

## CUB'S FOUR SIMPLE STEPS TO LOWER PHONE BILLS

If you're paying more than \$25 a month for phone service, you're probably paying too much. But thanks to CUB, the state's leading consumer advocate, there are simple ways to save.

### 1 MAKE THE CONSUMER'S CHOICE FOR LOCAL SERVICE

CUB created three new low-cost calling plans—dubbed Consumer's Choice—and, under a legal settlement, AT&T is required to offer them.

### 2 SWITCH TO PIONEER TELEPHONE FOR LONG DISTANCE

Drop AT&T or the other big long-distance companies and switch to Pioneer Telephone's Rate Buster plan instead. The prices can't be beat and consumers referred by CUB receive an automatic \$10 credit on their bill.

### 3 DROP EXPENSIVE, UNNECESSARY FEATURES

Line Backer, Voice Mail, and calls to 411 can really break the bank. Drop those optional services and start saving today.

### 4 TRIM BLOATED CELL PHONE BILLS

Visit [www.CUBCellphonesaver.com](http://www.CUBCellphonesaver.com), upload your wireless bill, and find the cheapest calling plan for your usage.

To learn how YOU can save, call CUB's Phone Savings Hotline at **1-866-688-4282** or fax a copy of your bill to our Phone Savings Center at **1-312-263-4329**. Also, visit CUB's award-winning website at [www.citizensutilityboard.org](http://www.citizensutilityboard.org) for more money-saving tips and advice.

### WHAT IS CUB?

CUB is the only organization in Illinois devoted solely to lowering your gas, electric and telephone bills. Although created by the state, CUB is an independent, non-profit consumer advocacy group funded primarily by Illinois consumers.

### CUB WORKS FOR YOU

CUB's legal team fights before state and federal regulators and in the courts for lower rates and better service from Illinois natural gas, electric and telephone companies. CUB also helps you trim your monthly bills by providing money-saving advice and services—like our Local Phone Cost-cutter, Gas Market Monitor and Cellphone Saver—you can't find anywhere else. CUB has saved Illinois consumers over \$10 billion—and the amount grows every day.

### JOIN CUB TODAY

CUB provides its services **FREE OF CHARGE** to Illinois consumers, but we still have to cover our expenses. CUB is funded primarily by the generous donations of consumers, so every member counts. Consumers can join CUB for as little as \$10 a year, a small price to pay to keep utility costs in check. To join CUB today, call **1-800-669-5556** or visit [www.citizensutilityboard.org](http://www.citizensutilityboard.org).



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**CITIZENS UTILITY BOARD:  
FIGHTING FOR ILLINOIS  
CONSUMERS SINCE 1984**

The Citizens Utility Board is a non-profit, statewide utility watchdog organization created by the Illinois General Assembly to work for lower electric, natural gas and telephone rates for residential and small business consumers. CUB is not affiliated with AT&T.

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**INSIDE:  
HOW THE CITIZENS UTILITY  
BOARD CAN HELP LOWER  
YOUR PHONE BILLS TODAY**

# CUB'S FOUR SIMPLE STEPS TO LOWER PHONE BILLS

## 1: STICK WITH AT&T FOR LOCAL SERVICE

Local calls are those within about 15 miles from your home. For these calls, stick with AT&T but opt for a low-cost **Consumer's Choice** calling plan. The **Consumer's Choice** plans were designed by CUB to save you money and, under a legal settlement, AT&T is required to offer them. An added bonus: prices for the plans are frozen until 2011.

### MAKE THE CONSUMER'S CHOICE

If you don't make a lot of calls and want affordable, no-frills phone service, sign up for...

#### CONSUMER'S CHOICE BASIC

For basic phone service and 30 local calls a month. Additional calls are only 6 cents per call.

If you live in:	The cost is:
Downtown Chicago . . . . .	\$3.05
Chicago neighborhoods and adjacent suburbs . . . . .	\$6.03
Rest of Illinois . . . . .	\$9.50

If you want the convenience of unlimited local calling, sign up for...

#### CONSUMER'S CHOICE EXTRA

For basic phone service and unlimited local calls.

If you live in:	The cost is:
Downtown Chicago . . . . .	\$10
Chicago neighborhoods and adjacent suburbs . . . . .	\$13
Rest of Illinois . . . . .	\$16

If you want unlimited local calling and additional calling features, sign up for...

#### CONSUMER'S CHOICE PLUS

For basic phone service, unlimited local calls, and a choice of two extra features like Call Waiting or Caller ID.

If you live in:	The cost is:
Downtown Chicago . . . . .	\$16
Chicago neighborhoods and adjacent suburbs . . . . .	\$19
Rest of Illinois . . . . .	\$19.70

Note: The Consumer's Choice plans cover only local calls, or calls within roughly 15 miles of your home.

To make the Consumer's Choice, call AT&T at 1-866-582-0713.

## 2: SWITCH TO PIONEER TELEPHONE FOR LONG-DISTANCE

Pioneer Telephone's Rate Buster plan consistently offers the lowest rates around for long distance service. **Plus, CUB negotiated a \$10 automatic credit which will appear on your first month's bill and carry over every month until you use it up.** Use Pioneer for all calls that go beyond your 15-mile local zone and see your savings add up.

### HOW DO I SWITCH TO PIONEER?

- ✓ Call **1-877-492-6878** and ask to switch your IN-STATE and OUT-OF-STATE service to Pioneer.
- ✓ Say you were referred by CUB to get your \$10 credit.
- ✓ Choose to have online billing or receive a paper bill in the mail.\*

### PIONEER RATE BUSTER PLAN

<b>CALLS TO OTHER STATES</b>	<b>2.7 CENTS/MIN.</b>
<b>CALLS WITHIN ILLINOIS</b>	<b>1.9 CENTS/MIN.</b>

\* If you opt for paper billing, Pioneer charges a \$1.99 "paper bill fee" in any month you make fewer than \$20 worth of long-distance calls, but the \$10 credit will help offset that fee. Please note that AT&T may charge you a one-time fee to change your long distance service, but the savings from switching will more than offset that fee.



## 3: DROP EXPENSIVE, UNNECESSARY FEATURES

### LINE BACKER

Ever wonder what you get for that \$7.50 a month Linebacker charge? Not much. Linebacker is an expensive, completely OPTIONAL insurance plan for the phone wires inside your home. A lot of people pay it each month, but very few ever use the service. That's because problems with your inside phone wires are extremely rare—occurring on average only once about every 20 to 30 years. Drop Line Backer and save \$90 a year.

### 411 SERVICE

With rates as high as \$2 a call, using those three magical numbers can cost you plenty. Instead, get in the habit of using several free directory assistance services, such as **1-800-Info-Fast**, **1-800-FREE411** and **1-800-YellowPages** for residential listings. For business listings, try **1-800-goog411** or **1-800-555-Tell**. They're a lot like traditional 411—except completely free—and, by most accounts, just as good.

### VOICE MAIL

AT&T's basic Voice Mail service costs around \$10 a month, but that's just the beginning. You also pay a phone-call charge for every message left in your voice mail box and every call to retrieve your messages. Instead, use an answering machine or ask friends and family to leave messages on your cell phone, if you have one, since most wireless plans include free voice mail. You can even purchase AT&T's Busy Line Transfer service, for 45 cents a month, and have calls transferred to another number when you're on the phone.

## 4: TRIM BLOATED CELL PHONE BILLS

Many consumers sign up for expensive cell phone plans packed with minutes and features they don't need or use. To find out how to trim those bloated bills, use CUB's online Cellphone Saver.

Using the tool is simple: just go to [www.CUBCellphonesaver.com](http://www.CUBCellphonesaver.com), upload a copy of your online wireless bill and, in just seconds, the Cellphone Saver will identify the cheapest calling plans for your usage and provide other customized money-saving tips. The tool analyzes residential bills only from the five largest wireless companies, T-Mobile, AT&T, Verizon, U.S. Cellular and Sprint.

**The average consumer using the tool has saved over \$300 a year.** So, visit the Cellphone Saver and learn how to slash your bills today.