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EMERGENCY CALLS

Fire, Police & Hospital	“911”
Emergency Electric Repairs	
24 Hour Emergency Repair -----	633-5200
Satala -----	644-5569
Tafuna -----	699-9969
Water, Sewerage & Facilities	
Emergency Repair -----	633-5200
ASG Housing, Leases & Furniture	
Problems call Housing Office	
7:30 A. M. — 4:00 P. M. -----	699-5746
Marine Patrol -----	633-1696
Territorial Emergency Management	
Coordinating Office (TEMCO) -----	699-6482
CRISIS Line -----	699-4211
	699-4217 / 699-4221

TELEPHONE SERVICE NUMBERS

Communications Center (ASTCA) -----	633-1121
ASTCA Customer Service Office, Business Office	
(Monday - Friday 7:45 A.M. — 3:45 P.M.) -----	633-1126
Local Directory Assistance (.25 cents per call) -----	“411”
Repair Service -----	“611”
International Service Assistance	
(To obtain rates, time differences, dialing codes to foreign points) -----	“0”
Time of Day -----	633-4949
	699-4949
ASTCA <i>Pasefika</i> PhoneCardK To place a call -----	633-2273
Questions about <i>Pasefika</i> PhoneCardK usage -----	633-8255
Weather: U. S. National Weather Service, NOAA — 24-hour information service	
Local Area report (recording) -----	699-9333
Maritime report (recording) -----	699-5891

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HELPFUL INFORMATION

GENERAL RULES, POLICIES, AND GUIDELINES March 2003

General Rate Policy:

The general policy in rate-making is to recover the American Samoa Telecommunications Authority's (ASTCA) investment in plant and facilities within a reasonable period without incurring undue burden to the users. In all cases, the customer's interest, welfare and confidentiality are of utmost consideration.

Ownership and use of Equipment:

Equipment, instruments and lines furnished on the premises of a subscriber are the property of ASTCA, whose agent and employees shall have the right to enter said premises, with notice, at any reasonable hour for the purpose of installing, inspecting and maintaining service, or for the purpose of removing such equipment, instruments and lines.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to ASTCA employees or to the public, ASTCA may refuse to install and maintain such service or may require the subscriber to indemnify and hold ASTCA harmless from any claims, resulting from the installation and maintenance of such service.

Availability of Facilities:

The availability of telecommunications service is dependent upon ASTCA's ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of necessary poles/underground lines, circuits and equipment.

Maintenance and Repairs:

The subscriber agrees to take good care of the instruments and all accessories connected thereto. In case of loss of, damage to, or destruction of any of ASTCA's instruments, or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition. However, the subscriber will not be held responsible for loss, damage or destruction of instruments or accessories caused by the criminal acts of others. Customer-supplied equipment attached to ASTCA service will be charged for each trouble call, relating to customer equipment.

Unauthorized Attachments or Connections:

ASTCA shall not be required to attach its equipment or lines to wiring not owned and installed by it, nor shall equipment, apparatus, circuits, or devices not furnished by ASTCA be attached to or connected with facilities furnished by ASTCA, whether physically, by induction or otherwise, unless approved by ASTCA. In case any such unauthorized attachment or connection is made, ASTCA shall have the right to disconnect the same or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

Use of Subscriber Service:

Subscriber telephone service is furnished only for the use of the subscriber, his/her family, employees or business associates, or persons residing in the subscriber's household, except the use of the service may be extended to persons temporarily subleasing a subscriber's residential premises.

Telephone Numbers:

ASTCA may change the telephone number or the central office designation, or both, of a subscriber whenever it deems necessary in the conduct of its business to do so. All telephone numbers are held by ASTCA and no subscriber or user has proprietary claim on any number or numbers. ASTCA designates all telephone numbers with full authority to change, disconnect, or terminate service by any user.

For Your Protection:

Every ASTCA outside field employee carries an official identification card showing his or her name and a photograph.

If you have any doubt whether people are from ASTCA, please ask to see their ID card or call ASTCA at 633-1121, Office of the Director, to verify their employment with ASTCA.

HELPFUL INFORMATION

Consumer Rights and Complaints:

All our employees want to be as courteous and helpful to you as possible. If you feel that work done for you is unsatisfactory, please report it to a Service Representative of ASTCA. If you do not feel you've gotten satisfaction from the representative, ask for higher levels of management. We want to resolve any problems that may exist as quickly as possible.

Use of Residence Telephone for Business Purposes:

Residence telephones and services are installed with the understanding that they will be used for normal social or domestic purposes. A residence telephone rate will be changed to business service rates if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services. Residential telephone numbers that are used for business purposes will not be listed or provided at directory assistance under the business name. Such numbers will be considered to be "not listed" when requested at 411, Information.

Communications - Objections to Service:

ASTCA may refuse to furnish or may discontinue telephone service to any person, firm or corporation, upon objection to such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

Responsibility for Long Distance Charges:

All long distance charges will be billed to the telephone number from which the call was placed or received, unless the call is placed with special billing instructions (third party calls) by the calling party. It is the customer's responsibility to make certain that only authorized persons place or accept calls on his or her telephone. Guests in your location who use your telephone will incur charges to your telephone account.

How do I Order Telephone Service?

Come into the Business Office at least fourteen (14) working days before you wish to have service provided. You will need to provide the location in relation to known buildings or activities in your village. If service requested is for a business, you must provide a copy of your current business license. Non-U. S. Citizens / Nationals will be asked to provide a copy of their identification card and immigration approval to live in American Samoa. No service (new installation, reconnection of service, change of location) will be considered for alien residents until an identification card and immigration approval is presented. Tenants in rental units will be required to bring in a billing statement from ASPA to identify your Electric Meter Number, by which the location of your site can be located on an island map, and a letter from the landlord which sets forth his permission for you to install telephone service in the rental unit.

Upon your initial request for service, there will be a minimum of five (5) working days before your Service Order will be completed. The ASTCA crews will do a site survey to establish if there was prior Telephone Service at that location. If there was prior service and there is an outstanding balance due for that location, then the outstanding balance must be cleared before the activation of your Service Order. The policy is that 50% of the outstanding amount must be paid before new service to that location will be provided. Further, an agreement must be signed to cover monthly payments to clear the remaining balance in the old account. The Agreement will state that the monthly payment must be made PLUS payment in full of the current charges (Local Service, Long Distance Service, InterNet Charges, Cellular Charges, etc.) by the listed due date.

ASTCA crews will further determine whether there is cable capacity and necessary poles available to your location. If not, you will be notified of what the projected date of service will be to your requested area. In each case, NO Service Order will be made until *all* items are cleared from the check list.

You will be required to pay in cash all service order fees, security deposits and other installation related charges, at the time you sign the service order.

Non Payment of Charges

When a subscriber's telephone account becomes delinquent, telephone service may be discontinued and telephone instruments and accessories belonging to ASTCA may be removed from the subscriber's premises. To restore service, all amounts due must be paid in full, in addition to a minimum re-connection fee of \$15.00. Additional charges will be applied if service was disconnected more than 30 days. If service was disconnected more than 45 days, New Installation fees will be applied. Furthermore, you will be required to establish or increase your security deposit for the type of service provided.

HELPFUL INFORMATION

Tariffs

Tariffs which show rates, rules and regulations for telephone service and facilities are available for public inspection, by appointment during regular business hours, at the Business Office in Fagatogo, or via

<[www. samoatelco.com](http://www.samoatelco.com)>

Universal Fund Surcharge

As part of ASTCA's community responsibilities, a percentage of billed Long Distance charges is collected each month (shown on your billing statement as "Universal Fund Surcharge") for ASTCA's federally mandated contribution to the Universal Service Fund.

These funds are collected and made available throughout the United States to support projects such as the local E-Rate education program, Life Line and Link-up senior citizen and handicapped initiatives, and a growing list of community-related communications involvements. The percentage utilized for the Universal Fund Surcharge is set for all areas of the United States, and can change as determined by the Federal Communications Commission (FCC).

Federal Subscriber Line Charge

The Federal Subscriber Line Charge (FSLC) is federally-mandated for all carriers operating under the FCC's jurisdiction. A specific rate per line is set for all areas. At the time of this printing, residential and single line non-residential/business charge per telephone line in American Samoa is \$6.00. At the time of this printing, non-residential/commercial rate per line in American Samoa is \$9.20. This Federal Subscriber Line Charge is set by the FCC and is subject to change by the FCC. It is anticipated that there will be an additional upward adjustment of Residential and Business Single Line rates for American Samoa in July 2003.

Federal Universal Service Charge

The Federal Universal Service Charge (FUSC) is federally-mandated for all carriers operating under the FCC's jurisdiction. A specific rate per line is set for the entire United States. At the time of this printing, each residential, non-residential / commercial telephone line is charged forty six cents (0.46) per month. The FUSC is subject to changes as determined by the FCC.

Transmitting Messages

ATCA does not transmit messages, but offers the use of its facilities for communication between two patrons. If an operator repeats messages in order to accommodate the subscriber because of transmission difficulties, the operator is deemed to be acting as the agent of the persons involved. No liability shall attach to ASTCA due to any errors made by the operator or misunderstandings that may arise between subscribers because of the errors.

Alterations

The subscriber agrees to notify ASTCA promptly in writing at least 15 working days prior to start of work whenever alterations or new construction on premises owned or leased by him will necessitate changes in ASTCA wiring or equipment. The subscriber is required to pay ASTCA current Service Order charges for such changes. Additional fees will be applied if there is *no notice* given or if the ASTCA crews are required to work on holidays or outside normal ASTCA business hours.

Caller ID

Caller ID, or Caller ID with Names, is a means to identify callers before you pick up the receiver. ASTCA does not provide information relating to numbers and/or billing names, that call you and are seen on your Caller ID unit. The electronic information is only for your guidance in deciding whether or not to answer the call. ASTCA will not provide other information related to harassing calls that appear on your Caller ID unit. Furthermore, the Caller ID unit is not provided by ASTCA. ASTCA only provides the electronic information that activates your Caller ID, or Caller ID with Name unit.

The necessary electronic information that activates a Caller ID will not be blocked by ASTCA. As with Collect Calls, not answering or saying NO is your best defense. When purchasing your Caller ID or Caller ID with Names, you may wish to shop for a unit that will also allow you to program it so that certain numbers, that you determine, will be given a brief message and disconnected from your telephone.

There is a Service Order Fee and a monthly charge for Caller ID or Caller ID with Name service on your line. Certain Key Systems and PBX Units have built in Caller ID, and others can have a Caller ID unit put on each line coming into your System. The ASTCA Customer Service Representative in the Business Office will assist you with testing your Caller ID and answering your related questions.

HELPFUL INFORMATION

Fraudulent Calls

Use of telephone service to perpetrate fraud is subject to prosecution. For your protection, special equipment and procedures enable ASTCA to detect and investigate fraudulent calls.

American Samoa law also provides that no person shall obtain or attempt to obtain services from ASTCA without payment of lawful charges. Violators, upon conviction, shall be subject to fine and imprisonment. See also: Tariff — CLASS Service — caller ID; or the

<www.samoatelco.com> web site

Obscene or Annoyance Calls

Annoying, harassing and threatening telephone calls, are punishable under American Samoa Law. If you receive such calls, quietly and quickly hang up. Do not give the caller the satisfaction of knowing that you are upset or bothered by their call.

Threatening or persistent calls should be reported to the Police,

at 633-1111.

Use of Profane Language or Impersonation of Another

ASTCA may refuse to furnish or may deny telephone service to any person, firm or corporation who, over the facilities furnished by ASTCA, uses or permits to be used, foul, abusive, obscene, or profane language, or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

Telephone Safety

The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious.

The telephone should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or hand-set in water could cause an electrical shock.

You should avoid using a telephone during an electrical storm in your immediate area; calls of an urgent nature should be brief. Although ASTCA uses protective measures to limit abnormal electrical surges from entering your home, absolute protection is impossible. There is a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

When removing the line cord, either from the telephone block or during movement of the telephone, the plug should be removed from the wall connection first. For your safety, the line cord should not be connected to the wall unless the other end of the plug is connected to the telephone.

Tampering with Equipment

ASTCA may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by ASTCA which shows any evidence of tampering, manipulation, operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

This includes, but is not limited to, non-registered telephones, computers, facsimile equipment and unauthorized extensions. Telephones that require coin(s) or charges for their use, that are currently not registered with ASTCA, may result in termination of normal telephone services to that location.

Recording of Telephone Conversations

If your conversation is being recorded for business or other reasons, you may hear a *beep* tone every 15 seconds. Use of a recorder without a recorder connector containing a *beep* tone warning device is permitted if all parties consent to the recording. Exceptions to this rule include emergency reporting systems — *i.e.* Police and Fire Department lines. There is always the chance that you are being recorded without the benefit of the caller following the regulations and guidelines.

Directory Errors and Omissions

ASTCA shall not be liable for any claim for damages due to errors in or omissions from its directories; nor for the result of the publication of such errors in the directory; nor does ASTCA consent to be a party to any controversies arising between subscribers or others as a result of listings published in its directories.

HELPFUL INFORMATION

Telephone Directory

The Telephone Directory is the property of ASTCA and is for the sole use of its subscribers. The Directory is copyrighted and the reproduction of any portion without prior written permission from ASTCA is prohibited.

If you find any errors in this issue, please report them to a Customer Service Representative so that they may be corrected in the next issue.

ASTCA makes every effort to keep its directory as accurate as possible. Each billed telephone is supplied with one Telephone Directory free of charge. Additional copies are available from the Business Office at \$5.00 each. This Telephone Directory contains listing as of March 18, 2003.

TELEPHONE SERVICE INFORMATION

The Dial Tone

A steady tone (burr....) denoting your telephone is connected to the exchange and ready for dialing.

The Ring Signal

An intermittent ("burr-burr-burr-ring") sound

The Busy Signal

A steady ("buzz-buzz-buzz-buzz") tone heard soon after the dialing is completed.

If a busy signal is heard before you start to dial, contact the Business Office during regular business hours at 633-1126 for more information.

Silence after Dialing

Our telephone system is interconnected with the latest digital signaling links; you will notice that there is a silence before your connection is completed, sometimes up until the time your party answers. This condition is normal. However, if there is more than ten (10) to fifteen (15) seconds of silence with no connection, hang-up and wait for the dial tone again, then re-dial your call.

Let the Telephone Ring

Please do not hang up until you have allowed the called person a reasonable time to answer (8 - 10 rings).

If you make a mistake in dialing, or if you do not hear the ringing or busy signal within a few seconds (up to 15 seconds, or longer, on some international direct dial calls), replace the receiver for a moment. Then lift the receiver, listen for the dial tone, and place your call again. When using a Touch Tone Telephone, if you hear a "sour" tone as you dial, follow the above instructions.

Recordings

ASTCA uses many automatic recorded messages to notify you of the status of your call. You may also encounter a recording telling you that all circuits are busy; or a high pitch tone, then automatic disconnection. If the problem continues, call the Operator by dialing "0" and report Country code, Routing/Area Code and the number. The Operator will notify our associated carriers about the problem.

OPERATOR ASSISTED CALLS

"DIAL 0" — Operator assisted calls are those requiring the assistance of an Operator to complete the call. The initial rate period is three minutes and the standard (day time) rate applies, every day at all hours.

Operator Assisted Calls include:

Authorized Third Party Accounts

Required for any call, not ISD, that is charged to your telephone number.

>> A special application is required. Obtainable at the ASTCA Business Office. Third Party Accounts are not recommended.

HELPFUL INFORMATION

Collect Service (available only to selected areas in Hawaii and on the U.S. Mainland)

Person-to-Person service to all areas

Hotel Guests

Calls that have been prepaid at the ASTCA Communications Center

All calls made at ASTCA Public Telephone Booths in the Communications Center

Authorized International telephone Calling Card Calls; and

Any call where Time and Charges are requested

Person to Person Calls

This is the most expensive type of long distance call. Call person-to-person when you wish to reach a particular person or extension number. Dial the call, when the operator comes on the line, say you are making a person-to-person call and give the name of the person to whom you wish to speak. Charges do not begin until you have started talking to the party or extension number you requested. The initial rate period is three minutes.

The name of the called party is required, not title. Furthermore, ASTCA operators are not allowed to locate the name of the Party to whom you wish to speak.

Authorized Third Party Billing

Only subscribers with prearranged authorized third party billing may place calls and transfer the charge to their home or business telephone number. Dial the call, when the Operator comes on the line, tell the operator that you would like to charge your call to your third party billing number and give the Operator that number. Person to Person rates apply to all Third Party Billing. Third Party Billing is not recommended.

Zero + Country Code + Route/Area Code + Called Party Number

Collect Calls

You may call collect to selected areas in Hawaii and the U.S. Mainland, if the person or firm you are calling agrees to pay the charges. Dial the call, when the operator comes on the line, tell the operator that you are placing a collect call and give your name. The operator will leave the line when the person you've called accepts the charges. To dial a collect call, dial "0" followed by the country code, area code and the called party number;

Zero + One + Area Code + Called Party Number
(0 + 1 + 213 + 123-4567)

or

Zero + One + 808 + Called Party Number
(For Hawaii)

Note: When placing a collect call, our operators are required to check with the carrier at the receiving location to establish if your party can/will receive collect calls.

Station-to-Station Calls

These are calls in which the caller will speak with anyone answering the telephone, including recorded messages or automatic answering devices. Charging begins when the called telephone is answered. The initial rate period is three minutes. Remember, you will be charged for the minimum three minutes if an answering machine, child, or the wrong party answers the call.

HELPFUL INFORMATION

Calling Card Calls

Customers who have AT&T/Concert, GTE/Verizon, Sprint, MCI/WorldCom, Bell and HTC operating companies International Calling Cards, may place calls and charge them to their Calling Card number.

AT&T/Concert, MCI/WorldCom, GTE/Verizon and SPRINT have direct contact (access) numbers in American Samoa. Check with your carrier, as to the current local access number and proper procedure for placing a call via your carrier from American Samoa.

The direct contact (access) numbers of the U. S. Mainland major telephone carrier companies available, at the time of this publication, from American Samoa are:

AT&T	633-2USA (2872)
ASTCA <i>Pasefika</i> PhoneCardSM	633-CARD (2273)
ASTCA <i>Global</i> PhoneCardSM	633-2624
Blue Sky Calling Card	633-3030
GTE/Verizon International	633-1706
HTC/Verizon	633-2482
MCI/WorldCom	633-2624
Sprint	633-1000

Time and Charges (Operator assisted calls only)

When placing a long distance call, you may ask the operator to tell you the duration of your call and the amount of the charges. Dial the call, when the operator comes on the line, say that you will want the time and charges when the call is completed. This service is only available for 3rd Party Accounts and Collect Calls via the Operator. Time and Charges are not available on calling card calls.

Incoming Collect Service

The person-to-person rate will apply to all collect calls. The Standard Day rate for additional minutes will apply on all collect calls billed to American Samoa.

DIAL THE CALL WITHOUT THE OPERATOR AND SAVE MONEY !

ISD: International Subscriber Dialing (Direct Dialing)

ISD calls are those completed from a residence or non-residential/business phone having Direct Dialing privilege, without operator assistance. The initial rate period is one minute.

ISD is an enhanced customer service, which requires an ASTCA credit application, service deposit and a signed understanding that the customer is responsible for all calls from his/her telephone. If the customer's billing increases above the initial security deposit, he may be required to increase the deposit at the discretion of the Collection Manager of ASTCA. ISD and local service will be discontinued when the customer's account is past due.

If you have trouble placing a direct dial call, contact the Business Office during regular office hours at

633-1126.

Dialing scheme for all calls off island from American Samoa

Zero One One + Country Code +Route/Area Code + Called Party Number

HELPFUL INFORMATION

Weekday Evening and Weekend Rates Apply for Direct Dial Calls

Weekday evening rates are available from 7:00 p.m. to 7:00 a.m. Monday through Friday. The evening rates are about 15% lower than weekday full or standard rates. From 7:00 a.m. on Saturday morning to 7:00 a.m. on Monday morning, the rates are approximately 35% lower than weekday full rates. These rates apply only to calls to the U. S. Mainland, Hawaii, CNMI, FSM, Guam, Puerto Rico, and the U. S. Virgin Islands.

ISD Dialing Errors

If you have reached an incorrect number or dialed the wrong number by mistake, hang-up immediately (less than 06 seconds) and you will not be billed for the call. When you receive your bill showing a call that was incomplete, bring your bill to the Business Office and we will review it with you for a possible credit. No credit is considered on service to or from computers, facsimiles or answering machines or other data equipment.

Dialing Instructions

By dialing your own long distance calls, you will pay the lowest rate and pay only for the minutes you talk (one minute minimum).

To place an ISD call:

Dial without pausing

Zero One One + Country Code + Route/Area Code + Called Party Number

It is very important to remember that the country code for the United States mainland, Canada, Hawaii, Alaska, and the U.S. Territories in the Caribbean and Pacific Ocean is "1". If you fail to dial this digit, your call will go to the wrong country, and you will be charged for the call at the rate for that country.

You will be charged if you reach an answering machine and/or your party is not available. Be aware that some types of answering devices will not release your call at once when you hang up. You will be charged for the connection time.

When terminating a call, hang-up. Wait at least ten (10) seconds before checking to see if the dial tone has been returned to your instrument.

Important

If you reach an incorrect number, hang-up at once to stop the charges.

If you or the called party can not hear each other, DO NOT try to continue.

Hang-up, wait for a few minutes, then re-dial your number.

If the problem persists, report it to ASTCA.

Dialing Hints

Write down the complete number, including the country code and route/area code, before you dial. Having this information in front of you will help prevent dialing errors.

Area Codes for most major cities and countries, which were correct at the time of publishing, are listed in the front of this Telephone Directory.

If you encounter a bad connection or get a wrong number during a long distance call, hang-up as quickly as possible. You are only charged for the actual time you are using the circuits.

Under the Tariff of the American Samoa Telecommunications Authority, the only procedure for adjustment or credit is to bring your bill into the Business Office for review and possible adjustment. The Operator cannot give you an adjustment or credit at the time of your problem call. You may notify the Business Office (633-1126) during normal working hours of your problem call, prior to receiving your bill for review.

If you do not know the telephone number of the person or firm you are calling outside American Samoa, you may obtain Directory Assistance by dialing "0". Ask the Operator for Directory Assistance for a certain city or country. Where possible, give the Operator the Country and City/Routing, it will speed your request. At this time, the Operator will connect you at no charge to International Directory Assistance in your requested area.

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You can dial Directory Assistance in the United States yourself, if you have ISD. However, if you do dial direct you will be charged at the ISD rate in effect at the time of the call:

Zero One One + 1 + area code + 555 + 1212

When overseas numbers are shown on letterheads or business cards, they are usually preceded by a national access digit and the city routing code. For example, a typical number may appear on a letterhead in this manner:

(02)123-4567

The first digit "0" is a national access digit and used only when dialing in that country. The national access digit "0" should not be used when dialing from American Samoa. If you are not sure about the national access digit you may check with the Overseas Operator here in American Samoa. Explain to the Operator your request, giving the complete number that you have, so that she may assist you as to the proper way to dial your overseas number. (Italy has proven to be an exception, in Italy you include the Zero as part of the Italian direct dialed call.)

Additional money savings dialing hints

Please keep in mind that:

You will not be charged if:

- ← You hang-up before you have dialed the complete number.
- ← The number you call is busy.
- ← No one answers the number called; or a telephone company recording indicates your call did not go through or can not be completed as dialed.

However, if you are using ISD (international Subscriber Dialing, Direct Dialing) and reach an answering machine, computer or other data device, you **will be** charged for the call.

Warning: Any call placed from your telephone number is your responsibility. There are certain numbers that can be dialed directly to unscrupulous TeleMarketing Vendors. These numbers are forwarded to areas outside the control of the United States. These vendors can set the rate for your call at almost any amount they deem profitable to them. There are numbers that allegedly have rates over \$1,000 per minute. ASTCA is required to pass along to your account the charges for the use of the telephone circuits. This type of telephone number does announce that "you will be charged at International Rates" and that you must be at least 18 years of age to visit their telephone "service." Any call to this type of number that occurs more than once on your telephone bill is NOT a mistake. Calls to these numbers are at your discretion or that of the parties you allow to enter your location. Be sure you know who is using your telephone. The charges will be billed to your account, and must be paid.

YOUR TELEPHONE BILL

Your choice of two ways to pay your monthly Telephone Bill

1. Come to ASTCA Communications Center in Fagatogo and make your payment to the cashier. Bring your entire bill to the cashier when making payment in person (top and bottom portion of the bill), so that you will receive the official ASTCA receipt stamp showing the transaction serial number, date and time payment was received. Bringing the entire telephone bill will help speed service to all customers waiting in line.
2. Payment by 24-hour Payment Drop at Fagatogo Office, or by mail are also convenient. No *cash* please. ASTCA accepts no responsibility for cash mailed or placed in the Payment Drop. Simply make your check or money order payable to ASTCA and mail or drop the payment stub (lower portion of bill form) provided to:

**American Samoa Telecommunications Authority
P. O. Box "M"
Pago Pago, American Samoa 96799**

Your canceled check will be your receipt of payment.

HELPFUL INFORMATION

CONSUMER INFORMATION

(Questions and Answers)

Is there a charge for Directory Assistance Service?

Yes. Should you need the help of a directory assistance operator for numbers within American Samoa, you will be able to call up to 10 times each monthly billing period (asking for one (1) number each time you call) at no charge. Calls to local directory assistance (411) after the tenth (10th) free call allowance will be charged automatically at **25 cents per call**. The per call charge is subject to change. ASTCA local directory assistance is only available from **411**.

How do I disconnect my Telephone Service?

You must come into the Business Office and sign a Disconnect Service Order. Your billing will continue if this is **not done** and you will be held responsible for service to your telephone until you have it disconnected properly through a Disconnect Service Order. There is no service order fee for disconnections. Request for service disconnection received by telephone do not meet the requirement for the signed Disconnect Service Order.

If you are leaving the island and have ISD (Direct Dial) you must have your ISD removed a minimum of one week (seven working days) prior to the time you will need your last bill. If this is not done, ASTCA may not be able to provide your last bill prior to your departure and will require an additional security deposit equal to your highest billing in the previous twelve (12) months, or a binding certification from a local business, individual or Government Office guaranteeing payment of your final account. Because of the nature of collect call billing and the delay in receiving billing information from long distant carriers, you may receive a bill after you have terminated your service. This bill will be due and payable upon presentation.

Should I disconnect my telephone when I go on vacation?

Any time you go on vacation, or your telephone will be unattended for any period over thirty days but under three billing cycles (a billing cycle starts on the first day of the month and ends on the last day of the same month), you would benefit from our special vacation rate.

There is no charge to request this Vacation service, and your basic monthly telephone rate will be reduced by one half the regular rate. When you return, there is minimal Service Order fee of \$5.00 to restore your telephone service, if reconnection is made within 90 days.

What if I have a problem with my telephone bill?

Please call the ASTCA Business Office at 633-1126 to set up an appointment with a Service Representative.

Will I be billed for changes in my service?

All changes, except termination of service or elimination of certain options, will result in a Service Order Charge. The amount of the charge depends on the type of work that is required. The Business Office is able to quote current charges for changes you may wish to make.

Is there a charge for repair service?

At this time, all ASTCA owned and supplied telephones and electrical components will be repaired or replaced without charge — unless damaged by negligence.

Call for repair service at **611** seven days a week, 24 hours a day. Repair crews, however, are only dispatched on regular working days between 7:45 a.m. and 3:30 p.m.

Under the tariff of ASTCA, any repair service call made to a residence or non-residential/business location that involves equipment or wiring that was not supplied and installed by ASTCA will be charged as follows:

Residential	\$30.00 per trouble call
Non-Residential/Business	\$75.00 per trouble call

The charge will be applied to your next monthly telephone bill.

Do NOT pay any ASTCA employee at your location.

All payments are to be made at ASTCA office in Fagatogo.

An Official Receipt is given for all payments. Keep your receipts.

HELPFUL INFORMATION

Will I be asked to pay a deposit?

Yes. A security deposit is required for local, Internet and Cellular service. An additional security deposit is required if you decide to have ISD installed on your telephone.

Will one deposit amount cover my service at all times?

No. If your telephone was disconnected for billing problems, you will be required to pay a security deposit, even if you had service in the past. Some customers incur large long distance charges during a single billing month. If that is the case, an additional security deposit may be required based on your highest telephone bill for the previous twelve (12) months. In addition, if your telephone service is disconnected due to late payment(s) and no deposit was made previously, a security deposit will be required before service is restored.

How do I receive credit for my Security Deposit?

No cash refund of deposit will be made until such time as you may wish to terminate your service. Three (3) billing cycles will pass before your final billing is prepared and your deposit is applied to your account. This is due to the time related to collection of billing information from off island telecommunications administrations. The security deposit will be applied against your final bill and the balance of the security deposit will be provided as a cash refund. It is essential that you provide a valid mailing address when you initiate your Disconnection Service Order.

Is there a difference between the Last Bill and the Final Bill?

Yes. The Last Bill and the Final Bill are different. The Last Bill is the billing showing the termination of all your ASTCA services. The Final Bill is usually three billing cycles later. The reason for the difference is related to the time it takes for all charges against your account to be received and applied from other telecommunications administrations. Your security deposit is applied to your Final Bill. If there is any credit due to you from your Final Bill, a cash refund will be provided. The refund will be sent to the last known mailing address that you provided to the Business office. Without a proper forwarding address, your refund may not reach your hands.

What if I have Collect Calls on my Telephone Bill?

Prompt payment of collect calls is required. Delay will lead to immediate termination of telephone service until billing is brought up to date.

ASTCA will attempt to notify subscribers who do not have approved credit applications on file, when two or more collect calls have been posted to the customer's account. If notification cannot be made or if the customer does not come in to the ASTCA Business Office to clear the charges, then service will be disconnected. *A busy signal when you pick up your telephone receiver to place a call denotes disconnection.* (See also: Toll Barring with PIN, page17)

What service options are available?

Customers have various service options, including ISD (Direct Dialing), Third Party Billing (authorized numbers only), Speed Calling, Call Waiting, Call forwarding, Caller ID, Voice Mail, to name just a few. For additional information about these CLASS custom-calling features, for your standard telephone or CDMA digital cellular telephone, come into our Business Office.

Can a new home or business be pre-wired?

For many, it is a convenience to have a home or business wired during construction. Either you or your builder may arrange for this service. You should make sure your builder has not already arranged with ASTCA for pre-wiring before you contact the Business Office. A Service Order for telephone service to the new location must be completed with the Business Office before the necessary telephone materials can be released for the pre-wiring.

How long does it take to get a telephone installed?

Service factors affecting installation include, but are not limited to, your location, the service required, outstanding telephone accounts at the location and availability of materials. Because of these factors, ASTCA cannot promise you a definite date of installation or re-connection. You can assist us to give you prompt service by coming into the Business Office and completing your Service Order request at least two weeks prior to when service is required.

How does my name get listed in the Directory?

When you apply for telephone service, your Service Representative will ask you how your name should be listed in the directory. (You should double check your Service Order to assure that your name is spelled correctly, before signing the Service Order.) Each telephone subscriber is entitled to one free directory listing. (For customers who do not wish to have their name or location listed in the Telephone Directory, please ask about the charges for **non-listing**.) Additional telephone book listings are available at a special Service Order fee.

HELPFUL INFORMATION

What if I don't want my name and number in the Directory?

If you don't want your name and number listed in the telephone directory, you can arrange to have your account **non-listed** or **non-published** for a minimal yearly Service Order fee. If you choose non-listed, your name and number will not appear in the telephone book; however, it will be available from directory assistance (411). If you choose non-published, your name will **not** be in the telephone directory and will **not** be available from directory assistance. There is a yearly Service Order fee, plus a monthly fee on your bill for a non-published number. This arrangement will need to be renewed each year, or when ASTCA announces the printing of the next telephone directory.

How do I obtain numbers not listed in the Directory?

Dial Directory Assistance at "411" for all American Samoa telephone numbers. There is an automatic **25 cents** (.25¢) charge for each call to directory assistance over the allotted ten (10) free calls per monthly billing period.

For International Directory Assistance, dial "0" and give the operator the country code, city area/routing code that you wish to call. The operator is only allowed to obtain telephone numbers. The operator cannot ask, or allow you to ask, for a postal or street address for the telephone number in the distant location.

What should I do about obscene telephone calls?

If you receive obscene, abusive, harassing or threatening calls, your first step should be to hang up. If these calls continue, contact the Police Department (633-1111). There are Territorial laws prohibiting obscene or harassing telephone calls. Where there is sufficient evidence, we are permitted to discontinue telephone service to anyone making such calls.

People who make obscene, abusive, harassing or threatening calls receive their gratification from the shock and discomfort they cause. If you hang up quickly and quietly, you take away that gratification by refusing to play their game. Threatening or persistent calls should be reported to the police (633-1111).

Caller-ID, Caller-ID with Names, are available. You will need to purchase the unit from a vendor of your choice, then pay a Service Order fee at the Business Office to have Caller ID, or Caller-ID with Names established on your telephone. You will know who is calling before picking up the telephone. This will enable you to answer only known callers, if you wish. There will be a monthly fee on your telephone bill for Caller ID, or Caller-ID with names service.

I own my own telephone instrument, can I use it?

Certain telephones, auxiliary equipment and cellular telephones of acceptable quality and type may be registered for connection directly to ASTCA telephone lines without adapters. You must first consult the Business Office and register your equipment prior to making connection or installing at your location.

Please note that certain telephone equipment do not meet ASTCA specifications, and if used can lead to termination of your service, or application of Tariff Rates to your telephone account to reflect the appropriate service being utilized.

May I connect my computer to the telephone system?

There are specific restrictions regarding the connections of any equipment to the telephone system. If connection is permitted by ASTCA, all computers and data devices must be connected by modems.

Each computer, facsimile machine, or data device registered / authorized must have its own separate telephone number and be listed with ASTCA as to the service type. Equipment such as line-drivers are not permitted.

ASTCA suggest that for your safety and the safety of your equipment, only an authorized installer for your brand of equipment should make the connections to the electrical system in your home or office. A good ground connection is vital to the operation and safety of electronic systems. The small cost of a true Uninterrupted Power Supply (UPS) with built-in surge protection both for power and telephone lines, can be a good investment.

Can I connect to the World Wide Web via a local Internet Service Provider?

ASTCA, through **samoatelco.com**, provides Internet service for registered subscribers. Full details relating to Basic Monthly Fees and additional services may be obtained at the Business Office in Fagatogo. Internet service requires a signed disclaimer regarding use of your Internet connection by children in your location, and an Internet set-up Service Order. If you have a telephone line now, you should consider a separate telephone line for your computer, to allow full use of your other line. Billing for Internet services must be related to an active telephone account (this does not include cellular telephones at this time.) Additional Security Deposits may be required depending on your past billing history. Additional information regarding Internet and your local Independent Service Provider(ISP) "**samoatelco.com**" may be obtained from the ASTCA Web Site at :

<http://www.samoatelco.com>

HELPFUL INFORMATION

What if I do not receive my telephone bill?

ASTCA mails telephone bills each month for each telephone account to the address listed on the service order for that account. ASTCA cannot guarantee delivery of your bill or billing notifications. If you have not received your bill within 10 days after the beginning of the month, or if you have any billing questions, call the Business Office at 633-1126.

I don't have a mail box, how do I receive my bill?

If you do not have a mail box, your bill can be marked for "General Delivery". This means that your bill and billing notifications will be held for you at ASTCA payment window. "General Delivery" bills **are not** sent to the Post Office. If you have not received your bill by the tenth (10th) of any month, it is your responsibility to contact ASTCA in a timely manner.

How long may I hold a "prepaid" receipt for long distance service?

If you do not have ISD (Direct Dialing), and wish to place an overseas call from your home or office, you may come into ASTCA in Fagatogo and pay for your call in advance. ASTCA policy allows for a prepaid receipt to be used before the end of seven (7) calendar days; after that time, it will be canceled and can not be used to place any calls. If you are not able to use your prepaid receipt before the end of 7 days, bring your receipt (Form AR100) white copy to ASTCA (during regular office hours) for a refund. No refund will be made after sixty (60) days from the date the receipt was issued for a prepaid call, or if you do not have the original white copy of the receipt.

If I have billing questions or problems is there a time limit?

Yes. If you have billing problems such as payments not shown, or deductions / charges you do not understand, these and other questions must be brought to ASTCA's attention promptly. No billing problem can be addressed after six (6) months. Always save your payment receipts and any relevant ASTCA information that may affect your billing question or problem.

There is a letter attached to my telephone bill, what should I do?

ASTCA will send a notification of disconnection with your telephone billing if your unpaid balance is higher than three (3) times your monthly local service charge; or you have an excessive number of [more than three (3)] collect calls that appear on your telephone account; or your Internet account is not cleared in full.

Please read your notification letter. Paragraph number one tells you what ASTCA office identifies as a problem with your account. Paragraph number two tells you what you should do, and sets a time limit for you to follow up and clear the account. If you do not agree with paragraph number one, contact an ASTCA Customer Service Representative in the Business Office for assistance. The most important paragraph, number three, sets a disconnect date and time for your telephone service. Your account must be paid in full by the date and time shown or your service will be disconnected.

If you have an agreement to clear your account, you are required to pay (each and every month) the current (new amounts) charges for local service, overseas service, Internet and other charges before the 18th day of every month, until your bill has current charges only. If you do not stay current or honor the agreement, your telephone service will be disconnected without additional notice.

If I do not have ISD on my telephone, can I call off-island without coming into the ASTCA office?

Yes. ASTCA has installed at select locations across the islands "smart" pay-stations. These pay-station telephones accept specially coded debit cards or U. S. Coins that allow you to call directly to a pre-programmed select list of countries.

The ASTCA "smart" pay-phoneSM Debit Card may be purchased at the Business Office and at selected merchant locations in American Samoa. The Debit Cards come in \$10.00, \$20.00 and \$50.00 amounts. The number of calls you may place on each card depends on the country you call, and the programmed Long Distance Direct Dial rate for that country.

How do I use the "smart" pay-stationSM telephones?

The first time you use your new Debit Card, place it in the slot at the upper left side of the touch pad. This is different than the coin slot. Be sure that the side with the picture faces to the left (outside) side of the telephone unit. You will see in the green light emitting diode (LED) screen the amount of credit that is on your card. Each new card should have \$10.00, \$20.00, or \$50.00 shown on the screen. The first time amount shown on the screen should be the same as the value imprinted on the face of the ASTCA "smart" pay-station Debit Card.

Each Debit Card is coded. The "smart" pay-stationsSM in American Samoa will only accept cards that are coded for use in American Samoa. If your card is not coded for American Samoa, the green LED screen will suggest that you try another card.

When using one of the many island-wide "smart" pay-stationsSM, be sure that you dial the proper number. Your card will be charged when someone answers, even if you have dialed an incorrect number, or when an answering machine responds.

Near each "smart" pay-stationSM, there should be a selected list of countries with the programmed ISD (Direct Dialing) charges that can be dialed from that instrument.

HELPFUL INFORMATION

You should be able to find out the country and rate at the phone by following these steps:

Do not insert the Debit Card in the upper left side card slot.

Dial Zero One One (011), followed by the country code, and then the number of your called party.

The green LED screen will show you the rate per minute for the call, if the Country Code is correctly dialed and the proper number of digits in the called number are entered into the unit. Hang up.

What is the proper procedure for placing an ISD call at a “smart” pay-stationSM?

Insert the Debit Card properly into the upper left side card slot.

Dial Zero One One (011), followed by the country code, and then, the number of your called party.

The call will be passed to the American Samoa ISD Direct Dialing switch equipment. There will be a pause while the number is dialed into the automatic switching equipment. Your call will then be processed in the normal way. As soon as the called party answers, the LED screen will show that the first minute charge has been removed from your Debit Card. The screen will show the amount left on your card and the amount already charged until you end the call or there is not enough credit for an additional minute.

If you do not have a Debit Card, the “smart” pay-stationSM will take U. S. coins in the regular manner.

How do I refill my “debit card”?

The ASTCA, American Samoa “smart” pay-phoneSM Debit Card can not be “re-charged” or “re-loaded”. It will be necessary to purchase additional cards at an authorized vendor location or at the Business Office in Fagatogo.

My debit card tells me that I do not have any more credit on the card?

Your telephone call will be terminated when your Debit Card does not have additional credit for another minute of service. You can not change cards. You can not put in coins to keep the call on the line. When your call is terminated you may use a fresh card or start again by using coins.

My call connected to an answering machine. How do I obtain credit?

Mis-dialed numbers and answering machines are not refundable. You will be charged for any connection you make, whether correct or in error. The Operator can not provide credit or assist in dialing your call from the ASTCA “smart” pay-stationSM.

Credit or refund can not be considered

Not all pay-stations in American Samoa are of the “smart” type. Look for the card slot in the upper left corner next to the touch pad to identify a “smart” pay-stationSM.

ASTCA, you, and the World

Your ASTCA *Pasefika* PhoneCardSM brings you and your families, friends and business communications closer, and at rates that make continuing contact reasonable and controllable. The *Pasefika* PhoneCardSM can only be used to call from American Samoa.

The ASTCA *Pasefika* PhoneCardSM can be used from any local telephone in American Samoa that can dial 633

The Card you have is identified by many means to assure that YOU are the one that reaps any savings and conveniences that your ASTCA *Pasefika* PhoneCardSM provides.

Each ASTCA *Pasefika* PhoneCardSM has a Batch/Card Number PLUS your own Personal Identification Number (PIN). The PIN number is on each new card when you purchase it from your favorite vendor. For your protection, make a copy of your PIN number for each new card you purchase. Keep it in a SAFE place. This assures that should you misplace your ASTCA *Pasefika* PhoneCardSM, NO ONE can use the card without your approval.

Should it become necessary for you to contact ASTCA regarding your *Pasefika* PhoneCardSM, call (in American Samoa) the Phone CardSM Customer Service representative at 633-TALK (8255), and leave your telephone number and the reference/serial number in the lower right corner on the back side of your *Pasefika* PhoneCardSM

HELPFUL INFORMATION

To place a call on your ASTCA *Pasefika* PhoneCardSM: Dial 633-CARD(2273)

The electronic operator will request your PIN number.

When your PIN number is cleared, you will be told how much money (U.S. dollars) is still available on the ASTCA *Pasefika* PhoneCardSM you are using at the time.

A message reminds you **not to** dial 011 or other International dialing codes.

Remember that the Country Code for the United States, Alaska, Hawaii, Puerto Rico, the U. S. Virgin Islands and Canada is **1** (one). The **1** must be dialed before the area code when calling these areas, or your call will be directed to a foreign Country, and you will be charged at higher International Rates.

Things that you need to know about your ASTCA *Pasefika* PhoneCardSM:

A minimum call is one (1) minute. This means that if you have dialed the wrong number or the person you want to talk to is not there at the time your call is answered, you will be charged the rate for one (1) minute to the area you have called.

Some Countries and Areas that you may call with your ASTCA *Pasefika* PhoneCardSM may have basic / additional charges that will be applied to your call charge. Connection charges to some mobile telephones or other services are possible candidates for basic or additional charges.

When your card is running low on money to cover your call, a recording will notify you of this situation. No monthly bill will be provided for calls you place on your ASTCA *Pasefika* PhoneCardSM. There is no refund of value for unused dollars on cards lost or depleted / exhausted.

Should your card be exhausted (run out of value before you complete your call), you will need to let your party know that you will call back. Hang up. Using the spare ASTCA *Pasefika* PhoneCardSM, you always carry, you can re-place your call and pick up where you left off — using the new card.

You now have a way to keep in touch with students, family, and friends in the United States, Australia, and New Zealand. More importantly, you can purchase additional cards (the ASTCA *Global* PhoneCardSM) to send to the people you want to stay near, in the United States, Australia, or New Zealand. They can call you using their ASTCA *Global* PhoneCardSM and not have to make collect calls, and, best of all, at lower rates than might be the normal International Direct Dialing (ISD) rates from the place they are calling from. For more details, contact the Customer Service Representatives at the ASTCA Business Office in Fagatogo, during normal business hours, at 633-1126.

Convenience, Savings, Security and Flexibility.

Your ASTCA PhoneCardsSM, when it is necessary, allows you to call United States 1-800 numbers at the normal PhoneCardSM rate to the United States. The United States 1-800 numbers when dialed in American Samoa on your normal International Subscriber Dialing (ISD) telephone are still charged at twenty five (25) cents per minute.

The ASTCA *Pasefika* PhoneCardSM can be used from any local telephone in American Samoa that can dial 633

Control the un-authorized charges on your telephone:

Toll Barring (Restriction) available upon written request!

If you wish to **not receive** Collect Calls from the United States, Toll Barring can be arranged for your telephone number or numbers under your control.

Toll Barring requires only written proof that you are the authorized person controlling an ASTCA telephone account, and that you are responsible for the payment and upkeep of that number or related numbers.

HELPFUL INFORMATION

It is the abuse of our local customers and your off island families and friends that has brought much inconvenience and expense to you. ASTCA is only one part of a group of carriers providing long distance, collect service. ASTCA can not guarantee that Collect Calls will not appear on your telephone bill. Any calls received and billed to your telephone bill, even with Toll Barring, are at your account and are due and payable. As individual cases arise, ASTCA will attempt by available means to deal with these matters. However, You, the customer are the first line of defense in this action. All Parties using your telephone need only tell the Long Distance Operator announcing a collect call — **NO!** We do not accept collect calls, and hang up without talking. The billed customer is responsible for all Collect and ISD calls received or placed from his or her telephone(s).

Toll Barring is not to be taken lightly. Once Toll Barring is activated on your telephone(s), it takes time and account review before collect calls can be released to your number(s). Because of the involvement of our associated Carriers, once your telephone number(s) are restricted it will require bringing your local account into compliance (zero balance), and a minimum of forty five days for ASTCA and our Carriers to make the necessary changes. We repeat, Toll Barring is not to be taken lightly.

If Toll Barring (collect call restriction from United States numbers) is required, all you need to do is come into the ASTCA Business Office during regular business hours and complete a No Charge Service Order. Your Request will be shared with our associated Carriers and Toll Barring should start within the next twenty (20) to thirty (30) days or sooner.

ASTCA *Pasefika & Global* PhoneCardsSM as well as several of our associated Carriers provide special debit cards that can be purchased by you or your state-side family, allowing a brief call from the United States to let you know how and where they are. We suggest that you have your family look into this method of assuring contact when they need it.

Only one signed service order per telephone number is necessary for Residential Customers. Non-Residential / Commercial Customers may make multiple number requests on a single order, with an additional letter from the authorized signatory for that firm.

ASTCA hopes that this extra step on your behalf will make it possible for you to better control the usage of your telephone.

Local outgoing TOLL CONTROL now in YOUR Hands!

It is now possible for a one-time activation Service Order fee of twenty five dollars (\$25.00) to control, at your telephone, just who makes 011+ or Operator overseas calls. **No monthly fee is charged at this time.**

Come in and complete a Service Order to activate **Toll Control with PIN** on your telephone number. ASTCA customers that are part of the Link-Up program can contact your Universal Service Fund Representative in the ASTCA Business Office Fagatogo, regarding your eligibility.

We will review your telephone account and help you work out a payment schedule to clear your current outstanding balance(s). We will work with you to consolidate all charges to one of your telephone numbers. We will review your Deposit and see that it is brought to direct dialing status.

Upon payment of the twenty five dollar (\$25.00) Service Order, a default Personal Identification Number (PIN) will be provided to you. When you arrive at your telephone, dial ***12** and follow the printed instructions provided by your ASTCA Customer Service Representative to change your PIN number (1 up to 7 digits). Now, only you know your PIN and have control of all outgoing overseas calls to any country and to any number, including the Adult Entertainment numbers. If you give your PIN number to someone to use in an emergency, don't worry. You can change your PIN number once again by dialing ***12**, and again change your PIN number. Note: Toll Control with PIN does not restrict dialing to 733/252/258 Cell telephones in American Samoa.

At this time, Toll Control is only available to non-cellular telephones on Tutuila.

If you lose and / or can not remember your PIN, you will need to come into the ASTCA Business Office and complete a **reactivation** Service Order with a new default pin for fifteen dollars, (\$15.00). Our Staff does not have access to your PIN number and that is why it is necessary to reactivate your service if you have lost or forgotten your access number.

HELPFUL INFORMATION

How to install or change your PIN Number

Lift the handset/receiver on your telephone, listen for the normal Dial Tone.

To install or change your Personal Identification (**PIN**) number press access code ***12** (on dial telephones, dial 1112).

Wait for the coded Dial Tone.

Then input your "old" or "default" Personal Identification Number (**PIN**) (1 to 7 digits)

At the end of your PIN number, if less than 7 digits, press the # sign. If you do not press the # sign, the system will time out and disconnect.

The "default" PIN you receive on your Service Order at the time of paying for activation is not seven (7) digits. Therefore you must press the # sign.

A good plan is to have your new PIN be 7 digits in length. If the PIN is 7 digits long, the Toll Control will take you to the next coded dial tone. However, if your PIN number is less than 7 digits, you must press the # sign or the system will disconnect you.

If your PIN is less than 7 digits and you press the # sign, or if it is exactly 7 digits, the system will give you the coded dial tone allowing you to go to the next step to install or change your PIN.

Wait for the coded dial tone.

Then dial your new PIN (1 to 7 digits). Press the # sign after the last digit or the system will disconnect.

Again, wait for the coded dial tone.

Now dial your new PIN a second time. This confirms the first PIN you put into the system. Remember, if your PIN is less than 7 digits, press the # sign. If your PIN is 7 digits, you do not need to press the # sign.

You should now hear the coded dial tone once again. Hang up.

NOTE: If the default or old PIN input does not match the PIN stored for your telephone number, or the new PIN is invalid, a busy signal (tone) will be heard. Your new PIN is not updated until the PIN number is entered two times exactly the same.

You may change your PIN at any time. You will need to follow the same instructions above.

How to use Toll Control w / PIN on your Telephone

Lift the handset/receiver on your telephone, listen for the normal dial tone.

To place a call, dial the Toll Control access code by pressing ***13** (on dial telephones, dial 1113).

Wait for the second dial tone.

Enter your Personal Identification Number (**PIN**) (1 to 7 digits).

Remember: If your PIN is less than 7 digits you must press the # sign.

If you do not press the # sign, the system will time out and disconnect you.

If your PIN is 7 digits long, the Toll control will give you the next coded dial tone for you to dial your long distance call. It is best to have your PIN number be 7 digits in length. If the PIN is 7 digits long, the Toll Control will give you the next coded dial tone for you to dial your long distance call.

Dial your long distance call using:

Zero One One + Country Code + Area/Routing Code + Telephone number

If you try to make a long distance call without using the ***13** and PIN number, the call will be blocked.

NOTE: If you do not hang up, you can make additional calls on the first PIN authorization.

Area Code Change Scheduled for American Samoa

Frequently Asked Questions:

- Why are new area codes necessary?
- Who determines how area codes are assigned?
- How much advance notice is given to customers prior to an area code change?
- What phone services will not change due to a new area code?
- How will a new area code impact my home telephone service?
- How are businesses affected by a new area code?
- What other communications services might be affected by a new area code?
- How are users of cellular telephones and other wireless communications affected?
- Who is responsible for cost incurred due to an area code change?
- How will a new area code impact my directory listing?
- Who will need to dial numbers (ten-digit local dialing) to call?

Q. Why are new area codes necessary?

A. New area codes are being assigned across the United States and North America due to diminishing supplies of telephone number prefixes. This is happening due to dramatic growth and the many choices in service providers, significant increases in products and services such as fax machines, pagers, telephone, second telephone lines, voice mail and other competitive offerings.

As a result of additional area codes, ten-digit dialing may become necessary to complete local phone calls in specific geographic areas. Customers affected by ten-digit dialing will be notified in advance by ASTCA should this be necessary.

The upcoming change in American Samoa is the change of our 684 country code to an area code of the North American Dialing Plan. The outcome at first will be that your family, friends and business associates will dial 1+ 684 and your telephone number rather than the present method. This may affect the rates they are charged when they call you here in American Samoa.

Q. Who determines how area codes are assigned?

A. The Numbering Plan Administrators for the United States telecommunications industry keep abreast of prefix availability in all localities. The Administrators assure future availability of telephone prefixes by assigning new area codes well before existing prefixes are in danger of running out.

From time to time, American localities outside the 48 contiguous states may petition for consideration to be included in the North American Numbering Plan. American Samoa's request for inclusion has been approved, which will allow the Territory to retain its long held country code of 684, soon to be area code 684 within the North American Numbering Plan.

HELPFUL INFORMATION

Q. How much advance notice is given to customers prior to an area code change / inclusion?

A. Each new area code change has a distinct time period – the “transition” and the “mandatory” dialing periods. “Transition Dialing Period.” The transition period may vary from a few months up to a year, and is designed to allow customers to prepare for the area code change. This time should be used to reprogram special features, and establish new dialing patterns. During this time, customers can dial either the new or the old area code. In American Samoa, the transition period will be the length of time needed by U. S. carriers to make changes and contact their local administrations relating to how the new area code 1+ 684 will affect their calls made.

The transition period also allows businesses adequate time to contact the equipment vendor(s) to make changes in their telephone equipment.

“Mandatory Dialing Date.” From this date on, only the new dialing scheme for the 684 area code can be used to complete a call. If the 684 area code is dialed wrong after the mandatory dialing date, a recording will ask you to re-dial using the proper dialing pattern for going to 1+ 684. Any necessary phone reprogramming or business phone system upgrading should be completed before the mandatory date to assure that phone calls will be received.

Q. What phone services will not change?

A. Local calling areas within the Territory of American Samoa.
Your seven-digit telephone number.
Emergency calls to 911.
Calls to 500, 700, 800, 866, 877, 888, etc.
Directory Assistance (411).

Q. How will the area code change impact my home telephone service?

A. When the “transition period” is announced for American Samoa, notify the people who call you of the plan to change our area code. Make plans to change your area code on things such as personal stationary, and checks before the mandatory dialing date. Also, be sure to reprogram automatic-dialers, call forwarding or speed-dial numbers. If you have any business or home units that are programmed to dial the present 0 1 1 1+ area code + telephone number in the United States, that dialing scheme will be changed. Watch for the announcement of the proper dialing code from American Samoa to North America.

Please note that some customers may choose not to reprogram their equipment to accept the new dialing scheme until just before the mandatory date.

Q. How are businesses affected by a new area code?

A. If your business uses a specialized communications equipment (called PBX), electronic telephone sets, automatic-dialing (computers, credit card units) or multi-line systems, you may need to reprogram or upgrade your equipment. As the format used in the past, new area codes being assigned across the country may not have a “0” or “1” as their middle digit. As a result, new area codes may not be recognizable by some business telephone equipment.

HELPFUL INFORMATION

Any necessary updates or changes must be made prior to the mandatory dialing date to make sure that phone calls will be received. Please, note some businesses may choose not to modify their telephone systems to accept the new area code(s) until just before the mandatory dialing date. After the mandatory dialing date, only the new area code can be used to complete a call.

- Notify your customers, clients and other domestic and international callers that you may have a new area code and its related new dialing scheme.
- Remind your customers of the possible need to make changes to their dialing equipment.
- Tell your employees and customers that during the transition dialing period either the old or new area code may be dialed.
- Use any published test numbers to test telephone equipment to determine if it recognizes the new 684 area code.
- Contact your equipment vendor or consultant to determine if equipment needs to be reprogrammed or upgraded.
- Change your phone number on printed materials such as stationery, business cards, advertisements, promotional items brochures/catalogs, print and broadcast ads, web sites, and signage.
- Check with your service provider if it will be necessary to reprogram you cellular telephone and other wireless communications.
- Reprogram features such as automatic-dialing, speed calling, and call forwarding. Internet dial-up connections outside of the Territory may need to be reprogrammed and /or upgraded.

Q. How does a new area code impact cellular telephone and other wireless communications devices?

A. Users of wireless devices should have their equipment checked for need to be reprogrammed by their service provider prior to the mandatory dialing date, if they are used outside of American Samoa (684) to call the Territory.

Q. What other communications services might be affected by a new area code?

A. Other communications services that may be affected are:

- Internet dial-up connections for off island services may need reprogramming or upgrading
- If you have an alarm system, notify your alarm monitoring service of your new area code dialing scheme.

Q. Who is responsible for costs incurred due to an area code change?

A. Because area code modifications are the result of normal growth, costs incurred for updating systems and revising printed communications are the responsibility of the individual telephone customers.

ASTCA
CHECK POLICY

The following is ASTCA's policy regarding payments made by check for telecommunications accounts.

Checks with "fresh" dates and not predated will, in general, be accepted for payment on telephone accounts.

All checks must be made out to:

COMMUNICATIONS

or

A S T C A

or

American Samoa Telecommunications
Authority

No third party check will be accepted.

Payroll checks are only accepted from:

the American Samoa Government
and
the United States Government

Certain major local firm payroll checks (canneries) will be accepted. Ask the cashier for the current listing.

Payroll checks and government checks for individuals **will not** be accepted in payment of ASTCA accounts if the telephone account charges are less than \$75.00. If the telephone account charges are less than \$75.00, the customer will be required to pay his telephone account in cash.

ASTCA **will not** cash checks for customers or staff members, not paying at least \$75.00 or their account in full.

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If a telephone account is paid by check, and that check is returned from the Bank for insufficient funds or other valid reason, ASTCA will attempt to contact the telephone account subscriber.

If contact can not be made, telephone service will be disconnected.

The telephone account subscriber will be told that they must come into the ASTCA cashier within 48 hours (two working days) and clear the check in full, plus the required Returned Check Fee.

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If the subscriber does not present a full cash replacement for the check in question, within the prescribed time period, the subscriber's telephone service will be disconnected.

IMPORTANT NOTE:

A reasonable number of attempts to contact the account subscriber will be made and documented. If contact can not be made, ASTCA will disconnect the telephone service within 48 hours after the check has been returned to ASTCA. This "With Cause" disconnection will be reported to Repair Service so that when the telephone is reported, the customer may be advised to contact the Business Office.

No "returned" check will be re-deposited with the Bank.

The American Samoa Government Treasurer's Office requires the payment of a Returned Check Fee in the amount of \$25.00 per check. This policy is made part of ASTCA's policy, and the amount must be paid at the time the check is redeemed from ASTCA.

ASTCA will develop a listing of customer accounts that may not be paid by check, other than Cashiers Check. This listing will be posted at all cashier locations.

All rules regarding re-connection after disconnection, found in the Tariff, will be applied to service disconnected for subscribers having "returned" checks.

The Business Office may increase the amount of the security deposit held for any telephone subscriber's account based on its "returned" check history.

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Two or more NSF checks will require that payment be made only by:

Cash, Cashiers Check, U.S. Money Order.

No personal or business check will be accepted for further ASTCA service(s).