*Direct Communications will strictly adhere to all Federal Communications Commission and Utah Public Services Commission tariffs, rules and regulations.*

**CUSTOMER RIGHTS AND RESPONSIBILITIES**

**YOUR RIGHTS**

Direct Communications will:

\*\*Provide phone service if you are a qualified applicant.

\*\*Follow specific procedures for service disconnection, providing notice via email and/or text message 7 days before service is disconnected.

\*\*Provide you with information about assistance programs for qualified low income customers; i.e. Utah Low income Telephone Program (Lifeline)

\*\*Continue service for a reasonable time if you provide a physician’s statement that a medical emergency exists in your home.

\*\*Provide you with written information about Commission rules and your rights and responsibilities as a customer under those rules.

**YOUR RESPONSIBILITIES**

You, the customer, will:

\*\*Use the telephone/internet safely and pay for services promptly.

\*\*Contact Direct Communications promptly when you have a problem with payment, service, safety, billing or customer service.

\*\*Notify Direct Communications about billing or other errors in a timely manner.

\*\*Contact Direct Communications when you anticipate a payment problem to attempt to develop a payment plan.

\*\*Notify Direct Communications when you are moving to another residence or discontinuing service.

\*\*Permit access to your property for essential Direct Communications personnel and equipment.

Direct Communications will continue to provide reliable internet service. Speed options and pricing is listed on our website, www.directcomfiber.com.

If you have a problem, call Direct Communications at 801 789 2800. If you cannot resolve the problem, you may contact the Division of Public Utilities Complaint office at -801-530-6652 in Salt Lake City or Toll Free Statewide 1-800-874-0904 .