

HTLD Consumer Service Rates and Terms and Conditions

Background

This website will contain the rates, terms and conditions for HTLD's state-to-state and international consumer long distance services. It includes the HTLD Consumer Services Agreement (which governs HTLD's provision of services to consumers as of August 1, 2001), and will provide the specific rates, terms and conditions for those services, which are part of the Agreement and are documented in the HTLD Consumer Guide. All new HTLD consumer long distance services subscribers will receive a copy of the HTLD Consumer Services Agreement in their initial service fulfillment. This website will be continuously updated to maintain a current record of HTLD's consumer long distance services.

HTLD Consumer Services Agreement Mailing

- Cover letter – explains why we are mailing this information.
- HTLD Consumer Services Agreement – describes the terms and conditions for our consumer services that were previously provided in accordance with tariffs that HTLD filed with the Federal Communications Commission as well as state-to-state and international services you sign up for in the future.
- FAQs – lists frequently asked questions and answers related to the HTLD Consumer Service Agreement and HTLD Service Guides.

Rates, Terms and Conditions

The HTLD Service Guides are subject to and a part of the HTLD Consumer Services Agreement. All guides are organized into separate categories that describe the type of service.

- Domestic and International Service Guides contains the specific prices and charges, service descriptions, and other terms and conditions associated with specific international services available to customers in the United States.
- Miscellaneous Charges and Taxes contain information related to the Universal Connectivity Charge, taxes and other separate charges that may apply to specific services

All price increases and other charges will be shown on the respective Service Guide page under the category of "Advance Notice of Price

Increases and Other Changes.” Please select the appropriate Service Guide category for an update.

Local Access Line: This is the basic amount that a customer pays for local dialing service, not including any taxes or optional services. The geographic size of a local calling area varies from area to area. The local calling areas are outlined in the front section of the white pages of the HTC telephone directory. Calls made to areas outside of the local calling area are subject to additional charge. Please check your local calling area in the HTC telephone directory. Contact HTC in inquire about optional package plans.

Note: Tariffs are on file with the South Carolina Public Service Commission having jurisdiction over such matters, and are available for public inspection at any HTC business office.

911 Funding Fee: The E911 charge is a local government charge to fund the operation of the 911 emergency center. HTC is required to bill and collect this fee for Horry and Georgetown counties under South Carolina laws.

Telephone Relay Service: Telephone Relay Service (TRS) is a service provided by the state to provide operator assisted telecommunications services for consumers with hearing and speech impairments. Costs for intrastate services are paid by the State of South Carolina and funded through the Telephone Relay Service charge. These costs are recovered through a small monthly assessment on all telephone consumers in the state. The TRS fee is established by the South Carolina Public Service Commission. TRS is required by Title IV of the Americans with Disabilities Act.

Interstate Access Charge: The Interstate Access Charge, also known as the Subscriber Line Charge, is regulated by the Federal Communications Commission (FCC). It is intended to allow local telephone companies to recover some of the fixed costs of connecting customers to the interstate long distance network. When a consumer makes or receives an interstate long distance call, the local telephone company’s network is used to connect the end user to the long distance call. This assessment is part of the FCC’s effort to promote a competitive framework to the telecom industry.

Federal Universal Service Fund: The Federal Communications Commission (FCC) requires all telecommunications carriers (local, long

distance, and wireless carriers) to contribute to the Federal Universal Service Fund (FUSF). The FUSF was created to ensure the availability of local telephone service to everyone at reasonable rates by providing discounted service to low-income consumers, schools, libraries and rural healthcare providers. The FUSF factor is authorized by the FCC and is not part of your local service rate.

The FUSF fees go to the federal administrative agencies that were created to oversee and manage the fund. These funds are then redistributed to local rural telephone companies in an effort to keep local rates affordable.

Local Taxes: The city or county where you reside may have its own tax such as Municipal Business License Fees or Local Option Sales Tax. Please check with your municipality or county government for additional information.

Federal Tax: A 3% Federal Excise tax is levied by the federal government and applies to local telephone service charges.

Customer Proprietary Network Information (CPNI): Since HTC offers a variety of communications services; we are required by Federal Law to get your permission before we can tell you about existing services or upcoming promotions. The CPNI rules do not prohibit the gathering and publishing of aggregate customer information or the use of customer information for the purpose of creating directories. Once authorization is given, it will remain on record unless you notify HTC that your decision has changed.

Consumer Service Issues

In South Carolina, the Office of Regulatory Staff (ORS) is charged with representing the public interest of South Carolina in utility regulation for the major utility industries.

The Consumer Services Division of the ORS serves as a mediator between customers and investor-owned utilities in South Carolina. The role of Consumer Services is to resolve disputes or settle inquiries on an informal basis.

HTC members are encouraged to call us first if there is every a concern or a problem with service. The Office of Regulatory Staff can be reached at 1-800-922-1531 or visit their website at www.regulatorystaff.sc.gov if you are unable to resolve your concern with HTC.