



Illinois Commerce Commission
 Consumer Services Division
 527 East Capitol Avenue
 Springfield, Illinois 62701

What can the telephone company charge?

The **maximum** rates per minute are:

Have I Been Overcharged? You have been overcharged

Rate Miles	First Minute	Each Add'l Minute
1-10	\$0.3112	\$0.2747
11-22	\$0.3296	\$0.3112
23-55	\$0.3481	\$0.3296
56-124	\$0.3845	\$0.3662
125-292	\$0.4208	\$0.4026
293 +	\$0.4395	\$0.4210

[Effective 1/1/2015]

only if you are billed at a higher rate than that stated by the operator or if you were billed more than the maximum rates established by the Commission.

RATES AND CHARGES FOR USING AN OPERATOR'S SERVICE WITHIN ILLINOIS

» Operator-Assisted Person-to-Person Calls » Credit Card Calls » Collect Calls » Third-Number Billed Calls » Coin Calls

Using the following information, you can determine the maximum rates you can be charged for **Intrastate** (*made from one location in Illinois to another location in Illinois*) operator-assisted calls.

The **maximum rates per minute** for intrastate calls are shown in the table on the back of this card.

The **maximum surcharges** for making operator-assisted calls are:

[Effective 1/1/2015]

Dial	Operator	Type of Call	Max. Cost
0+ number	Live or Automated	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$3.66
0	Live	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$5.47
0+ number	Live or Automated	Person-to-person: Credit Card	\$6.58
0+ number	Live or Automated	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$6.58
0	Live	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$8.42

What Can I do If I Have Been Overcharge?

- ⇒ If you have been overcharged, call the telephone company or its billing agent identified on your bill.
- ⇒ If the company is unable to assist you, send a copy of your bill and a letter explaining your position to the Illinois Commerce Commission's Consumer Services Division. In your letter, please explain how you made the call so we can determine the appropriate surcharge.



Note: The rates and surcharges are reviewed annually and may change each January.