

## **ALL PHONE**

### **E911 NOTICE**

As a component of your phone service, you will normally have access to the emergency 911 service at your registered address. Since E911 response can only determine your location by the address we have on record you must contact Sparklight before moving your modem to another address. Additionally, your E911 service will not operate if there is a power outage in your home and the battery backup is not charged or does not last as long as the outage or if your service is interrupted due to network or other technical problems.

### **ALTERNATIVE BATTERY BACKUP**

Telephony multimedia terminal adaptors (MTA) rely on electrical power to operate. Without a battery backup or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911, in a power outage. During a power outage, many subscribers must rely on a battery backup, or an uninterruptible power supply ("UPS"), to ensure that their service will continue to operate.

Customers who wish to use an alternative battery backup solution for an extended battery backup period can purchase UPS from many brick-and-mortar and online retailers.

APC Model SMX750C, Smart UPS X, 750VA, Rack/Tower convertible 2U, 120V UPS  
[www.apc.com/us/en/product/SMX750C](http://www.apc.com/us/en/product/SMX750C).

APC Model SMX48RMBP2U, Smart-UPS X-Series 48V External Battery Pack Rack/Tower  
[www.apc.com/us/en/product/SMX48RMBP2U](http://www.apc.com/us/en/product/SMX48RMBP2U). (Both units are required for 24 hours of coverage)

### **NO CALL LIST – DO NOT CALL REGISTRY**

The Federal Communications Commission requires that telephone companies remind you of the opportunity to sign up for the national Do-Not-Call list. There is a national registry that all consumers may "give or revoke an objection to receiving telephone solicitations." If you would prefer not to receive calls from commercial solicitors, you may call 1-888-382-1222 (or 1-866-290-4236 for TTY access) to register your phone number. The Internet web address for registration is [www.donotcall.gov](http://www.donotcall.gov).

The registry will NOT prevent calls from non-profit organizations for fundraising purposes or from companies with whom consumers have established a business relationship.

## **900 BILLING DISPUTES**

You have 60 days from the date of your bill to dispute a 900 toll call billing error. You have the right to withhold payment of the disputed 900 toll call charges during the billing error review. No collection activity for disputed 900 toll call charges will occur while the billing error is under investigation. Failure to pay legitimate 900 toll call charges may result in involuntary blocking of your access to 900 toll services. Voluntary blocking of access to 900 toll services is available upon request from your local business office.

## **INTERNATIONAL PHONE**

Rates are available on our website: <https://www.nova1net.com>

## **CUSTOMER PROPRIETARY NETWORK INFORMATION**

If you are a subscriber to Nova1Net's phone service, we have access to data known as customer proprietary network information ("CPNI") which is derived from the provision of this service. CPNI includes information such as the telephone numbers called by a customer; the frequency, duration and timing of such calls; and any optional phone features purchased by the customer such as call waiting. We will not use, disclose or permit access to your CPNI, except in connection with our provision of your phone service and related services such as the publishing of directories unless required by law or with your approval. Please note that we are permitted to use your CPNI to initiate, render, bill and collect for our service; to protect against fraudulent abusive or unlawful use of our service; and to provide inbound telemarketing, referral or administrative services. Additionally, there are several laws such as the Patriot Act and the Communications Assistance for Law Enforcement Act which authorize law enforcement to override our privacy policies and through legal process demand that we provide personal subscriber information and CPNI.

## **ILLINOIS RELAY**

**To Call Illinois Relay, simply Dial 7-1-1.**

**Relay is available 24 hours a day, 7 days a week, 365 days a year!**

Illinois Relay is a FREE service that allows people who are Deaf, Hard-of-Hearing, Speech-Disabled, or Deaf-Blind to place and receive calls to standard telephone users via a keyboard or assistive device.

Captioned Telephone (CapTel) is a service that allows users to read captions of what's said to them during telephone conversations. Through the use of a uniquely designed CapTel phone, users speak directly to the other person and listen while reading what's said to them on the bright, easy-to-read display screen of the CapTel phone.

Illinois Relay and its vendor, T-Mobile Accessibility, meet or exceed all federal and state relay standards to ensure that you have a satisfactory experience. However, you may file a complaint about Illinois Relay in several ways.

1. Contact Jeff McNeal, Executive Director of ITAC at: [jmcneal@itactty.org](mailto:jmcneal@itactty.org).
2. You may file a complaint with the Illinois Commerce Commission (ICC). Counselors in the ICC's Consumer Services Division are available to provide assistance to consumers in the resolution of informal complaints. The Consumer Counselor handling your case will work with you to try to resolve your concerns with the utility as quickly as possible -- typically within 1 to 14 days. You may file your complaint in one of three different ways:
  - Online: [File an informal complaint online](#)
  - By Phone: You can reach the ICC's Consumer Services Division between 8:30 AM and 5:00 PM, Monday through Friday by calling 1-800-524-0795, 1-217-782-2024 outside the State of Illinois, or TTY at 1-800-858-9277. If you are contacting us regarding an urgent matter, please call.
  - By Mail: You can send us your comments or complaint by US Mail:

Illinois Commerce Commission 527 East Capitol Ave Springfield, IL. 62701

If a resolution is not reached through the informal complaint process, you may pursue the matter by filing a formal complaint to be considered by the Commission. The necessary forms for filing will be sent to you by the Chief Clerk's office at the conclusion of the informal complaint process.

3. You may file a complaint with the Federal Communications Commission:
  - Online: <https://consumercomplaints.fcc.gov>
  - By Phone: 888-CALL-FCC (888-225-5322); By videophone: 844-432-2275

- By Mail: (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division 45 L Street NE Washington, DC 20554

Additional Illinois Relay access numbers:

800-526-0844 TTY Users

800-526-0857 Voice Users

800-501-0864 TTY Spanish

800-501-0865 Voice Spanish

877-526-6680 American Standard Code for Information Exchange (ASCII)

877-526-6690 Speech-to-Speech (STS)

877-826-1130 Voice Carry Over (VCO) Users