

# Annual Notice of Utah Utility Consumer Rights & Responsibilities

**CUSTOMER RIGHTS** - Allstream will: provide service if you are a qualified applicant; offer you at least one 12-month deferred payment plan if you have a financial emergency; let you pay a security deposit in three installments. If one is required; follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected, and; give you written information about Commission rules and your rights and responsibilities as a customer under those rules.

**CUSTOMER RESPONSIBILITIES** - You will: use services safely & pay for them promptly; contact Allstream when you have a problem with payment, service, safety, billing, or customer service, including billing or other errors; contact Allstream when you anticipate a payment problem to attempt to develop a payment plan; notify Allstream when you are moving to another location, or stopping service in your name or stopping service altogether; and, permit access to your property for essential utility company personnel and equipment. To contact Allstream please call 1-866-468-3472. If Allstream cannot resolve a customer problem, you may obtain an informal review of the dispute by calling the Utah State Division of Public Utilities Complaint Office at 801-530-7622 or 1-800-874-0904.

