

Billing Information

To Reach us for Telephone Service

PTCI CUSTOMER

REPAIR SERVICE800-752-5411

PTCI BUSINESS OFFICE - LOCAL SERVICE

222 S. Amherst, Perryton, TX

721 W. 7th, Spearman, TX

Or Call.1-800-327-7525

Please Do Not Call Collect

Billing & Payment Information

Local Services and Long Distance Calling Plans are billed a month in advance, long distance charges are based on actual use and billed as they are received up to the date your bill is prepared. Service charges will usually appear on the first bill after work has been completed. In the event service is disconnected, credit will be forwarded, less any toll charges that might appear after service is terminated. We provide a return envelope. To be sure your payment is posted accurately remember to send the barcoded portion at the top of the first page of your bill and note that telephone or account number on your check or money order. To obtain an itemized list of your current monthly bill, call your PTCI business office at the number listed above.

PTCI bills are rendered on the 20th of each month, are due when statement is rendered, and are delinquent on date shown. If payment is not received by the due date, a late payment charge of 1.5% of the unpaid balance will be applied. Payments for telephone service should be made at the telephone office at 222 S. Amherst in Perryton, 721 W. 7th in Spearman or mailed to PTCI, P.O. Box 1188, Guymon, OK 73942. **PROMPT PAYMENT MEANS A GOOD CREDIT RATING.**

For Worry-free Bill Payment use our CAT - Convenient Automatic Transfer.

CAT offers a 1% monthly discount, no check to write, no stamp to buy, no trip to our office or the post office and no worry about an unpaid bill. Our representative will be happy to send you an enrollment form and answer any questions you may have.



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SUSPENSION OF SERVICE

If payment is delinquent, PTCL will give written notice that service will be suspended after 10 days. If you receive a suspension notice and can't pay by the due date, please call our office and we may be able to help you with payment arrangements. After suspension, all billing must be paid, plus a reconnect charge to restore service.

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

Nonpayment of a bill, failure to make a security deposit, tampering with the company's equipment, refusal to permit the company reasonable access to its facilities, excessive or improper use of the telephone service, use of the telephone service in such a manner as to create danger to life or property of the company or other customers, and other reasons more specifically set forth in the Texas Public Utility Commission Rules or the Company's terms and conditions of services and tariffs.

RETURNED CHECKS

When a customer has issued a check or authorized Convenient Automatic Transfer (CAT) which has not been honored by the financial institution on which it is drawn, the account shall be considered unpaid. The telephone company may also refuse to accept another check or CAT in payment for an account of that customer. A charge of \$25.00 will also be made to cover handling the returned check or CAT.

DEPOSITS

A deposit may be required if you have not established or maintained satisfactory credit with us. Deposit amounts are based on one-sixth of the estimated annual billing. Interest on held deposits will be credited to your account yearly at the current rate set by the Public Utility Commission of Texas. Upon annual review if you are and have been paying

your bill in a timely manner, the deposit plus interest will be applied to your account. If telephone service is disconnected, the deposit with any accrued interest is applied to the final bill. Applicants may provide a letter of guarantee from a PTCL local phone service customer in good standing with PTCL to avoid paying a deposit.

ADJUSTMENTS

Whenever service to any customer is inoperative, other than by reason of negligence or willful act of the customer or causes beyond the control of the Telephone Company, and remains inoperative for more than 24 consecutive hours after being reported to the Telephone Company as out of order, the customer shall be entitled to an adjustment of charges upon request.

In the event of an error appearing on the list of long distance calls, the customer should call or write to let us know which call is questioned, and it will be investigated.

ABSENCE

A customer may avoid discontinuance of service during a short absence by calling or coming by the office and making special arrangements for payment prior to departure. Payment could also be made automatically by signing a simple CAT authorization form. If the bill is not paid on time or no other acceptable arrangements are made, service may be disconnected and all billed amounts plus the reconnect fee will be required before reconnect.

VACATION RATES

Vacation service is available if a customer is going to be away from home. The phone will be disconnected at the customer premise, but the number will remain listed in the customer's name and calls can be charged to it by a calling card. Monthly charges are reduced by 50% of regular line access charge. Service charges will apply to connect after vacation.