

CTI Illinois Telecommunications Services Tariff and Service Offerings

Effective Date: June 2, 2026

1. Company Information

Computer Techniques, LLC (“CTI”) is authorized to provide telecommunications services in the State of Illinois, including authorization as both a Local Exchange Carrier (“LEC”) and an Interexchange Carrier (“IXC”). CTI’s principal business address is 520 N. Cheney Street Taylorville, IL 62568.

Questions regarding CTI’s telecommunications services, rates, terms, conditions, or customer support may be directed to CTI at 217-824-6398 or through CTI’s website at <https://www.ctitech.com/>.

2. Scope of Services

CTI offers telecommunications services to residential and business customers where facilities and network capacity are available. Services may include:

- Residential voice service;
- Business voice service;
- Hosted Voice and Hosted PBX services;
- SIP trunking services;
- PRI services; and
- Related telecommunications services and features offered by CTI from time to time.

Service availability varies by location and is subject to facility availability, technical feasibility, network capacity, and applicable legal and regulatory requirements. Specific service features, technical requirements, and applicable terms may be described in separate service orders, quotations, contracts, or service-specific schedules.

3. Rates and Charges

Rates, charges, and applicable service terms for CTI telecommunications services are provided in the applicable service order, quotation, contract, service schedule, or other ordering document accepted by CTI and the customer.

Customers may incur recurring monthly charges, non-recurring charges, installation charges, service modification charges, service restoration charges, equipment charges, usage-based charges, taxes, surcharges, regulatory fees, and other applicable charges associated with the services selected.

Current rates and charges are available upon request and may vary based on service type, location, facilities, term commitments, service features, and other applicable factors.

Unless otherwise specified in a service order, quotation, contract, or service schedule, rates and charges are subject to change upon reasonable notice and in accordance with applicable law.

4. Billing and Payment

CTI issues bills for telecommunications services on a recurring basis. Unless otherwise specified in the applicable service order, quotation, contract, or service schedule, charges are billed monthly.

Invoices are due by the due date stated on the bill. Customers are responsible for payment of all undisputed charges by the applicable due date.

Bills will identify applicable recurring charges, usage-based charges (if any), taxes, surcharges, regulatory fees, and other applicable charges. Billing disputes should be reported to CTI as soon as practicable. Customers shall timely pay all undisputed amounts while any disputed amounts are under review.

Customers experiencing difficulty paying a bill are encouraged to contact CTI promptly to discuss available payment arrangements. Eligible customers may qualify for deferred payment arrangements or other accommodations as required by applicable law.

CTI may assess late payment charges, returned-payment charges, service restoration charges, and other authorized charges as disclosed in applicable service documentation, invoices, or customer notices and as permitted by applicable law.

5. Deposits and Credit Requirements

CTI may establish reasonable credit requirements for applicants and customers consistent with applicable law.

Where permitted by law, CTI may require a deposit or other reasonable assurance of payment as a condition of initiating or continuing service. Deposits shall be administered, maintained, and refunded in accordance with applicable Illinois law and regulations.

Customers may be required to provide information reasonably necessary to establish creditworthiness and eligibility for service. CTI may review payment history, prior service history, and other relevant credit information when determining whether a deposit or other assurance is required.

Any required deposit shall not exceed the limits permitted by applicable law. Deposits, including any applicable interest, shall be refunded when eligibility requirements established by applicable law have been satisfied. Customers may contact CTI for additional information regarding deposit requirements, refund eligibility, and available alternatives to deposits.

6. Service Suspension, Disconnection, and Restoration

CTI may suspend or disconnect service for nonpayment, violation of applicable service terms, unlawful use of service, network abuse, fraud, safety concerns, or other reasons permitted by applicable law.

Except where immediate action is permitted by law, CTI will provide any required notices prior to suspension or disconnection of service. Customers may avoid suspension or disconnection by timely paying undisputed charges, complying with applicable service requirements, or otherwise resolving the issue giving rise to the proposed action.

Customers experiencing financial hardship or other circumstances affecting their ability to maintain service are encouraged to contact CTI promptly. Eligible customers may qualify for deferred payment arrangements or other protections provided under applicable law.

Service suspended or disconnected for nonpayment or other authorized reasons may be restored upon satisfaction of applicable requirements, including payment of any undisputed amounts due and any applicable restoration charges permitted by law.

Nothing in this Tariff and Service Offerings document shall limit any customer rights or protections provided under applicable Illinois law and regulations.

7. Illinois Customer Rights and Complaint Procedures

CTI is committed to addressing customer questions, billing concerns, and service-related issues in a timely and reasonable manner. Customers with questions regarding their service or billing should contact CTI using the contact information provided in this Tariff and Service Offerings document or on CTI's website.

Customers may dispute charges or raise service-related concerns by contacting CTI. CTI will investigate and respond to customer inquiries in accordance with applicable law and company procedures.

Customers who are unable to resolve a dispute directly with CTI may contact the Illinois Commerce Commission's Consumer Services Division for information regarding available complaint procedures and consumer assistance programs.

Nothing in this Tariff and Service Offerings document shall limit any rights or remedies available to customers under applicable federal or Illinois law.

8. Accessibility Services

CTI complies with applicable federal and Illinois requirements relating to telecommunications accessibility. Customers seeking information regarding accessibility-related services or accommodations may contact CTI using the contact information provided in this document or on CTI's website.

9. Service Availability and Interruptions

CTI endeavors to provide reliable telecommunications services but does not guarantee uninterrupted or error-free service. Service may be interrupted or unavailable due to maintenance, network upgrades, equipment failures, power outages, acts of third parties, force majeure events, or other circumstances beyond CTI's reasonable control.

Any applicable service interruption credits shall be governed by the customer's service order, contract, service schedule, or other written agreement with CTI.

9A. Emergency Services (E911)

CTI voice services may provide access to emergency 911 services where technically available and supported by the applicable service. Customers are responsible for providing accurate service location information and notifying CTI of changes that may affect emergency service functionality. Certain services may not function during power outages, broadband outages, equipment failures, or other service interruptions.

10. Revisions

CTI may revise this Tariff and Service Offerings document from time to time in accordance with applicable law and regulatory requirements. Revised versions will be made available through CTI's website or by other reasonable means.

11. Website Policies and Incorporated Documents

The following documents are incorporated herein by reference and are available on CTI's website:

- Terms and Conditions;

- Privacy Policy;
- Customer Proprietary Network Information (CPNI) Notice;
- Acceptable Use Policy;
- Open Internet Disclosure Policy; and
- Any applicable service orders, contracts, quotations, service schedules, or service-specific terms governing particular services.

In the event of a conflict between this Tariff and Service Offerings document, any applicable Terms and Conditions, and a service-specific agreement executed by CTI and the customer, the service-specific agreement shall govern to the extent of the conflict.