

TOUCH TONE DIALING IS NOW A STANDARD SERVICE FOR ALL TELEPHONE CUSTOMERS

On November 27, 2005, Governor Granholm signed into law a new Michigan Telecommunications Act (MTA). This Act categorized all residential and business local service as deregulated service offerings. One exception was, if a customer subscribed to primary basic local exchange service, that service was to remain regulated. With local service being deregulated, our company needed to re-issue local exchange tariffs to reflect that the \$2.00 charge for touch tone service was incorporated into the local service rate. The Michigan Public Service Commission (MPSC) approved our revised tariff, and effective with the August local service billing, the local service rate has been revised to reflect the addition of touch tone.

The positive effect is that, now that you have touch tone service, you will notice faster dialing than pulse or rotary dialing, fewer dialing errors, faster dial-up Internet connection speeds, and utilization of touch tone menu prompting options (such as those provided by financial institutions, credit card companies, and other businesses that you may call on a day-to-day basis).

Please take advantage of this new service!

You will need to make a change in your telephone instrument or purchase a new telephone to take advantage of touch tone. If your current telephone(s) has a switch that has "T" (touch tone) and "P" (pulse) positions, all you need to do is change the indicator button from "P" to "T." Some telephones require programming through menu options to change the setting from "Pulse" to "Tone." If your current telephone(s) does not have the "T" and "P" indicators, and if it is not programmable, you will be required to purchase a new telephone to take advantage of the touch tone service. If you have an older telephone(s) that is not touch-tone-capable, you may continue to use that telephone(s); however, you will not be able to take advantage of the speed and convenience that comes with touch tone.

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