

While PIC freezes should protect against most slamming attempts, there is unfortunately one type of slamming against which PIC freezes cannot protect. This type of slamming can occur when your current long distance company resells the services of another carrier. The FCC is still studying ways to protect you from this type of slamming. Henry County Telephone Company has no way of preventing these changes under the current FCC rules.

IntraLATA and InterLATA Long Distance

Illinois is divided into major long distance calling areas called LATAs (local access and transport areas). Calls to a place within the same LATA are called intraLATA calls. Calls to a place outside of your LATA, including both intrastate and interstate calls, are called interLATA calls. FCC rules require you to separately authorize PIC freezes for interLATA and intraLATA services. In other words, you must indicate on the PIC Freeze Form which long distance services you want protected by freezes: interLATA only, intraLATA only, or both.

How to Request a PIC Freeze

If you would like to have a PIC freeze placed on either your interLATA service, intraLATA service, or both, please complete the attached form and return it to Henry County Telephone Company. There is no charge associated with Henry County Telephone Company's PIC freeze service. If you are unsure of who either your interLATA or intraLATA long distance company is, you may call our business office to verify your current interLATA and/or intraLATA long distance provider.

As we mentioned above, FCC rules prohibit Henry County Telephone Company from calling you to verify PIC change requests for your account that we receive from long distance companies. If we do not receive a PIC freeze request from you, your account may be vulnerable to an unauthorized PIC change in the future without your prior knowledge or authorization.

Should you have any questions, please do not hesitate to call our business office at (309) 944-2103.

(Please detach and return with your bill)

PREFERRED CARRIER FREEZE AUTHORIZATION

(Must be signed by person responsible for the Henry County Telephone Company account)

I hereby request and authorize Henry County Telephone Company to freeze the Preferred Carrier on my account on each of the following services as of this date. I understand I will not be able to change my carrier selections unless I lift the freeze. I understand there is no charge to initiate and terminate this service, and that there will be a charge to change carriers.

IntraLATA Toll Service _____ (signature)
InterLATA Toll Service _____ (signature)
International Toll Service _____ (signature)
Local Telephone Service _____ (signature)
ACCOUNT NAME _____ (please print)
Address _____ (please print)

Telephone Number(s) _____
Social Security Number or Tax ID Number _____
Date _____

**IMPORTANT INFORMATION REGARDING
PROTECTION FROM UNAUTHORIZED CHANGES IN LONG DISTANCE
CARRIERS (“SLAMMING”)**

April, 1999

Dear Customer:

By now, you have probably heard a lot about telephone “slamming.” Slamming is a term used when your preferred long distance carrier is changed without your authorization. Federal Communications Commission (FCC) rules refer to your preferred long distance carrier as your “primary interexchange carrier,” or “PIC.”

When a long distance company sends Henry County Telephone Company an order directing us to change your PIC to them, FCC rules require that we make the change without contacting you before hand. Previously, Henry County Telephone Company verified all changes received before executing them. The Federal Communications Commission (FCC) has now prohibited us from performing this service. However, we can offer you an alternative way to protect your account from slamming called a “PIC Freeze.”

PIC Freezes

A PIC freeze prohibits anyone, outside yourself, from implementing a PIC change for your account. Henry County Telephone Company will not change your long distance carrier unless you personally give us written or oral authorization to remove the PIC freeze prior to any change in your long distance company. You may provide oral authorization for us to remove a PIC freeze either by calling us directly or as part of a three-way conference call, initiated by your new long distance company, with a Henry County Telephone Company representative. To protect you, when you orally authorize us to remove the PIC freeze, we will verify your identification. Even though you call us to remove a PIC freeze, any long distance company directing us to change your PIC will have to first verify with you that you have authorized the change in your long distance carrier.

Please complete the PIC Freeze Authorization on the reverse side and send it in with your bill.