the next Monthly Billing Statement.
- Once a Delinquent Account receives a Disconnect Notice, Johnson Telephone Company will require Payment in FULL before the 25<sup>th</sup> of each and every subsequent month thereafter.
- A Reminder Notice will appear on the Monthly Billing Statement if the previous Statement was Paid in FULL. However, a Notice - To Be Disconnected (within 5 business days following the 25<sup>th</sup>) will appear on the Monthly Billing Statement if the previous Statement WAS NOT Paid in FULL.
- If Telephone Service is Disconnected, the Customer must pay the Account in FULL within (3) weeks to be Reconnected without any additional Charges and another Establishing Credit Deposit.

### **What is JTC's Policy for Disconnecting Telephone Service for Accounts paid via a NSF Check ?**

- A NSF Check or Bad Check is an unpaid check that has been returned to JTC from the Bank stamped NSF (Not Sufficient Funds).
- An Account paid via a NSF Check will receive a Disconnect Notice along with the Bad Check immediately upon return of the NSF Check from the Bank to JTC.
- Johnson Telephone Company must receive Payment of the Account in Full plus the \$20.00 Bad Check Charge (CASH OR MONEY ORDER) before the Date and Time indicated on the Disconnect Notice to avoid Disconnection of Telephone Service.
- If Telephone Service is Disconnected, the Customer must pay the Account in Full plus the \$20.00 Bad Check Charge plus an additional Establishing Credit Deposit plus an additional Advance Payment before being Reconnected.

**TELEPHONE SERVICE – NEW****New Telephone Customer****First, Contact JTC-Customer Service Department for Information and appropriate Forms**

- By Coming into Our Business Office (During Business Office Hours)
- By Mail  
Johnson Telephone Company  
PO Box 39  
Remer, MN 56672-0039
- By Telephone  
218-566-2302 or 1-800-903-1987 - ask for Customer Service
- By Fax  
218-566-2166
- By Web Site  
[www.jtc-companies.com](http://www.jtc-companies.com) - (To Download Order Information & Forms)

**Second, Receive Information and Complete and Sign the Required Forms**

- The JTC Customer Info booklet (and/or) JTC **Info<sup>Book</sup>** Area Directory
- Application to Open a New Account
- Account Signature Card
- Telephone Service Order Form
- Directory White Page Form & Directory Yellow Page Form
- Selection Form - for Long Distance Companies
- Minnesota Telephone Assistance Plan (Tap) Form  
(For Senior Citizens or Low Income Disabled)
- Federal Lifeline Credit Form (For Qualifying Residence Customers)
- Property Map Form (Only if Buried Cable Construction is Required)

**Third, A \$75.00 Establishing Credit Deposit plus an Advance Payment must accompany Completed and Signed Forms**

- This \$75.00 Establishing Credit Deposit plus accrued Interest will be Credited to your Account after holding your Deposit for six months. If you fail to make regular monthly Payments in Full, the period for holding your Establishing Credit Deposit may be extended and the amount required may be increased.
- A Minimum Advance Payment of \$100.00 is required of all New Telephone Customers.
- Until we receive All the Required Forms completely filled out and signed, the \$75.00 Establishing Credit Deposit and the Advance Payment, NO Further Steps will be taken in Processing your Order.
- Your effective Order Date for Service is the date that we receive All the Required Forms, the Deposit and the Advance Payment.

**Fourth, JTC will Schedule and Notify You, the New Telephone Customer, of:**

- The Buried Cable Construction Date/s
- The On Site Work Date/s (Work within and between Buildings)
- Any Other Service Work Date/s
- The Service Connection Date

**Fifth, The New Telephone Service will be Established**

**TELEPHONE SERVICE – NEW** (continued)**Previous Telephone Customer****First, Contact JTC-Customer Service Department for Information and appropriate Forms**

- By Coming into Our Business Office (During Business Office Hours)
- By Mail
  - Johnson Telephone Company
  - PO Box 39
  - Remer, MN 56672-0039
- By Telephone
  - 218-566-2302 or 1-800-903-1987 - ask for Customer Service
- By Fax
  - 218-566-2166
- By Web Site
  - [www.jtc-companies.com](http://www.jtc-companies.com) - (To Download Order Information & Forms)

**Second, Receive Information and Complete and Sign the Required Forms**

- The JTC Customer Info booklet (and/or) JTC **Info<sup>Book</sup>** Area Directory
- Application to Open an Account
- Account Signature Card
- Telephone Service Order Form
- Directory White Page Form & Directory Yellow Page Form
- Selection Form - for Long Distance Companies
- Minnesota Telephone Assistance Plan (Tap) Form
  - (For Senior Citizens or Low Income Disabled)
- Federal Lifeline Credit Form (For Qualifying Residence Customers)
- Property Map Form (Only if Buried Cable Construction is Required)

**Third, if required, an Establishing Credit Deposit plus an Advance Payment must accompany Completed and Signed Forms**

- The Establishing Credit Deposit Amount required is based on a Previous Telephone Customer's charges and payment history.
- This Establishing Credit Deposit Amount plus accrued Interest will be Credited to your Account after holding your Deposit for six months. If you fail to make regular monthly Payments in Full, the period for holding your Establishing Credit Deposit may be extended and the amount required may be increased.
- An Advance Payment may be required of a Previous Telephone Customer based on payment history.
- Until we receive All the Required Forms completely filled out and signed, any required Establishing Credit Deposit and any required Advance Payment, NO Further Steps will be taken in Processing your Order.
- Your effective Order Date for Service is the date that we receive All the Required Forms, any required Deposit and any required Advance Payment.

**Fourth, JTC will Schedule and Notify You, the Previous Telephone Customer, of:**

- The Buried Cable Construction Date/s
- The On Site Work Date/s (Work within and between Buildings)
- Any Other Service Work Date/s
- The Service Connection Date

**Fifth, The New Telephone Service will be Established**

**TELEPHONE SERVICE – NEW or CHANGES****Current Telephone Customer****First, Contact JTC-Customer Service Department for Information and appropriate Forms**

- By Coming into Our Business Office (During Business Office Hours)
- By Mail  
Johnson Telephone Company  
PO Box 39  
Remer, MN 56672-0039
- By Telephone  
218-566-2302 or 1-800-903-1987 - ask for Customer Service
- By Fax  
218-566-2166
- By Web Site  
[www.jtc-companies.com](http://www.jtc-companies.com) - (To Download Order Information & Forms)

**Second, Receive Information and Complete and Sign the Required Forms**

- Account Signature Card
- Telephone Service Order Form
- Directory White Page Form & Directory Yellow Page Form
- Selection Form - for Long Distance Companies
- Minnesota Telephone Assistance Plan (Tap) Form  
(For Senior Citizens or Low Income Disabled)
- Federal Lifeline Credit Form (For Qualifying Residence Customers)
- Property Map Form (Only if Buried Cable Construction is Required)

**Third, an Establishing Credit Deposit and/or an Advance Payment may be required when submitting Completed and Signed Forms**

- An Establishing Credit Deposit and/or an Advance Payment will be required ONLY from a Current Telephone Customer whose history shows that monthly Payments in Full have Not been made Promptly or in a Timely manner.
- This Establishing Credit Deposit Amount plus accrued Interest will be Credited to your Account after holding your Deposit for six months. If you fail to make regular monthly Payments in Full, the period for holding your Establishing Credit Deposit may be extended and the amount required may be increased.
- An Advance Payment may be required of a Current Telephone Customer based on payment history.
- Until we receive All the Required Forms completely filled out and signed, any required Establishing Credit Deposit and any required Advance Payment, NO Further Steps will be taken in Processing your Order.
- Your effective Order Date for Service is the date that we receive All the Required Forms, any required Deposit and any required Advance Payment.

**Fourth, JTC will Schedule and Notify You, the Current Telephone Customer, of:**

- The Buried Cable Construction Date/s
- The On Site Work Date/s (Work within and between Buildings)
- Any Other Service Work Date/s
- The Service Connection Date and/or Change of Service Date

**Fifth, Telephone Service will be Established or Changed**



## MONTHLY TELEPHONE RATES

Revised - July 1, 2013

### Local Access Line Service

(Monthly Basic Rates – per Telephone Number per Location)

#### Business – Telephone Service

Remer .....	\$16.00
Boy River & Federal Dam .....	\$15.50

#### Business (Coin Telephone) – Telephone Service

Remer .....	\$16.00
Boy River & Federal Dam .....	\$15.50

#### Residence – Telephone Service

Remer <span style="color: red;">(This Rate is Now FCC Mandated)</span> .....	\$14.00
Boy River & Federal Dam <span style="color: red;">(This Rate is Now FCC Mandated)</span> .....	\$14.00

#### Combined Business/Residence – Telephone Service

Remer .....	\$15.00
Boy River & Federal Dam .....	\$14.75

### Long Distance Access Line Service {FCC Mandated}

(Monthly Additional Rates – per Tel. Number) (Subject to Change by FCC)

#### Business – Telephone Service

Single Line - [SLC (6.50) + FUSC (varies 0.50 to 2.00) + ARC (1.00)] .....	\$7.50+
Multi-Line - [SLC (9.20) + FUSC (varies 0.50 to 2.00) + ARC (2.00)] .....	\$11.20+

#### Residence – Telephone Service {Note: ARC is waived for Lifeline Customers}

Single & Multi-Line - [SLC (6.50) + FUSC (0.50 to 2.00) + ARC (1.00)]...	\$7.50+
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#### Combined Business/Residence – Telephone Service

Single Line - [SLC (6.50) + FUSC (varies 0.50 to 2.00) + ARC (1.00)] .....	\$7.50+
Multi-Line - [SLC (9.20) + FUSC (varies 0.50 to 2.00) + ARC (2.00)] .....	\$11.20+

### Telephone Number Features (Optional)

(Monthly Optional Rates – per Telephone Number)

Touch Tone (part of Basic Service) .....	(NO Monthly Charge) \$0.00
Call Forwarding .....	\$2.00
Call Waiting .....	\$2.00
Cancel Call Waiting .....	\$1.00
Three Way Calling .....	\$2.00
Speed Calling 8 .....	\$2.00
Speed Calling 30 .....	\$3.00
Selective Ringing (Teen Line)	
Business Use (for Business Accounts Only) .....	\$7.00
Residence Use (for Business or Residence Accounts) .....	\$5.00
Warm Line .....	\$2.00
Long Distance Restricted or 10-10xxx Restricted .....	\$2.00
Long Distance Denied .....	\$2.00
900 Number Blocking .....	(NO Monthly Charge) \$0.00
Non-Published Telephone Number .....	(NO LONGER AVAILABLE)
Unlisted Telephone Number .....	\$2.00
Coin Supervision for PSP's .....	\$2.00



## MONTHLY TELEPHONE RATES (continued)

### “CLASS” Features (Optional)

(Monthly Optional Rates – per Telephone Number)

Automatic Callback .....	\$2.00
Distinctive Ringing/Call Waiting .....	\$2.00
Selective Call Acceptance .....	\$2.00
Selective Call Forwarding .....	\$2.00
Selective Call Rejection .....	\$2.00
Customer Originated Trace .....	(NO Monthly Charge) \$0.00
(\$1.00 per each Released Trace)	
Calling Number Delivery (also known as Caller ID) .....	\$3.00
Calling Name & Number Delivery (Caller ID with Name) .....	\$4.00
Calling Number Delivery Blocking	
Per Call .....	(NO Monthly Charge) \$0.00
Per Line .....	(NO Monthly Charge) \$0.00
Anonymous Call Rejection .....	(NO Monthly Charge) \$0.00
Automatic Recall .....	\$2.00

### Leased “Telephone Systems”

Johnson Telephone Company leases “Telephone Systems” through JTC TeleSystems, a Division of JTC. Installation Charges are based on the time it takes to install the “Telephone System” and the Monthly Rate is based on the cost of the “Telephone System” and Maintenance.

Leased “Telephone System” ..... (AMOUNT VARIES)

(Call our Business Office for a FREE Planning Session & Quote)

### Seasonal Telephone Customers

- A Seasonal Telephone Customer is any Residential or Business Telephone Customer who has chosen to DISCONNECT his or her Telephone Service for Not More than 345 Consecutive days.
- When reconnecting Telephone Service, a Seasonal Telephone Customer (WITH GOOD CREDIT) will be billed for ONLY two Non-Recurring charges: (1) the \$20.00 Establishing Service Charge and (2) the \$5.50 or \$11.00 Long Distance PIC Charge if applicable. All other Previous Telephone Customer Rules and Charges apply if a Seasonal Telephone Customer has BAD CREDIT.
- A Seasonal Telephone Customer may have his or her Telephone Service disconnected or reconnected at any time and pay for only the Months in which the Service is being used. The Seasonal Telephone Customer will be billed Monthly.

Monthly Seasonal Rate ..... (SAME AS MONTHLY CUSTOMERS)

## MONTHLY TAXES

January 1, 2013

### Federal EXCISE Tax

The U.S. Federal Government imposes a Federal EXCISE Tax of 3 percent on all Telephone Services. The EXCISE Tax applies to all Telephone Customers who are not tax-exempt.

**Federal EXCISE Tax** (Percent Rate) ..... **3 %**

### Minnesota SALES Tax

The State of Minnesota imposes a SALES Tax of 6.875 percent on all Telephone Services, on some Other Services, and on most Purchases. The SALES Tax applies to all Telephone Customers who are not tax-exempt. Monthly or Annual Charges for Internet Service are NOT applicable to SALES Tax at this time.

**MN SALES Tax** (Percent Rate) ..... **6.875 %**

### TAP Tax – Minnesota Telephone Assistance Plan

This Plan is funded by a monthly tax to all Telephone Customers. This Plan provides bill credits to low income residential Telephone Customers who are also eligible for the Federal Lifeline credit. JTC has forms and details at its Business Office to apply for the TAP and Lifeline Credits.

**TAP Tax – Business & Residence** (per Local Access Line) ..... **\$.03**

### TAM Tax (formerly TACIP) – Telecommunications Access Minnesota

This Program is funded through a monthly tax on residence and business telephone access lines. This Minnesota Government Program will distribute communication devices to eligible communication-impaired persons and will create and maintain relay service.

**TAM Tax – Business & Residence** (per Local Access Line) ..... **\$.06**

### 911 Tax – Emergency Services

All Minnesota telephone companies are required to collect a 911 monthly tax from each local telephone access line. This tax covers the State of Minnesota's costs of ongoing maintenance of trunks and central equipment for 911 in Minnesota plus the costs of administering the Emergency Services program.

**911 Tax – Business & Residence** (per Local Access Line) ..... **\$.78**

## NON-RECURRING CHARGES

January 1, 2013

### Office Charges

(Non Recurring Charges – per Telephone Number and/or per Location)

**Establishing Telephone Service ..... \$20.00**

This Establishing Telephone Service Charge applies to all New Telephone Customers, all Previous Telephone Customers and all Current Telephone Customers who are Ordering a New Telephone Service (either a New Telephone Number or service at a New Location). This Charge covers the Service Order work done to establish all Business Office Records, to establish Directory Listings, to place information into Directory Assistance, to schedule Work, etc. This Charge also applies to Seasonal Telephone Customers who are Reconnecting their Telephone Service. Telephone Customers who are Changing their Telephone Number also have to pay this Charge.

**Changing Telephone Service ..... (NO CHARGE) \$0.00**

This Changing Telephone Service Charge applies to all Current Telephone Customers who are Ordering Changes to their Telephone Service but are Not Establishing a New Telephone Number or a New Location. This Charge applies to adding Telephone Number Features and adding "CLASS" Features.

### COE and Plant Charges

(Non Recurring Charges – per Telephone Number and/or per Location)

**MDF Wiring ..... \$7.00**

This MDF Wiring Charge only applies if Service Order work has to be done at the Telephone Company's Central Office Main Distribution Frame. (Does Not apply to Seasonal Telephone Customers with Good Credit who are Reconnecting their Telephone Service).

**Line Wiring ..... \$15.00**

This Line Wiring Charge only applies if Service Order work has to be done along the Main Distribution Line between the Telephone Company's Central Office Main Distribution Frame and the connection Point at the Customer's Location. (Does Not apply to Seasonal Telephone Customers with Good Credit who are Reconnecting their Telephone Service).

### Miscellaneous Charges (in Addition to Above Charges)

**PIC Add or Change (per Long Distance Company per Jurisdiction) ..... \$5.50**

(To Add or to Change a Long Distance Company)

**Bad Check (NSF Check) (per Check) ..... \$20.00**

**One Additional Copy or Reprint of the Current Bill .... (NO CHARGE) \$0.00**

**Additional Copies or Reprints of Previous Bills (per Statement) ..... \$10.00**

(This Charge Must be Paid in Advance)

**Out of the ordinary Request for Information (per ½ Hour work) ... \$10.00**

(This Charge Must be Paid in Advance)

**Reuse Previous Telephone Number ..... (NO CHARGE) \$0.00**

## NON-RECURRING CHARGES (continued)

January 1, 2013

### On Site Service Charges

#### On Site Service - Description

On Site Service Charges apply when a Telephone Customer places an Order for work to be done at the Customer's Location (work within and between the Customer's Buildings). This work includes installing and changing wires, cables, jacks, telephones and other telephone equipment.

#### On Site Service - Visit

Each Visit (per Required Vehicle) ..... \$20.00

#### On Site Service - Labor

Each ½ Hour of Labor Required ..... \$15.00

#### On Site Service - Telephone Items Installed

Prices ..... (See Products – Page 13)

#### On Site Service - Buried Cable Construction Equipment

Each ½ Hour (includes Equipment Operator) ..... \$50.00

### Buried Cable Construction Charges

#### “NO” Buried Cable Construction Charge ..... (NONE) \$0.00

There are “NO” Buried Cable Construction Charges for Cable that is Buried along the JTC Main Distribution Route up to and including the Protector-Interface Connector (Connector Box) on the Customer's Building for the following situations:

- Initial or Upgrade Construction of Buried Cable
- Changes to Buried Cable placement when planned and requested by the Customer in advance

#### “YES” Buried Cable Construction Charge... (See Damage Charges)

“YES” there are Buried Cable Construction Charges for Cable that is Buried along the JTC Main Distribution Route up to and including the Protector-Interface Connector (Connector Box) on the Customer's Building for the following situations:

- The Customer or the Customer's Contractor causes Damage

### On Site Repair Charges or Damage Charges (Optional)

#### On Site Repair or Damage - Description

On Site Repair Charges apply when a Customer orders Repair work to be done at the Customer's Location (work within and between the Customer's Buildings). An On Site Repair Order is for Repair work ONLY.

Damage Charges apply when a Customer or anyone Damages any of JTC's Telephone System or Property.

#### On Site Repair or Damage - Visit

Each Visit (per Required Vehicle) ..... \$20.00

#### On Site Repair or Damage - Labor

Each ½ Hour of Labor Required ..... \$15.00

#### On Site Repair - Telephone Items Replaced

Prices ..... (See Products – Page 13)

#### Damage - Materials or Equipment Replaced

Price ..... (ACTUAL COST PLUS 25% of Materials and/or Equip.)

## PRODUCTS

### Telephone Items for Sale

#### Telephone Jacks and Wire

- JTC sells Telephone Jacks and Wire at our Business Office (also, check with your local Hardware, Discount or Electronic Store).
- JTC, also, sells Telephone Jacks and Wire that we will install at your location. (See On Site Charges on page 12)

#### Telephones and Telephone Equipment (JTC Stocks a Limited Line)

- JTC sells and special orders Telephones and Telephone Equipment at our Business Office (also check with your local Hardware, Discount or Electronic Store).
- JTC, also, sells Telephones and Telephone Equipment that we will install at your location. (See On Site Charges on page 12)

### Price List – Telephone Items

#### Telephone Jacks and Wire (Optional)

##### Telephone Jacks

Wall Phone Jack .....	\$7.00
Desk Phone Jack .....	\$7.00
Outdoor Jack .....	\$18.00

##### Telephone Wire

Inside Wire (10 feet of CAT5 4 pair 24 ga) .....	\$4.00
Buried Cable or Wire	
Three Pair (22 Ga.) .....	\$0.70/ft
Six Pair (22 Ga.) .....	\$0.80/ft

#### Telephones and Telephone Equipment (Optional)

##### Telephones (We Stock – Beige or Ash)

TouchTone Desk, Wall or Miniwall .....	\$40.00
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##### Cords (All Lengths)

Handset Cord (We Stock – Beige or Ash) .....	\$6.00
Line Cord (We Stock – Gray 4 & 6 Conductor) .....	\$6.00

##### Business Telephone Systems

Telephone Equipment .....	(Inquire about a FREE Planning Session)
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## TELEPHONE NUMBER FEATURES

### Touch Tone

#### Description

The **Touch Tone** Phone has pushbuttons, however, all pushbutton phones are not **Touch Tone**. Each pushbutton generates a unique dual tone when pressed. Tone dialing is faster than rotary or pulse dialing. It will allow the user to access long-distance carriers and remote services (such as banking, dictation, computer, etc.) which requires tone commands after the directory number has been reached. Tone dialing requires the **Touch Tone** Feature service on the line, otherwise, the user cannot dial at all.

The rotary dial and electronic pulse dial both generate pulses. Rotary dials are rotated clockwise using the fingerwheel and generate pulses when returning counter-clockwise to rest. Electronic pulse dials use pushbuttons, like tone dials, but generate pulses. For example, when the dial button is pressed to dial the digit 5, the dialer electronically generates 5 pulses. A rotary phone is slower dialing than tone dialing.

#### Monthly Rates

The **Touch Tone** Feature ..... (No Monthly Charge) **\$0.00**

**NOTE:** The Touch Tone Feature is included as part of Johnson Telephone Company's Basic Telephone Service

#### Service Connection Charge

Connecting the **Touch Tone** Feature ..... (No Charge) **\$0.00**

## TELEPHONE NUMBER FEATURES (continued)

### Call Forwarding

#### Description

This Feature means that your phone can transfer incoming calls to another number of your choice. **Call Forwarding** is great for the businessperson who wants to catch after hours business calls at home, or for anyone who doesn't want to miss an important call. The **Call Forwarding** Feature can be used on either a Touch Tone or Rotary Telephone.

#### To Forward Your Calls:

1. Lift the receiver and listen for the dial tone.
2. Dial "72".
3. Depress the # button (with a rotary dial, skip this step and wait for a 4-second pause).
4. Again, listen for the dial tone.
5. Now, dial the number where you wish to have your calls forwarded.
6. When someone answers at the forwarded number, **Call Forwarding** is put into effect.

If there is no answer, or the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your **Call Forwarding** Feature is in effect.

Once you've activated **Call Forwarding**, the phone will make one short ring each time a call is forwarded. However, you can still make on-going calls from this phone.

If you wish to change the number your calls are being transferred to, just discontinue the first number that your calls were forwarded to, and redirect your calls using the procedure stated above.

#### To Discontinue **Call Forwarding**:

1. Lift the receiver and listen for the dial tone.
2. Dial "73".
3. Depress the # button (with a rotary dial, skip this step and wait for a 4-second pause).
4. Listen for two beeps. **Call Forwarding** is now discontinued.

#### Monthly Rate

The **Call Forwarding** Feature ..... \$2.00

#### Service Connection Charge

Connecting the **Call Forwarding** Feature ..... (No Charge) \$0.00



## TELEPHONE NUMBER FEATURES (continued)

### Call Waiting

#### Description

If you have an incoming call while you're already on the line, the **Call Waiting** Feature will alert you. You may then put the first party on hold while you answer your second call. The **Call Waiting** Feature can be used on either a Touch Tone or Rotary Telephone. It will greatly reduce missed calls due to a busy phone!

Here's How your **Call Waiting** Feature alerts you

1. A beep tone tells you another call is waiting. Only you hear this tone.
2. Another reminder tone will be heard 10 seconds later if the waiting remains unanswered.
3. The second caller hears the normal ringing tone only.

To Answer the Second Call

1. Depress the switch hook/plunger for about one second to place your first call on hold.
2. You will automatically be connected with the second caller.

To Alternate Between Calls

1. Depress the switch hook/plunger for about a second, you may alternate between calls.
2. Each conversation is private and cannot be heard by the other caller.

To Terminate Either Call

1. Simply hang up.
2. Your telephone will then ring.
3. When you answer it, you'll be connected with the other caller.

#### Monthly Rates

The <b>Call Waiting</b> Feature .....	\$2.00
The <b>Cancel Call Waiting</b> Feature .....	\$1.00

#### Service Connection Charges

Connecting <b>Call Waiting</b> .....	(No Charge) \$0.00
Connecting <b>Cancel Call Forwarding</b> .....	(No Charge) \$0.00

### Cancel Call Waiting

#### Description

This Feature allows you to defer the **Call Waiting** Feature to prevent Call Waiting tones from interrupting calls or disrupting data transmissions. By dialing the code (\*70), the **Cancel Call Waiting** Feature can be activated before or during a call (the latter requires **Three-Way Calling**). **Cancel Call Waiting** stays in effect for the duration of a call. Incoming calls receive a busy signal while **Cancel Call Waiting** is in effect. (See Rates and Service Charges Above)

**TELEPHONE NUMBER FEATURES** (continued)**Three Way Calling****Description**

This Feature lets you turn an everyday two-way phone call into a three-way conversation. This can be used on either a Touch Tone or Rotary Telephone.

**To Add A Third Party**

1. First, to hold your existing call, depress the switch hook/plunger for about a second.
2. Then dial the third number
3. When the third party answers, you may talk privately before completing your three-way connection.
4. With your third party on the line, depress the switch hook/plunger for a second to add the holding party. Your **Three-Way Call** is now in effect.
5. If for some reason the call to the third party is not completed, depress the switch hook/plunger twice to get back to your held party.

**To Disconnect The Third Party**

1. Depress the switch hook/plunger for about a second. You will now have only the original party on the line.

**To Disconnect Completely**

1. Simply hang up.
2. If either of the other two parties hang up, you can continue to talk to the one remaining.

**Monthly Rate**

The **Three-Way Calling** Feature ..... \$2.00

**Service Connection Charge**

Connecting the **Three-Way Calling** Feature ..... (No Charge) \$0.00

## TELEPHONE NUMBER FEATURES (continued)

### Speed Calling 8

#### Description

With this Feature you can call up to 8 of your most frequently dialed numbers just by dialing a one-digit code. This includes long distance direct dialed numbers. This can be used with either a Touch Tone or Rotary Telephone.

#### To Establish Your **Speed Calling 8** List

1. Lift the receiver and listen for the dial tone.
2. Dial "74".
3. Press the # button (With a rotary dial phone, skip this step and allow a 4-second pause).
4. Again, listen for dial tone.
5. Dial one of the 8 one-digit access code numbers (2-9).
6. Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number).
7. Depress the # button (With a rotary dial phone, skip this step and allow a 4-second pause).
8. Listen for a confirmation tone to indicate your **Speed Calling** number is established.

At any time you may repeat this process for each number you wish to Speed code, assigning each a different code number.

#### To Use Your **Speed Calling 8** Feature

1. Lift the receiver and listen for the dial tone.
2. Dial the appropriate one-digit access number (2-9).
3. Push the # button (With a rotary dial phone skip this step and allow a 4-second pause for your number to be connected).

#### To Change Your **Speed Calling 8** List

1. Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

#### Monthly Rate

The **Speed Calling 8** Feature ..... \$2.00

#### Service Connection Charge

Connecting the **Speed Calling 8** Feature ..... (No Charge) \$0.00

## TELEPHONE NUMBER FEATURES (continued)

### Speed Calling 30

#### Description

With this Feature you can call up to 30 of your most frequently dialed numbers just by dialing a two-digit code. This includes long distance direct dialed numbers. This Feature can be used with either a Touch Tone or Rotary Telephone.

#### To Establish Your **Speed Calling 30** List

1. Lift the receiver and listen for the dial tone.
2. Dial "75".
3. Press the # button (With a rotary dial phone, skip this step and allow a 4-second pause).
4. Again, listen for dial tone.
5. Dial one of the 30 two-digit access code numbers (20-49).
6. Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number).
7. Depress the # button (With a rotary dial phone, skip this step and allow a 4-second pause).
8. Listen for a confirmation tone to indicate your **Speed Calling** number is established.

At any time you may repeat this process for each number you wish to Speed code, assigning each a different code number.

#### To Use Your **Speed Calling 30** Feature

1. Lift the receiver and listen for the dial tone.
2. Dial the appropriate two-digit access number (20-49).
3. Push the # button (With a rotary dial phone skip this step and allow a 4-second pause for your number to be connected).

#### To Change Your **Speed Calling 30** List

1. Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

#### Monthly Rate

The **Speed Calling 30** Feature ..... \$3.00

#### Service Connection Charge

Connecting the **Speed Calling 30** Feature ..... (No Charge) \$0.00

## TELEPHONE NUMBER FEATURES (continued)

### Selective Ringing (Teen Line)

#### Description

This Feature lets you know whom the call is for before you answer the phone. With **Selective Ringing**, you can have two telephone numbers assigned to the same line. Each number has a distinctive ring, so you can assign a number solely to the children and know when the call is for them. Or, you can assign a separate number to your home business and one to the family. With the distinctive ring, you'll know right away the nature of the call.

#### Monthly Rates

The Selective Ringing Feature

**Business Use** (for Business Accounts Only) ..... \$7.00

**Residence Use** (for Residence or Business Accounts) ..... \$5.00

#### Service Connection Charge

Connecting the **Selective Ringing** Feature ..... (No Charge) \$0.00

### Warm Line

#### Description

**Warm Line** is a Feature that gives you normal access to your telephone plus a safety factor in emergency situations. In an emergency, you may not be able to dial normally due to injury or panic. With **Warm Line**, all that's required is taking the phone off the hook – after 30 seconds, a pre-designated telephone number is automatically dialed. The phone may be used normally simply by picking up the phone and dialing any number within 30 seconds. This Feature allows the handicapped, or senior citizens living alone, normal access to their telephone and ensures their safety in emergency situations in which they may reach for the telephone to obtain assistance but are not able to dial a number.

#### Monthly Rate

The **Warm Line** Feature ..... \$2.00

#### Service Connection Charge

Connecting the **Warm Line** Feature ..... (No Charge) \$0.00

## TELEPHONE NUMBER FEATURES (continued)

### Long Distance Restricted

#### Description

Long Distance Restricted is JTC's name for a Qwest feature known as Customnet Screening. This Feature is provided by Qwest to allow you to have certain Long Distance Calling restricted on your telephone number. Please contact Our Business Office (During Business Office Hours – ask for Customer Service) for details or current restriction possibilities.

#### Monthly Rate

The Long Distance Restricted Feature ..... \$2.00

#### Service Connection Charges

Connecting Long Distance Restricted ..... (No Charge) \$0.00

Qwest Connection Charge ..... (VARIES)

### 10-10xxx Long Distance Block

#### Description

The 10-10xxx Long Distance Block Feature is provided by JTC to allow you to restrict calling 10-10xxx Long Distance from your phone. With this Feature all 10-10xxx Long Distance Calling is denied from your telephone number.

#### Monthly Rate

The 10-10xxx Long Distance Block Feature ..... \$2.00

#### Service Connection Charge

Connecting 10-10xxx Long Distance Block ..... (No Charge) \$0.00

### Long Distance Denied

#### Description

The Long Distance Denied Feature is provided by JTC to allow you to have your calling restricted to Local Calling only. With this Feature either most or all Long Distance Calling can be denied from your telephone number. In addition to Local Calling, you can also access the 911 Emergency Number, the 611 Repair Service Number and the 411 Local & U.S. Directory Assistance Number.

#### Monthly Rate

The Long Distance Denied Feature ..... \$2.00

#### Service Connection Charge

Connecting Long Distance Denied ..... (No Charge) \$0.00

## TELEPHONE NUMBER FEATURES (continued)

### 900 Number Block

#### Description

The **900 Number Block** Feature is provided by JTC to allow you to have your telephone blocked from making 900 Number calls.

#### Monthly Rate

The **900 Number Block** Feature ..... (No Monthly Rate) **\$0.00**

#### Service Connection Charge

Connecting **900 Number Block** ..... (No Charge) **\$0.00**

### Non-Published Telephone Number

#### Description

**NO LONGER AVAILABLE** - In Today's Society, new laws and regulations require telephone companies in certain circumstances to give out a customer's telephone number, name and address. (Example: Emergency 911 Service) Privacy is FAST becoming a thing of the Past!

### Unlisted Telephone Number

#### Description

The **Unlisted Telephone Number** Feature is provided by JTC to allow you to have your Telephone Number Not Listed in any JTC Directory. You do not have total control over who has knowledge of your Telephone Number. Your Telephone Number is Not Listed in any JTC Directory and is Not Provided directly to any Directory Publisher; however, it is Made Available to all Directory Assistance Services, Long Distance Companies, Emergency 911 Services, Law Enforcement Agencies, Etc. It is required by JTC, that all Payphone Service Providers have this Feature on each Coin Telephone line.

#### Monthly Rate

The **Unlisted Telephone Number** Feature ..... **\$2.00**

#### Service Connection Charge

Selecting **Unlisted Telephone Number** ..... (No Charge) **\$0.00**



## “CLASS” FEATURES

**“CLASS”** Features give customers Call Management convenience in placing calls, as well as unprecedented control over incoming calls. For Detail Instructions on How To Use “CLASS” Features – Please! Request a **CLASS Features Instruction Card**. Monthly Rates are Listed on Page 9.

(Call JTC Customer Service at 566-2302)

### **Automatic Callback**

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free and automatically connects you.

### **Distinctive Ringing/Call Waiting**

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

### **Selective Call Acceptance**

You can program your phone to accept only those calls from a special list of people. When your service is turned “ON”, your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

### **Selective Call Forwarding**

You can program your phone to forward only those calls from a special list of numbers to another number – such as your car phone. When your service is turned “ON”, calls from numbers in your forward list will be re-routed to your “forward to” number. All others will ring at your phone as usual.

### **Selective Call Rejection**

You can program your phone to reject calls from any number you place in the rejection list. When your service is turned “ON”, any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

### **Customer Originated Trace (Call Trace)**

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company and law enforcement. There is a charge for each Customer Originated Trace that is released to law enforcement.

### **Calling Number Delivery (Caller ID)**

When you receive a call, the number of the person calling you is shown on your Caller ID display screen, if the number is available.

### **Calling Name & Number Delivery (Caller ID with Name)**

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen, if the number and name is available.

### **Calling Number Delivery Blocking**

Every Telephone Number has either Per Call Blocking (std) or Per Line Blocking.

**Per Call** – By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

**Per Line** – Your number will always appear as “Private”. By dialing a code before you place a call, you can allow your phone number to appear on the Caller ID display of the person receiving your call.

### **Anonymous Call Rejection**

When you've turned this service “ON”, any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls – and they should remove Blocking and call back. All other calls will ring through as usual.

### **Automatic Recall**

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

## INTERNET SERVICE

Revised - June 1, 2013

### Dial-Up Internet & Broadband DSL Internet

#### Description

**JTC Internet Service** may be your best choice for an Internet Provider. However, **JTC** highly recommends that you check around with all possible Internet Providers to find the one that is best for you.

**JTC's** Dial-Up Internet is AVAILABLE to all JTC and Non-JTC Telephone Customers. All JTC Telephone Customers and all Longville Telephone Customers can access our Dial-Up Internet without paying any Long Distance charges. There is no waiting for one of the one hundred twenty 56k modems, because we have approximately one modem for every four customers. The actual speed at which you can connect and access the Internet depends on your computer, your modem and modem size, your physical location in the Telephone Company's Exchange, the time of day and many other variables.

**JTC's** DSL Internet is AVAILABLE to most JTC Telephone Customers only. DSL Internet works independently over your existing telephone line without disturbing or disrupting your telephone service. DSL Internet Customers are allowed to use both DSL and Dial-Up Access to the Internet.

#### How to Order

Follow the Simple Steps below to Order Internet Access from **JTC Internet Service**:

##### Step 1

Either Call or Stop into our Business office to schedule an appointment with our **Internet Service Representative**.

##### Step 2

During your appointment, our **Internet Service Representative** will cover the following:

- Explain Annual & Monthly Rates and the Setup Charges
- Explain Hardware and Software Requirements
- Discuss E-Mail, Home Pages, Etc.
- Have you complete an **Internet Access Order & Agreement Form**
- Collect your SetUp Charge, any Initial Partial Month Amount and your first Annual or first Monthly Payment
- Allow you to select your User Name and Password and supply you with other technical data that you will need so you can configure and setup your Internet connection
- Explain, to DSL Internet Customers, about the modem installation and set-up process to be done by Johnson Telephone Company technicians.
- DSL Internet Customers will be billed \$125.00 for the DSL modem/firewall.
- Explain the Onvoy Technical Support Service

##### Step 3

For DSL Internet Customers only, schedule a date and time for Johnson Telephone Company technicians to install the DSL modem and set-up the DSL software and connection. Please feel free to ask our technicians questions regarding your new DSL Internet Service.

## INTERNET SERVICE (continued)

Revised - June 1, 2013

### Dial-Up Internet & Broadband DSL Internet (cont.)

#### Problems Connecting to the Internet?

If you experience Problems while installing, configuring and setting up your Internet Software and/or connecting to the Internet, please don't hesitate to call our **Internet Service Representative** at **566-2302** or **Onvoy Technical Support** at **1-877-206-9079**. Our **Onvoy Technical Support Service** is FREE for all **JTC Internet Service** customers and is OPEN 24 hours a day and 7 days a week.

#### Internet Rates

##### Basic Dial-Up Internet Access Service

Annual (includes one E-Mail Box) .....	\$150.00
Monthly (includes one E-Mail Box) .....	\$25.00

##### Basic Broadband DSL Internet Access Service [ speeds up to (Down / Up) ]

Annual (one E-Mail) .....	\$540 (3.0m/1.0m) or \$720 (12.0m/1.0m)
Monthly (one E-Mail) .....	\$45 (3.0m/1.0m) or \$60 (12.0m/1.0m)

##### Additional E-Mail Box

Annual (per E-Mail Box) .....	\$36.00
Monthly (per E-Mail Box) .....	\$3.00

##### Initial Partial Month for Dial-Up Internet Only

Connecting on or between the 1 <sup>st</sup> and 5 <sup>th</sup> .....	\$20.00
Connecting on or between the 6 <sup>th</sup> and 15 <sup>th</sup> .....	\$10.00
Connecting on or between the 16 <sup>th</sup> and 26 <sup>th</sup> .....	\$0.00
Connecting on or between the 27 <sup>th</sup> and 31 <sup>st</sup> .....	\$20.00

#### Service Connection Charges

Dial-Up Internet SetUp Charge .....	\$10.00
DSL Internet SetUp Charge (if paying Monthly) .....	\$55.00
DSL Internet Discounted SetUp Charge (if paying Annually) .....	\$10.00

#### Service Period/s

The Initial Partial Month Service Period - Begins on the Day the Internet Service is Connected and Ends on the 26<sup>th</sup> of the Partial Month.

Annual or Monthly Service Periods - Begin on the 27<sup>th</sup> of the First Month and End on the 26<sup>th</sup> of the Final Month.

#### Payments

All Payments are due before the Service Period begins. Initial Payments are Due before Service is Connected. Annual or Monthly Payments are Due on or before the 26<sup>th</sup> of the month preceding the Service Period.  
**A Bad Check results in NO MORE SERVICE !!!**

#### Refunds

**NO REFUNDS** are made after the Service Period Begins. A Full Refund will be given to a customer who discontinues Service within the first 5 Days following the Initial Connection Date.

## LONG DISTANCE COMPANIES

### Selection List of Long Distance Companies

(See Lata Map and Instructions on Page 27)

#### Long Distance Companies

(This Partial List is Compliments of  
Johnson Telephone Company)

**American Sharecom** (CIC: 0322)  
Customer Service ..... 1-800-735-3003

**Amerivision/Lifeline** (CIC: 0284)  
Customer Service ..... 1-800-800-7550

**AT&T** (CIC: 0288)  
Business ..... 1-888-795-2717  
Residence ..... 1-888-795-2717

**Broadwing Comm** (CIC: 0071)  
Customer Service ..... 1-800-422-1199

**Cable & Wireless** (CIC: 0223)  
Business ..... 1-800-486-8686

**CCC Global Com** (CIC: 0603)  
Customer Service ..... 1-800-569-4682

**Coast International Inc.** (CIC: 0063)  
Customer Service ..... 1-800-877-1118

**Dial & Save/Telco Comm** (CIC: 0457)  
Business ..... 1-800-209-8133  
Residence ..... 1-800-875-9235

**DTI** (CIC: 6835)  
Customer Service ..... 1-877-742-5384

**Excel** (CIC: 0297 & 0752)  
Customer Service ..... 1-800-875-9235

**Global Crossing** (CIC: 0444)  
Business ..... 1-800-466-4600  
Residence ..... 1-800-482-4848

**ITI Oncore** (CIC: 0658)  
Customer Service ..... 1-800-825-5533

**MCI** (CIC: 0222)  
Business ..... 1-800-888-0800  
Residence ..... 1-800-444-2222

**McLeod USA** (CIC: 0725)  
Business ..... 1-800-500-8000  
Residence ..... 1-800-593-1177

**MIDCOM Comm** (CIC: 0810)  
Customer Service ..... 1-888-465-9516

**Onvoy Telcom** (CIC: 0264)  
Customer Service ..... 1-877-466-6869

**Qwest** (CIC: 0098)  
Customer Service ..... 1-800-328-8856

**Qwest** (CIC: 0432)  
Customer Service ..... 1-800-860-1020

**Switch 2000** (CIC: 0727)  
Customer Service ..... 1-507-345-5670

**Talk America** (CIC: 6678)  
Customer Service ..... 1-800-728-3288

**Telcom USA** (CIC: 0835)  
Business ..... 1-800-866-3322  
Residence ..... 1-800-866-3311

**Touch America** (CIC: 0335)  
Customer Service ..... 1-800-823-4664

**Transworld Network** (CIC: 5623)  
Customer Service ..... 1-800-950-3015

**US Link** (CIC: 0355)  
Business ..... 1-800-450-7283  
Residence ..... 1-800-450-7500

**US Sprint** (CIC: 0333)  
Customer Service ..... 1-800-877-4646

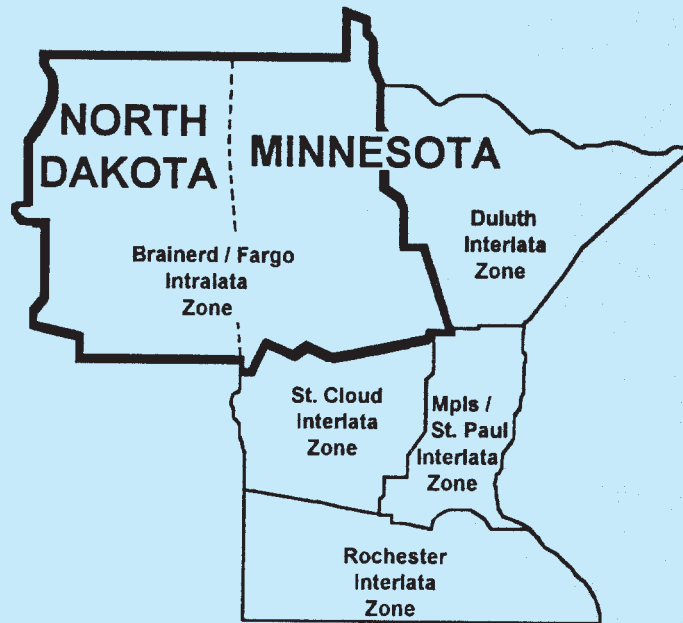
**Verizon** (CIC: 0272 & 5483)  
Business ..... 1-800-483-1660  
Residence ..... 1-800-483-3737

**Working Assets** (CIC: 0649)  
Business ..... 1-800-789-9253  
Residence ..... 1-800-548-2567

**WorldCom** (CIC: 0555)  
Business ..... 1-800-749-9600  
Residence ..... 1-877-673-5587

## LONG DISTANCE COMPANIES (continued)

### Lata Map



### How to Choose Your Two Long Distance Companies

- You must choose ONE Long Distance Company for Interlata Service and ONE for Intralata Service. You may use the Selection List on Page 26.  
(Note: You can choose the Same Company or Different Companies)

### When to Choose Your Long Distance Companies

- New Customers choose when applying for Telephone Service
- Current Customers choose when wanting to change to another Long Distance Company

### Where to Choose Your Long Distance Companies

- By Calling the Long Distance Company (**Please call JTC also** – Since JTC is the company that actually makes the Choice or Change in the Data Base)  
(See Selection List on Page 26 for Telephone Numbers)
- At the JTC Business Office (During Business Office Hours)  
Located Two Blocks North of Main Street, Remer, MN
- By Mail  
Johnson Telephone Company  
PO Box 39  
Remer, MN 56672-0039
- By Telephone (566-2302) or Fax (1-218-566-2166)

### Service Charges

Adding a Long Distance Company (per Add per Jurisdiction) .....	\$5.50
Changing a Long Distance Company (per Change per Jurisdiction) .....	\$5.50

## Info<sup>Book</sup> AREA DIRECTORY

### White Page Listings – Name & Number Info

#### Special Listing Types

##### Non-Published

NO LONGER AVAILABLE - In Today's Society, new laws and regulations require telephone companies in certain circumstances to give out a customer's telephone number, name and address. (Example: Emergency 911 Service)

##### Unlisted

An Unlisted telephone number is Not Printed in any JTC Directory and Not Provided directly to any Directory Publisher. However, it is available to Directory Assistance Services, Long Distance Companies, Emergency 911 Services, Law Enforcement Agencies, Etc.

Monthly Rate (Business & Residence) ..... \$2.00

##### Alternate (See Directory Advertising on page 29)

An Alternate Listing is an additional line printed in a Directory Listing that references another or Alternate telephone number.

##### Extra Line (See Directory Advertising on page 29)

An Extra Line Listing is an additional information line printed in a Directory Listing that does not reference a telephone number.

##### Additional (See Directory Advertising on page 29)

An Additional Listing is a second or another Directory Listing for the same telephone number for which there is a charge.

#### Errors in Directory White Page Listings

JTC issues Info<sup>Book</sup> Area Directories to provide customers and others with up-to-date name and telephone number information and does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in and omissions of directory listings. Even so, errors may occur and Johnson Telephone Company will not assume any liability for damages caused to a customer because of such errors or omissions. Likewise, Johnson Telephone Company will not be a party to controversies arising between customers or others as a result of listings published in its Info<sup>Book</sup> Area Directories.

### The Telephone Book

#### Ownership of JTC Info<sup>Book</sup> Area Directories

JTC Info<sup>Book</sup> Area Directories furnished FREE to customers and non-customers are and remain the property of JTC. No Binder, holder, or auxiliary cover except such as may be supplied by JTC, shall be used in connection with any directory furnished by JTC. JTC provided Directories should be recycled by returning old directories to the JTC Business Office located in Remer, Minnesota, or to any directory drop-off location that will accept JTC Directories.

## Info<sup>Book</sup> AREA DIRECTORY (continued)

### The Telephone Book (continued)

#### Quantity of Directories to JTC Customers

JTC Info<sup>Book</sup> Area Directories are provided FREE OF CHARGE to all JTC Telephone Customers:

- One per Telephone Number per Location
- Extra Copies may be picked up at our Business Office

#### Quantity of Directories to Non-JTC Customers

JTC Info<sup>Book</sup> Area Directories are provided at a CHARGE of \$25.00 to all Other Non-JTC Customers.

#### Directory Prices

JTC Customers ..... No Charge  
 Non-JTC Customers ..... \$25.00 per Telephone Book

### Directory Advertising

#### Yellow Pages (Classified Info) – (Business Customers Only)

##### How to order Yellow Page Advertising

Call JTC (ask for Crystal) ..... 566-2302

##### Advertising Rates

Yellow Page Advertising rates for Business Customers are determined by Johnson Telephone Company and all Advertising charges must be PRE-PAID prior to the publishing and distribution of the Info<sup>Book</sup> Area Directory.

##### Who is Responsible for all Yellow Page Advertising Orders and Accuracy?

Johnson Telephone Company ..... 566-2302

#### White Pages (Name & Number Info) – (Business or Residence Customers)

##### How to order White Page Bold Listings, Etc.

Call JTC (ask for Crystal) ..... 566-2302

##### Advertising Rates

Advertising rates for White Page Bold Listings, Feature Listings, Alternate Listings, Additional Listings and Lines, and Cross Reference Listings for Business or Residence Customers are determined by Johnson Telephone Company. All Advertising charges must be PRE-PAID prior to the publishing and distribution of the Info<sup>Book</sup> Area Directory.

##### Who is Responsible for all White Page Advertising Orders and Accuracy

Johnson Telephone Company ..... 566-2302



## TELEPHONE SERVICE – PROBLEMS

### Where to Report Telephone Service Problems

If Calling From Boy River, Federal Dam or Remer

During Business Hours ..... Call 566-2302

24 Hours (Repair Only) ..... Call 611

If Calling From Any Other City – Long Distance (Includes Longville)

During Business Hours ..... Call 1-800-903-1987

24 Hours (Repair Only) ..... Call 1-800-566-3611

Come into our Business Office

### When to Report Telephone Service Problems

#### 24 hours a day 7 days a week

Service Problems can be reported 24/7 by calling 611 if calling Locally or 1-800-566-3611 if calling Long Distance.

#### During Business Office Hours

Service Problems can be reported to Our Business Office by calling **566-2302** if calling **Locally** or by coming into our Business Office or by calling **1-800-903-1987** if calling **Long Distance**.

### When to Expect Repair Charges

There are Repair Charges whenever a Customer requests JTC to make On Site Repairs at the Customer's Location [See the Section, "On Site Repair Charges" on Page 12]

There are No Repair Charges for any Customer when the Service Problems are found to be in JTC's Telephone Network.

### Phone Problems?

Please Use this Check List before Calling JTC

- No Dial Tone** – Check if any Phones are Off-Hook – Unplug all Phones – Test each Phone in every Jack
- Phone Not Ringing** – Check Volume Adjustment or Ringer Selection – Deactivate Call Forwarding
- Getting Recordings** – Check the Number you are Dialing – Try a different Phone

**Important Note:** Cordless Phones may not work during Power Outages – Please disconnect both the Power Cord and the Phone Plug during Power Outages and Storms.

## BURIED CABLE LOCATING

### Who Must Contact “GOPHER STATE ONE CALL”?

Everyone who is considered an Excavator. An Excavator is:

- Anyone who conducts excavation in the State of Minnesota.
- Anyone in agriculture who disturbs soil to a depth of 18 inches or more.
- Anyone in landscaping or gardening who disturbs soil to a depth of 12 inches or more.
- Anyone who disturbs soil to a depth of 12 inches or more.  
(Basically – Anyone Who is Digging)

**If You are Digging in Minnesota, You Must Call  
“GOPHER STATE ONE CALL”**

**THIS IS THE LAW**

1-800-252-1166

IT IS **FREE** TO CALL

IT IS **FREE** FOR JTC TO LOCATE

**So Do It!**

### How to Contact “Gopher State One Call”

GOPHER STATE ONE CALL..... 1-800-252-1166

**JTC IS NOT THE ONE TO CALL FOR CABLE LOCATIONS**

### When Should “GOPHER STATE ONE CALL” be Notified?

#### Call During Business Office Hours

Office Hours are 7:00 A.M. to 5:00 P.M. Monday-Friday (CT).

#### Advanced Notice Required

48 hours notice is required for all routine locating (excluding weekends and holidays).

#### Emergency Calls Accepted

24 hours per day

(“Emergency” means a condition that poses a clear and immediate danger to life or health or significant loss of property).

## DIRECTORY ASSISTANCE

### Local & U.S. Directory Assistance

(Johnson Telephone Company – National Directory Assistance)

- Local – Remer, Boy River, Federal Dam
- U.S. (United States) – All 50 States (All Area Codes)
- If you are looking for a Local (Remer, Boy River, or Federal Dam) Telephone Number that cannot be found in your **InfoBook** Area Directory or you need a Telephone Number for anyone in the United States, you may call from any Remer, Boy River or Federal Dam telephone FREE OF CHARGE to our Local & U.S. Directory Assistance Number

Local & U.S. Directory Assistance Number ..... 411  
(NO CHARGE)

### Long Distance Directory Assistance

(Provided by Long Distance Companies)

- For All Area Codes (including 218)  
Long Distance Directory Assistance  
Telephone Number ..... 1-(Area Code)-555-1212  
(A CHARGE USUALLY APPLIES)

## NOTICE – DO NOT CALL

The Johnson Telephone Company  
Business Office  
For Directory Assistance

## HARASSING PHONE CALLS

If you are receiving harassing telephone calls, you should report them to your County Sheriff's Department. The Sheriff's Department will have you sign an authorization form that will be delivered to JTC by the Department allowing JTC to monitor your telephone line (TRACE Calls). If you receive any more harassing calls, report the dates and times to the Sheriff's Department so JTC can supply the information needed for their investigation.

**Now!** You can initiate the TRACE in the above procedure. (See **Call Trace** on page 23).

## CELLULAR TELEPHONE SERVICE

### Cellular Telephones & Service

Call a Cellular Telephone Service Provider ..... (NOT JTC)