

# American Broadband

Spring 2010 — Eastern & Rock County



## Value of Landline Telephone Service is Apparent

With landline telephone service, you will experience the following advantages:

### Reliability

- No need to worry about a coverage area with a landline phone.
- Charging batteries can be a hassle. With a landline you're always connected.
- Cell phones can be lost, stolen, and have equipment failures.
- Landline services don't drop calls like cell phones.
- Conversation is much clearer on a landline.

### Security

- Landline phones are easier to find, making them more reliable when an emergency occurs.
- Cell phones die and often have bad reception. What if this occurs during an emergency?
- Wireless calls can be intercepted. Credit card information should only be given over a landline.
- Security systems in many cases require a phone line in order to work.

### Convenience

- Don't worry about overage fees or minutes used.
- Easy to put a phone in every room.
- Ability to have a fax machine in your home office.
- Easy to use.
- Incoming calls are always free.
- Technicians come to you to service your phone.

### Quality

- Superb voice quality.
- Great connectivity and reliability.
- Crisp, clear connections 24/7.

### Service

- Local service and repair.
- Prompt repair ethics.
- No contracts required.
- Most repairs are complete within 24 hours
- Free listing in the phone directory.
- When calling customer service, you reach a person instead of a machine.

### Price

- Most land lines plans are cheaper than comparable cell phone plans.
- Cell phone plans nickel and dime you on certain features such as replacement, texting, data, voicemail, etc...
- Bundle your services with one company.
- There is an extra fee of \$5 through your dish company if you don't have your receiver tied into a phone line.

## Don't Forget to Dial Before You Dig

With warmer weather comes construction and this brings the threat of cut utility lines. What you don't know can hurt you and others. So before you dig, contact Diggers Hotline of Nebraska and get the scoop on underground electrical, phone and cable lines, and gas pipes. All the information is there, so please be aware. Dialing the Diggers Hotline is also easier than ever thanks to the easy to use 811 number. Calling the Diggers Hotline of Nebraska is also the law (section 76-2321). You must call, fax, or e-mail Diggers Hotline at least two business days prior to digging excluding weekends and holidays. You need to do this even for minor additions like a new deck or shrubbery. The service is free and it could save your life—not to mention possible fines of up to \$500,000. Besides the convenient 811 number, you can contact the service by fax at 402-330-5626, or on the web at [www.ne-diggers.com](http://www.ne-diggers.com).



Before your shovel hits the ground, find out what's down there by calling the Diggers Hotline at 811.

## National Do Not Call Registry Information



The National Do No Call Registry has been established to offer you a choice about receiving telemarketing calls at home. Registering will stop most telemarketing calls, however it will not stop calls from political organizations, charities, companies conducting surveys, or companies with whom you have done business within the last 18 months. Consumers can register their residential phone numbers, including wireless numbers, but business numbers are not covered by the Registry. The number will be on the Do Not Call list the day after registration; however, telemarketers have up to 31 days to remove the number from their call lists. Registration is effective for five years and a number can be removed from the list at any time. You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time and you must call from the telephone number you are registering.

To register or remove a number from the Do Not Call Registry, call 1.888.382.1222, for TTY call 1.866.290.4236, or register on the Internet at [www.donotcall.gov](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://www.donotcall.gov).

To ensure a continuing supply of telephone numbers, the Nebraska Public Service Commission (NPSC) has approved the addition of the new 531 Area Code to the geographic region served by the 402 Area Code. This is called an Area Code Overlay.

### How Will This Affect Me?

Because of the addition of the 531 Area Code, all customers within the 402/531 region will need to dial the correct Area Code followed by the 7-digit telephone number, when dialing any local call. Please see the map above for an outline of the 402/531 Area Code region.

### What is the Dialing Change?

To complete local calls, the new dialing procedure requires callers to dial the full 10-digit telephone number. This means that all calls in the 402 area code that are currently dialed with 7-digits will need to be dialed using the **Area Code + 7-digit telephone number**. However, long distance calls will remain the same. Callers need to dial **1 + Area Code + 7-digit telephone number** whenever placing a long distance call from the 402/531 Area Codes. Additionally, local calls from some Nebraska communities that border the states of South Dakota, Iowa, Missouri and Kansas will need to be dialed using 10-digits including the appropriate Area Code for those states.

### When Will These Changes go Into Effect?

Effective **June 26, 2010**, a permissive dialing period will begin and you should use the new dialing procedure whenever you place local calls from the 402 Area Code. If you forget and use the old dialing procedure of dialing just 7-digits, your call will still be completed. If you are not able to dial using 10-digits after the permissive dialing period begins, contact your local service provider.

Beginning **February 26, 2011**, the mandatory dialing period begins and you must use the new dialing procedure for all local calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will provide instructions on how to redial your call.

Beginning **March 26, 2011**, new telephone lines or services may be assigned numbers with the 531 Area Code if no further 402 numbering resources are available in your service area.

### What Will Change?

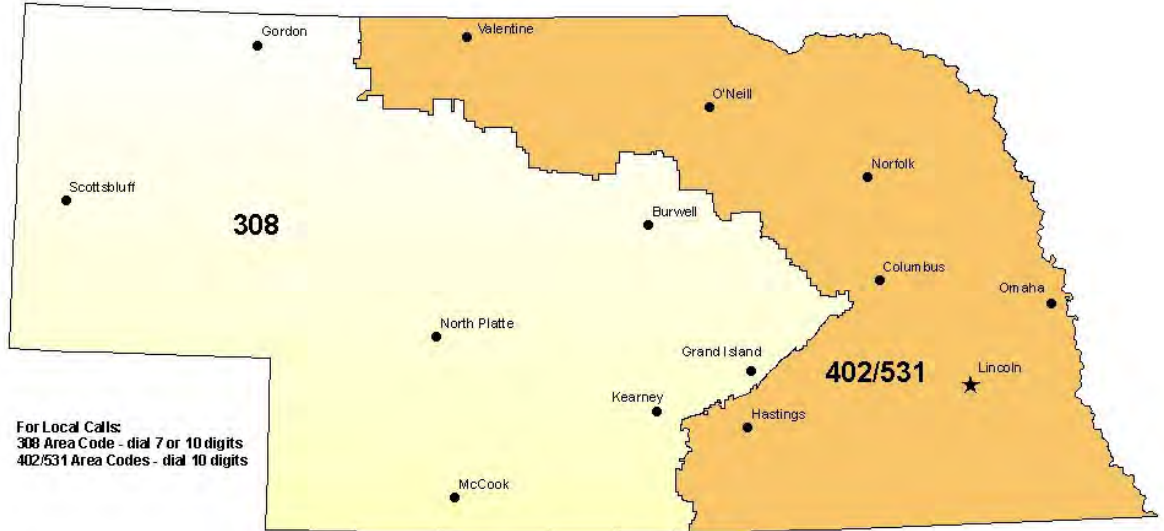
- You will need to dial 10-digits (area code + 7-digit telephone number) for every local call.
- You may need to reprogram or upgrade your equipment if you use specialized communications equipment like a PBX, electronic telephone sets, auto-dial systems or multi-line key systems to use the new dialing procedure.
- Some automatically dialed calls may require reprogramming to include the new dialing procedure. These calls may include: life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, speed dialers, call forwarding settings, voicemail services, and similar functions.
- Check your websites, business stationery, advertising materials, personal checks, contact information, and your ID tags to ensure the area code is included.

### What Will Remain the Same?

- Your telephone number, which includes your area code, will remain the same.
- The price of a call, local and long-distance calling areas, and other rates and services will not change as a result of the Area Code Overlay.
- What is a local call now will remain a local call even when dialing 10-digits.
- You should still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 and 811 are currently available in your community, you will still dial them with just three digits.

### Questions?

If you have any questions regarding information provided in this notice, please call American Broadband at 402-426-6200 or 1-888-262-2661, or contact the Nebraska Public Service Commission (NPSC) at 1-800-526-0017 or visit their website at [www.psc.nebraska.gov](http://www.psc.nebraska.gov) for more information.



## Billing question? Service outage?

American  
Broadband

**Contact Us**  
Telephone  
1-888-262-2661

Internet  
[www.ABBNebraska.com](http://www.ABBNebraska.com)  
[contact@ABBNebraska.com](mailto:contact@ABBNebraska.com)

**Internet Tech Support**  
533-5777  
8 a.m. to 10 p.m. daily

**24-hour Repair Line**  
533-5783 or 611

