**Section 773.140 Customer Notification**

a) Each LEC shall provide oral, written, or prerecorded information to its customers of the availability of presubscription. The information shall be provided in clear and neutral language, and shall describe presubscription, the option of presubscription, how to unfreeze or change a PIC, and any related charges in a manner that does not attempt to influence customers regarding their selections.

b) On an incoming call from a new customer requesting network access service, the company representative shall inform the customer that he has a choice of long distance providers and that different providers can be chosen for local toll (intraLATA) and long distance (interLATA) services.

(Source: Amended at 28 Ill. Reg. 4196, effective March 1, 2004)