



**Pottawatomie**

TELEPHONE CO.

## Customer Information Guide

### Billing

Your billing will begin the day your services are installed. Recurring charges are billed one month in advance and are based on a 30-day bill cycle. Your first bill will include pro-rated charges from the date your services are installed, one month in advance, and installation fees. You should receive your bill around the 1st of each month. Bills are payable upon receipt and past due on the 15th.

### Payment Options

**You choose what works best for you!**

**Online:** visit our website at [www.potelco.com](http://www.potelco.com). Click on Online Bill Pay and follow the steps. The security code requested is your four digit CPNI password you selected. We accept VISA, Mastercard, or checking/savings accounts.

**Automatic Bank Draft:** we can automatically deduct the amount of your monthly bill from your checking or savings account each month between the 5th and the 10th.

**Phone:** call us at 800-522-3221, we accept VISA or Mastercard.

**Office:** visit our office at 300 W Main St, Earlsboro.

**Mail:** you may mail a check or money order to PO Box 66 Earlsboro, OK 74840; please note we will not be responsible for cash payments in the mail.

**Night Drop:** available in the front door of our office located at 300 W Main St, Earlsboro.

### Late Fees

Payments not received by the due date listed on the bill shall be deemed late and a \$5.00 late fee will be assessed.

### Returned Payments

You will be charged a \$25.00 fee for any check or other instrument (including credit card charge backs) tendered by you and returned unpaid by a financial institution for any reason.

### Suspension for Non-Payment

If your payment is not received by the 15th, a past due notice will be sent allowing you 10 more days to pay. If the past due balance is left unpaid or a satisfactory understanding is not reached before the disconnect date shown on the notice, some or all of your services may be suspended.

If any service is suspended, in addition to paying all past due balances, you may be required to do one or more of the following to restore your services: (i) pay reconnection fees (\$10.50 for telephone service; an additional \$30 for Internet and digital TV services), (ii) pay late fees and interest charges, (iii) submit a deposit according to our deposit policy, or (iv) submit a credit card authorization.

### Disconnection of Services

We may refuse service or terminate existing service to a customer for any of the following reasons:

- Non-payment of bill
- Failure to pay a security deposit
- Tampering with the company's equipment
- Refusal to permit the company reasonable access
- Excessive or improper use
- Use of the telephone service in such a manner as to create danger to life or property of the company or other customers
- Reasons more specifically set out in the Oklahoma Corporation Commission rules or the company's tariff.

### Customer Proprietary Network Information (CPNI)

Pottawatomie Telephone Company takes every measure possible to protect the confidentiality of your account. Please do not be offended if we ask for identity verification when you call or come in our office. Protecting the privacy of your account information is your right and our duty under federal law. Therefore you are required to establish a four digit password for your account. Verification of this password will be requested any time an inquiry is made regarding your account information. It is your responsibility to protect this password from misuse.

### Deposits

A deposit or pre-payment may be required when you establish service. Deposits are held as a security on your account until good credit has been established. The deposit will be refunded after one year if you pay your bill by the date listed on your statement; if services are permanently disconnected the deposit will be applied to the final bill.

### Change of Services

You may make changes to your telephone service at any time by calling our customer service department at 800-522-3221. If you choose to make changes to your account information or calling features after the date of installation a service order fee may apply based upon the type of change.

### Toll Calls

You are responsible for all toll calls made from your telephone. We offer several services to protect you from fraudulent use. A fee will be charged for all operator services. You are provided with three free calls to local directory assistance each month. After your first three calls to local directory assistance and for any calls made to national directory assistance you will be charged.

### Telephone Directory

We provide a telephone directory to all customers each year. Please review your directory for company policies and information about our services.

### Lifeline Service

Lifeline helps keep Americans connected by making basic, local telephone service more affordable. It is designed to ensure that quality telecommunications services are available to low-income customers at just, reasonable, and affordable rates. If you receive government assistance you may be eligible for discounted basic telephone service. Contact customer service to determine if you qualify.

### Interruptions of Service

If your telephone service is inoperative for reasons other than your own negligence or willful act or causes beyond the control of the telephone company, and remains inoperative for more than 24 consecutive hours after you've reported it, a pro-rated refund of your local service will be credited to your bill, upon request, for the number of days the service remains inoperative.

### Maintenance

You are responsible for the maintenance and repair of telephone wiring and jacks inside your home. It is your responsibility to determine whether trouble exists within your inside telephone wires before notifying us. Service maintenance charges will apply when a technician is requested to your premises if you are not on a maintenance plan. Please contact customer service for more information about our maintenance plans.

We are responsible for outside telephone cables and wires from the central office to your home. If your service does not work due to a problem with our outside wiring we will make the appropriate repairs. If it is determined after review of the trouble that the issue was customer induced or the result of misuse, standard maintenance charges will apply.

### Underground Cable Location

Always call OKIE before digging. Careless digging can cause disruption of vital services and could require costly repairs. Take the first step by calling OKIE at 800-522-OKIE (6543) or dial 811. Always call at least two working days but no more than 10 days before digging.

### Telephone Terms of Service

Our terms and conditions for telephone service can be found in our tariff on file with the Oklahoma Corporation Commission. A copy of our tariff can be found at [www.potelco.com](http://www.potelco.com).

**Thank you for choosing Pottawatomie Telephone Co.**

This customer information guide contains important information about your account. Should you have any questions that aren't answered here, simply call us at 405.997.5201.