

**FREQUENTLY ASKED QUESTIONS  
REGARDING  
DETARIFFING OF STATE-TO-STATE AND INTERNATIONAL  
LONG DISTANCE SERVICES**

**1. What is a tariff?** A tariff is a detailed, regulatory document a company files with a regulatory agency describing the rates, terms and conditions of the services it provides. In the past, companies that provided interstate (state-to-state) and international long distance services had to file these tariffs with the Federal Communications Commission (FCC). Because state-to-state and international long distance calling is now a competitive service, the FCC has eliminated the requirement for filing state-to-state and international tariffs.

**2. What does detariffing mean?** Beginning July 31, 2001, state-to-state and international toll service will be provided without filing tariffs with the FCC. Each long distance company must provide service details available to the public by posting its rates, terms and conditions on their website (if the company has a website) and at their place of business. Generally, long distance services will now be provided on the basis of a contract or agreement similar to the provision of other business services.

**3. Will I need to take any action to accept the new terms of service?** No. This administrative change will have no impact on your service, the price you pay, or your ability to make changes. You do not have to take any action. **Use of and payment for the service confirms your acceptance of the terms.**

**4. Is there any term that differs from the current terms and conditions filed with the FCC?** There is no change from the current terms and conditions filed with the FCC with the exception of the requirement for advance notification of increases in rates and changes in terms and conditions.

**5. What is contained in the Rates, Terms and Conditions Guidelines?** The Rates, Terms and Conditions Guidelines are a detailed document describing all of the company's state-to-state and international service offerings and the related rates, terms and conditions for those services. Consumers may review the Rates, Terms and Conditions at the company's website ([www.vermontel.com](http://www.vermontel.com)) or at the company (354 River Street, Springfield, VT) should it be desired. Your account representative can make the Rates, Terms and Conditions available.

**6. Will all of my long distance services be provided under the Rates, Terms and Conditions Guidelines?** No, the Guidelines only apply to state-to-state and international long distance toll services. The toll services for calling within a state are still covered by tariffs filed at the state utility commissions that govern rules for rates, terms and conditions. The new detariffing approach only applies to state-to-state and international toll services.

**7. What are the benefits of the new approach?** The Guidelines provide protection under the full range of state laws, including those governing contracts, consumer protection and deceptive practices. One example would be that your long distance company would be required to provide prior notice before it changes any rates. You are assured a long distance company will make its rates, terms and conditions available for your information on a continuing basis.

**8. What protection do I have, now that companies do not have to file state-to-state and international tariffs with the FCC?** You are protected by the Rates, Terms and Conditions Guidelines and the state contract laws that apply as noted in the previous item.

**9. What if I have a question that isn't covered here?** You may call your account representative, who is most familiar with your specific services, or you may call our office at 802-885-9000 and our personnel will help by answering any questions you have.