

# SANTA ROSA

C O M M U N I C A T I O N S

## TELEPHONE DIRECTORY

SEPTEMBER 2022



INTERNET



SECURITY



TV



PHONE



BUSINESS

### 940 - TX AREA CODE

ASPERMONT • BENJAMIN • CEE VEE • CHARLIE • CHILDRESS

CROWELL • GOODLETT • HASKELL HOLLIDAY •

KAMAY • KIRKLAND • KNOX CITY

LAKE KEMP • MEDICINE MOUND • MEGARGEL

MUNDAY/GOREE • ODELL • OKLAUNION

QUANAH • ROCHESTER • RULE • SEYMOUR

THALIA • TRUSCOTT • VERNON • WEINERT

WICHITA FALLS

### 580 - OK AREA CODE

DEVOL • ELMER • RANDLETT



# About The Cover



Photo Submitted By: Lee Ann Burnett

# EMERGENCY NUMBERS



Fire

Ambulance



Sheriff/Police

# 9•1•1

*(Non-Emergency Numbers can be found in the White Pages.)*

Doctor: Office \_\_\_\_\_

Home \_\_\_\_\_

Oklahoma Child Abuse Hotline ..... 1-800-522-3511  
Polson Control Center ..... 1-800-222-1222  
Texas Child Abuse Hotline ..... 1-866-252-5400  
Domestic Abuse Hotline..... 1-800-799-7233  
Oklahoma Relay Center..... If you have a TTY 1-800-722-0353  
Oklahoma Relay Center..... If you do not have a TTY 1-800-522-8506  
Texas Relay Center..... If you have a TTY 1-800-735-2989  
Texas Relay Center..... If you do not have a TTY 1-800-735-2988

## Emergency Numbers for Kids

Fire/Police/Ambulance \_\_\_\_\_ 911

Doctor: \_\_\_\_\_

Dad's Work: \_\_\_\_\_

Dentists: \_\_\_\_\_

Grandparents: \_\_\_\_\_

Mom's Work: \_\_\_\_\_

Neighbor: \_\_\_\_\_

When reporting an emergency to **911** remain calm, speak clearly and tell the **911** operator for the following information:

- What the emergency is
- Where the emergency is
- Your name, address, phone number and nearest cross street
- Remain on the line in case additional information is needed



## EASY ACCESS NUMBERS

**211**..... Toll Free connection to Texas Health & Human Services Commission

**711**..... Toll Free connection to Relay Center Service (Oklahoma and Texas exchanges)

**411**..... Directory assistance for the United States. A charge will be billed on your Santa Rosa Telephone Coop. statement for each call.

**811**..... Toll Free connection to Utilities Underground Cable Location Service. You are required to call at least two business days in advance of any digging.



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# How To Reach Us



## Technical Support (Reports Can Be Received 24 Hours A Day)

Toll free from our exchanges. After 5:00PM, you will be connected to our 24-hour tech service. **Visit our website at [www.santarosafiber.com](http://www.santarosafiber.com). For Internet and 24 Hour Tech Support, Call 1-888-844-0540.**

<b>Childress Office</b> Call 1-855-938-7500  Childress (Local call 940-938-7500)	<b>Haskell Office</b> Call 1-888-863-1125  Aspermont/ Old Glory Haskell (Local call 940-863-1125) Munday/ Goree Weinert	<b>Seymour Office</b> Call 1-877-889-1125  Benjamin Kamay Knox City/O'Brien Holliday Megargel Rochester Rule Seymour (Local call 940-889-1125)	<b>Vernon Office</b> Call 1-888-886-2217  Cee Vee Charlie Crowell Devol Elmer Goodlett Kirkland Lake Kemp Vernon Medicine Mound	<b>Wichita Falls Office</b> Call 1-888-886-2217  Odell Oklaunion (Local call 940-886-2217) Randlett Thalia
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## Residential or Business Services

To establish new telephone service, transfer service to a different address, billing inquiries or service disconnections. Toll free from our exchanges. **Visit our website at [www.santarosafiber.com](http://www.santarosafiber.com).**

<b>Childress Office</b> Call 1-855-938-7500  Childress (Local call 940-938-7500)	<b>Haskell Office</b> Call 1-888-863-1125  Aspermont/ Old Glory Haskell (Local call 940-863-1125) Munday/ Goree Weinert	<b>Seymour Office</b> Call 1-877-889-1125  Benjamin Kamay Knox City/O'Brien Holliday Megargel Rochester Rule Seymour (Local call 940-889-1125)	<b>Vernon Office</b> Call 1-888-886-2217  Cee Vee Charlie Crowell Devol Elmer Goodlett Kirkland Lake Kemp Vernon Medicine Mound	<b>Wichita Falls Office</b> Call 1-888-886-2217  Odell Oklaunion (Local call 940-886-2217) Randlett Thalia
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## Business Office Locations

You may apply for telephone services, Internet/DSL service, IPTV, pay your bill and other related services at our offices, located at:

<b>Childress Office</b> Call 1-855-938-7500  Childress (Local call 940-938-7500)	<b>Haskell Office</b> Call 1-888-863-1125  Aspermont/ Old Glory Haskell (Local call 940-863-1125) Munday/ Goree Weinert	<b>Seymour Office</b> Call 1-877-889-1125  Benjamin Kamay Knox City/O'Brien Holliday Megargel Rochester Rule Seymour (Local call 940-889-1125)	<b>Vernon Office</b> Call 1-888-886-2217  Cee Vee Charlie Crowell Devol Elmer Goodlett Kirkland Lake Kemp Vernon Medicine Mound	<b>Wichita Falls Office</b> Call 1-888-886-2217  Odell Oklaunion (Local call 940-886-2217) Randlett Thalia
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If paying by mail, send payment along with your pay stub from your bill to:  
Santa Rosa Communications • P.O. Box 225458 • Dallas, Texas 75222-5458



# Coins For Change

**SANTA ROSA**  
C O M M U N I C A T I O N S



## **YOUR CHANGE CAN MAKE A CHANGE!**

We recently launched our Coins for Change program. It's designed to provide financial support to non-profits that are located in the areas we serve. **Let's support the non-profits that make our communities so special!**

You may voluntarily round up your monthly bill to the next dollar amount. *For example, if your bill is \$57.64, then you will donate 0.36¢ each month.* This small amount can make a big difference.

The Santa Rosa Family will contribute by rounding up the nearest hundred dollar of the total contribution from our customers.

All donations will be collected and distributed quarterly amongst our local charities, organizations, and community groups. ☺

## **OPT-IN TODAY.**

Call 888-886-2217, or visit [www.srcaccess.net/coins-for-change](http://www.srcaccess.net/coins-for-change) to fill out an online form (it takes less than a minute).

*Thank you for your support & contribution!*  
*-Santa Rosa*



# Local Telephone Service Providers



## Santa Rosa Telephone Cooperative, Inc.

Toll free from our exchanges. After 5:00PM, you will be connected to our 24-hour tech service. **Visit our website at [www.santarosafiber.com](http://www.santarosafiber.com). For Internet and 24 Hour Tech Support, Call 1-888-844-0540.**

### Childress Office

903 Ave. F NW.  
Childress, TX 79201  
1-855-938-7500  
1-940-938-7500 Local  
[santarosafiber.com](http://santarosafiber.com)

### Haskell Office

113 N. Ave. D  
Haskell, TX 79521  
1-888-863-1125  
1-940-863-1125 Local  
[santarosafiber.com](http://santarosafiber.com)

### Seymour Office

310 W. California  
Seymour, TX 76380  
1-888-863-1125  
1-940-863-1125 Local  
[santarosafiber.com](http://santarosafiber.com)

### Vernon (Main) Office

7110 Hwy. 287 E.  
Vernon, TX 76384  
1-888-886-2217  
1-940-886-2217 Local  
[santarosafiber.com](http://santarosafiber.com)

### Wichita Falls Office

4210 Kell West Blvd.  
Suite 208  
Wichita Falls, TX 76309  
1-888-886-2217  
[santarosafiber.com](http://santarosafiber.com)



# Service Options



## SERVICE OPTIONS



### Telephone

Santa Rosa Communications offers local telephone service to Business and Residential customers. Additional features include:

Call Waiting • Call Waiting ID • Caller ID  
Call Forwarding • Three Way Calling •  
Voice Mail

SRC Long Distance offers long distance services with several competitive plan options:

Flat Rate • One Rate • 48 States Unlimited



### Internet

Connect with Santa Rosa Communications! Receive up to Gigabit Speeds, where available.

High-speed, reliable internet connecting the businesses and residents of Texoma.



### SRTV

Explore SRC television services with service packages Basic or Ultra SRTV.

Local Channels • Ultra Channels • Premium Channels

For more information, visit [www.santarosafiber.com](http://www.santarosafiber.com).



# Telefriend Referral Program



## GET \$25 OFF YOUR BILL WITH OUR **TELEFRIEND PROGRAM**

- 1** Convince Your Friends  
to Switch to SRC
- 2** Have Them Tell Us  
You Sent Them
- 3** Receive \$25.00 Off Your  
SRC Bill for each new customer  
you refer to SRC



(888) 886-2217 • SANTAROSAFIBER.COM



\*Some restrictions may apply. Referral must be a new customer to Santa Rosa Communications, with no active services in the past 6 months. Credits will be applied to both current and new customer after 1 month of service.



# Board of Directors



## The History of Santa Rosa Telephone Cooperative, Inc.

In 1950, access to telephones was nearly non-existent for farmers, ranchers, and businesses in rural areas of Wilbarger County, Texas. Telephone companies in the surrounding areas were not interested in building miles of telephone lines to connect rural customers.

Led by Harrold, Texas farmer and businessman, Carl G. Freeling, community leaders from Wilbarger County began meeting to discuss a telephone loan program sponsored by the Rural Electrification Administration (REA), now known as the Rural Utilities Service (RUS), a branch of the USDA. These men volunteered their time to plan, survey, and gather information to organize, establish and thus charter Santa Rosa Telephone Cooperative, Inc. in August of 1951. Ultimately, these dedicated men laid the foundation for Wilbarger County and surrounding areas to receive telephone service.

In 1995, Santa Rosa purchased the Crowell, Texas, exchange from GTE which grew Santa Rosa to a total of 14 exchanges across Texas and Oklahoma. Santa Rosa entered the competitive marketplace and began building fiber optic lines, plant, and equipment to its first local competitive exchange – Seymour, Texas.

By 2001, Santa Rosa began installing fiber to the premise for customers to receive telephone, IPTV, and high-speed internet up to 10 Gig with plenty of additional bandwidth for future applications. A few years later, The Santa Rosa team entered the beginning stages of building fiber-to-the-home technology to enable Santa Rosa customers to access services including ultra-fast internet speeds to homes up to one Gig – the equivalent of 1,000 Mbps.

In 2019, the Santa Rosa Family of Companies grew. In November, Santa Rosa acquired a wireless internet company in Wichita Falls – Pinnacle Network Solutions. Later that year, Santa Rosa Communications acquired PCnet – a managed service provider based in Wichita Falls.

Today, Santa Rosa Communications continues to strive to provide SRC customers quality products and services coupled with superior customer services. Santa Rosa Communications is dedicated to actively responding to the everchanging communications world. We will continue to support the communities we serve by providing the latest cutting-edge technology to rural Texoma.

## Board of Directors

Manager .....	Kirk H. Petty
<b>Directors</b>	
President.....	Wayne Cockrell
Vice President.....	Jason Williford
Secretary .....	Chance Moore
Board Member .....	Teresa Pennartz
Board Member .....	Steve Bradshaw
Board Member .....	Cavin Wyatt
Board Member .....	Kelly Shaffer



# Local Calling Area



Your Exchange	You May Call Toll Free From The Following	To Ring Your Own Telephone
Aspermont	Anson, Hamlin, Rotan, Haskell, Stamford	10-digit number
Benjamin	Haskell, Munday/Goree, Knox City/O'Brien, Rochester, Seymour	10-digit number
Cee Vee-Tell	Childress	10-digit number
Charlie	Wichita Falls, Henrietta	10-digit number
Childress	Cee Vee, Tell, Kirkland, Goodlett	10-digit number
Crowell	Thalia, Truscott-Foard City	10-digit number
Devol	Burkburnett, Randlett	10-digit number
Elmer	Altus	10-digit number
Goodlett	Childress, Quanah, Kirkland, Chillicothe, Medicine Mound, Farmer's Valley	10-digit number
Haskell	Aspermont, Benjamin, Hamlin, Knox City, Munday/Goree, Rochester, Rule, Seymour, Stamford, Throckmorton, Weinert, Abilene	10-digit number
Holliday	Burkburnett, Electra, Iowa Park, Kamay, Seymour, Vernon, Wichita Falls, Lake Kickapoo, Scotland	10-digit number
Kamay	Holliday, Iowa Park, Lake Kickapoo, Wichita Falls	10-digit number
Kirkland	Childress, Goodlett	10-digit number
Knox City/O'Brien	Benjamin, Haskell, Munday/Goree, Rochester, Rule, Weinert, Seymour	10-digit number
Lake Kemp	Seymour, Vernon, Wichita Falls	10-digit number
Medicine Mound/ Farmer's Valley	Chillicothe, Goodlett, Quanah, Vernon	10-digit number
Megargel	Archer City, Elbert, Olney, Orth, Wichita Falls, Seymour	10-digit number
Munday/Goree	Benjamin, Haskell, Knox City/O'Brien, Stamford, Weinert	10-digit number
Odell-White City	Vernon	10-digit number
Oklunion-Harold	Vernon	10-digit number
Randlett	Devol, Burkburnett	10-digit number
Rochester	Benjamin, Haskell, Knox City/O'Brien, Rule, Weinert	10-digit number
Rule	Aspermont, Hamlin, Haskell, Knox City/O'Brien, Rochester, Seymour, Weinert	10-digit number
Seymour	Benjamin, Haskell, Holliday, Megargel, Wichita Falls, Vernon, Throckmorton, Lake Kemp, Knox City/O'Brien	10-digit number
Thalia	Crowell, Truscott-Foard City, Vernon	10-digit number
Truscott-Foard City	Crowell, Thalia	10-digit number
Weinert	Haskell, Rochester, Rule, Knox City/O'Brien, Munday, Goree	10-digit number
Vernon	Electra, Holliday, Lake Kemp, Medicine Mound, Oklaunion, Seymour, Thalia, Odell	10-digit number

**Beginning October 24, 2021, you must dial 10 digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7 digit number.**



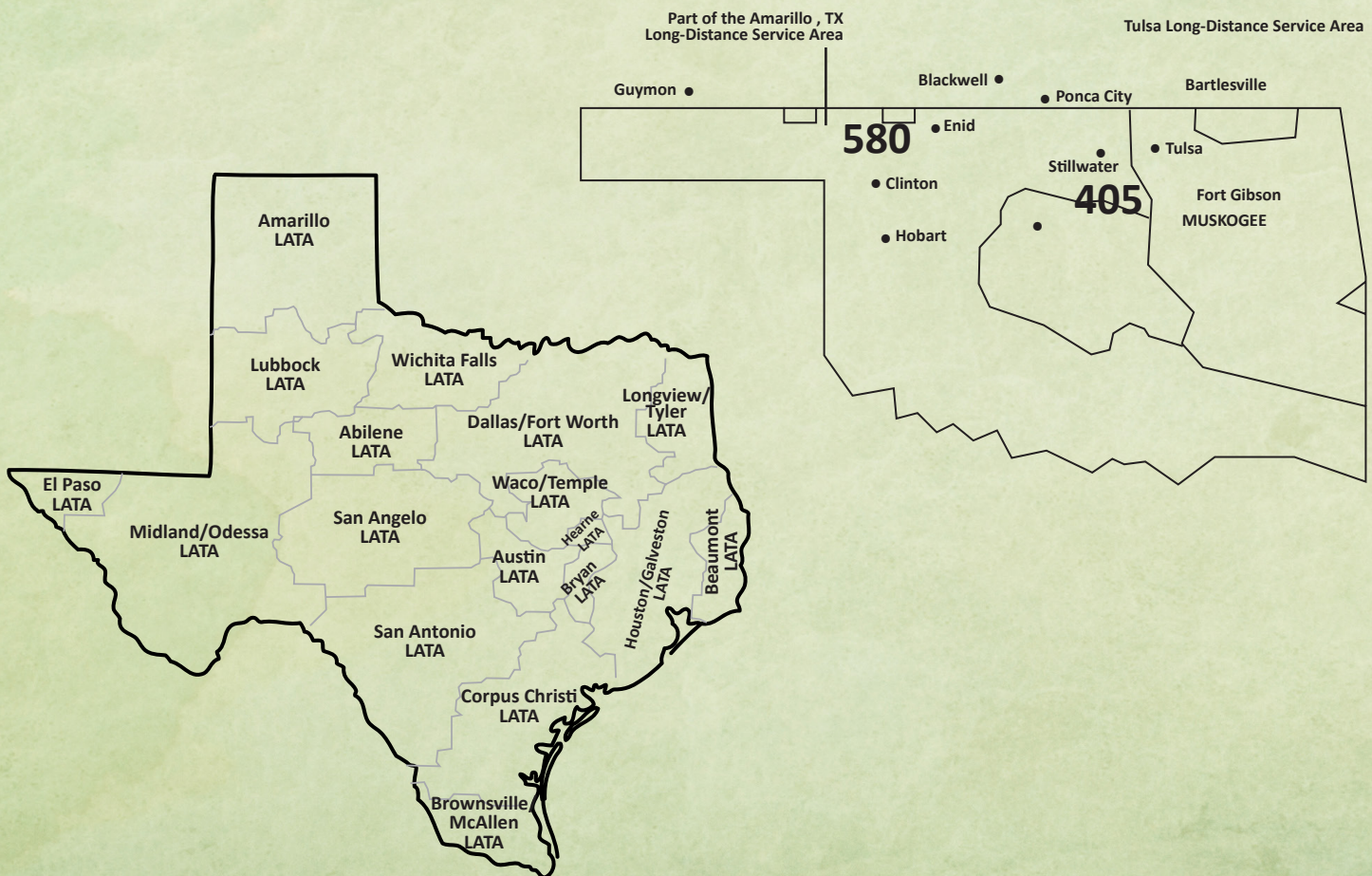
# Long Distance



For long distance calling, Oklahoma and Texas are divided into geographic areas known as Local Access and Transport Areas (LATA). LATA should not be confused with Numbering Plan Areas (NPA), which are used for dialing purposes. Texas and Oklahoma have several different LATAs dividing the states.

- Calls that originate and terminate within the same LATA are "IntraLATA" calls.
- Calls that originate in one state and terminate in another LATA are "InterLATA" calls.
- Calls that originate in one state and terminate in another state are "InterState" calls.

Santa Rosa Communications is an "Equal Access" company – which means all long distance carriers have a right to provide long distance for customers in our serving area. It is the long distance carrier's decision where they will offer their service.



In Texas, IntraLATA long distance is provided by Santa Rosa Communications and other long distance companies. All Texas InterLATA, and Oklahoma IntraLATA and InterLATA, is provided exclusively by long distance companies.



# Long Distance



**1+**

## Long Distance Calling Outside Your Service Area (LATA)

You may request service from as many long distance companies as you like. In addition to Santa Rosa Communications, other companies can provide your long distance service through the convenience of 1 + dialing.

## Selecting A Long Distance Company

In Texas, Santa Rosa Communications can provide you with both IntraLATA and InterLATA long distance service. In Oklahoma, Santa Rosa Communications is an access provider only. Oklahoma customers may obtain long distance service from other long distance companies, whether they are IntraLATA or InterLATA. Here's what to look for when you are selecting your long distance company:

- What are the company's rates?  
When are special rate periods, if any?
- Does the company offer 24 hour a day service?
- Where can you call to and from?  
Anywhere or just selected cities in the country?
- Can you make international calls?
- How does the company charge for the calls?  
By blocks of time? By the minute or portion of a minute?
- When does the company begin charging for the call?  
When it is answered, or when it starts ringing?
- Does the company offer access to a long distance Directory Assistance?
- Does the long distance company offer 1 +?  
Need to dial a code?
- How are you billed? Are charges itemized?  
Can you be billed through credit card documents?
- Do you need special telephone equipment?
- Are there any monthly fees? Any initial charges?  
Is there a minimum charge?
- How is the quality of transmission? Do you get credit for bad connections? How?

You may not be interested in all the services the long distance company has to offer, like international calling. It is important for you to find the service that best suits your calling needs. A charge usually applies for changing long distance companies.

## Preferred Long Distance Carrier Freeze

To prevent your long distance carrier from being changed without your authorization, you can authorize Santa Rosa Communications to freeze the preferred long distance carrier selection. No changes to your long distance carrier will be made unless the authorized customer has lifted the freeze. There is no charge to initiate or terminate this service. There will be a charge to change from one long distance carrier to another long distance carrier. You may request a Preferred Carrier Freeze Authorization form by contacting your local Santa Rosa Communications business office at 1-888-886-2217.

Please notify Santa Rosa Communications and your chosen long distance carrier whenever changing from one long distance carrier to another. Customers will receive separate bills from the long distance carrier selected, if different than Santa Rosa Communications.

If you have questions about your long distance carrier or your preferred long distance carrier freeze, please call Santa Rosa Communications local business office at 1-888-886-2217.

## Direct Distance Dialing

Direct-dial calls are those completed from a residence or business telephone without operator-assistance.

The initial rate period is one minute, any time of day or night. Charges are based upon rates in effect at the time the call is placed and will change if the call continues into the next time period.

- To call within your area code...  
In 580 area code:  
dial 1 + 580 + telephone number  
In 940 area code:  
dial 1 + 940 + telephone number
- To call outside your area code...  
In 580 area code:  
dial 1 + 580 + telephone number  
In 940 area code:  
dial 1 + telephone number



# Long Distance



## Long Distance Directory Assistance

- For numbers within your area code and not found in this directory:
  - In 580 area code dial..... 1 + 580 + 555-1212
  - In 940 area code dial..... 1 + 940 + 555-1212
- For numbers outside your area code:
  - Dial ..... 1 + area code + 555-1212
- Inward WATS (800) numbers:
  - Dial ..... 1 + 800 + 555-1212
- Area code information:
  - See page 15 or dial .....OPERATOR

## Annoyance Calls

Federal and State statutes make it unlawful for any person to make obscene, harrassing, annoying, or threatening telephone calls.

Violations are punishable as criminal offenses by imprisonment and/or fine. Anyone wishing to report such calls should contact the telephone company business office. If a threat is involved, the police should also be notified.



# Long Distance



**0+**

## Operator-Assisted Dialing

Collect or Person-to-Person calls, calls charged to another number or calls placed from coin telephones or from hotel guest telephones, or calls for which Time and Charges are requested are Operator-Assisted calls. Higher rates apply to station calls dialed by the operator, Collect Calls, and Person-to-Person calls; calls will be billed to your credit card.

### Person-to-Person, Collect, Third Number Billed and Time and Charges:

- To call within your area code...  
In 580 area code:  
dial 0 + 580 + telephone number  
  
In 940 area code:  
dial 0 + 940 + telephone number
- To call outside your area code:  
dial 0 + area code + telephone number

## Directory Assistance

Directory Assistance for the United States. A charge will be billed on your Santa Rosa Communications statement for each call. Price may vary, depending on if you request the operator to dial the call for you.

## Toll Free Calls

You can call free to telephone numbers which are preceded by Enterprise or area code "800, 866, 877 and 888." Dial the operator and ask for the Enterprise number. Dial "800, 866, 877 and 888" numbers direct. A separate Centralized Information Center is maintained for the "800" and "888" area code numbers and may be reached by dialing as you would any other Distant Information Center: dial 1, then the area code "800" or "888," followed by 555-1212.

## Person-To-Person Calls

Place the call with the operator if you wish to talk to a particular person or extension. Charging starts when the conversation begins. Rates are highest for Operator-Assisted Person-to-Person calls.

## Conference Calls

You can talk with several people in different places at the same time. Tell the operator you wish to make a "conference" call. A special charge will be made for this type of call.

## Collect Calls

Call Collect if the person or firm you are calling agrees to pay the charge. Place these calls with the operator. Operator-Assisted rates apply.

## International Dialing

To place a direct-dialed international call dial:

1. The digits "011"
2. The Country Code
3. The City Code
4. The Local Number

Dial "00" if you need assistance to call:

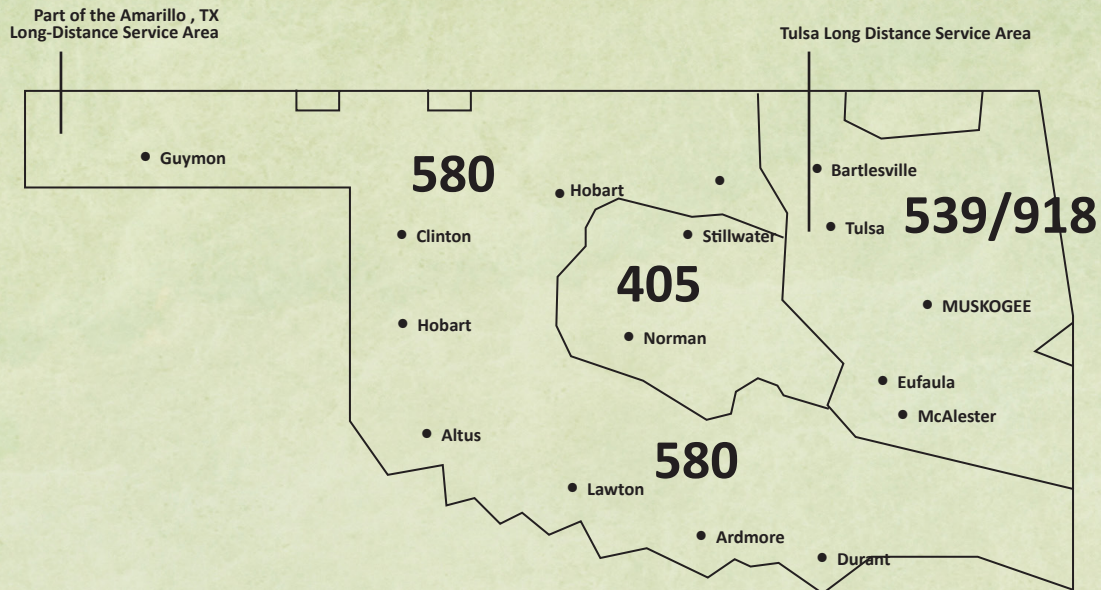
- Countries that cannot be dialed direct.
- To obtain overseas telephone numbers.
- To obtain country or city codes.



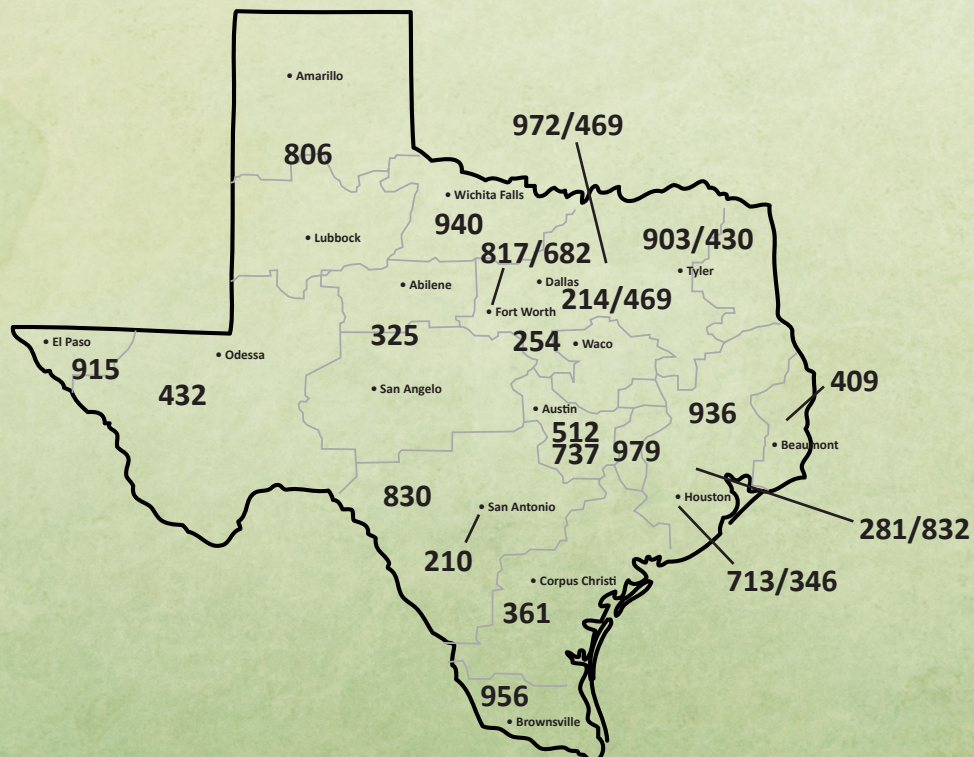
# Area Codes



## Oklahoma Area Codes



## Texas Area Codes





# Area Codes

## Area Codes for Some Cities



### ALABAMA (AL)

Birmingham ..... 205/659  
Huntsville ..... 256/938  
Mobile ..... 251  
Montgomery ..... 334

### ALASKA (AK)

All locations ..... 907

### ARIZONA (AZ)

Flagstaff ..... 928  
Glendale ..... 623  
Phoenix ..... 480/602/623  
Scottsdale ..... 480  
Tucson ..... 520

### ARKANSAS (AR)

Fort Smith ..... 479  
Jonesboro ..... 870  
Little Rock ..... 501  
Pine Bluff ..... 870

### CALIFORNIA (CA)

Anaheim ..... 657/714  
Bakersfield ..... 661  
Burbank ..... 747/818  
Concord ..... 925  
El Centro ..... 442  
Eureka ..... 707  
Fresno ..... 559  
Irvine ..... 949  
Long Beach ..... 562  
Los Angeles ..... 213/323  
Modesto ..... 209  
Oakland ..... 341/510  
Palm Springs ..... 442/760  
Pasadena ..... 626  
Poway ..... 619/858  
Redding ..... 530  
Riverside ..... 951  
Sacramento ..... 279/916  
Salinas ..... 831  
San Diego ..... 619/858  
San Francisco ..... 415/628  
San Jose ..... 408/669  
San Mateo ..... 650  
Santa Barbara ..... 805/820  
Santa Cruz ..... 831  
Santa Monica ..... 310/424  
Santa Rosa ..... 707  
Stockton ..... 209

### COLORADO (CO)

Aspen ..... 970  
Denver ..... 303/720  
Grand Junction ..... 970  
Pueblo ..... 719

### CONNECTICUT (CT)

Bridgeport ..... 203/475  
Hartford ..... 860/959

### DELAWARE (DE)

All locations ..... 302

### DISTRICT OF COLUMBIA (DC)

Washington ..... 202

### FLORIDA (FL)

Boca Raton ..... 561  
Cocoa Beach ..... 321  
Ft Lauderdale ..... 754/954  
Ft Myers ..... 239  
Gainesville ..... 352  
Jacksonville ..... 904

Lake City ..... 386  
Lakeland ..... 863  
Miami ..... 305/786  
Orlando ..... 321/407/689  
Pensacola ..... 850/448  
St. Petersburg ..... 727  
Sarasota ..... 941  
Tallahassee ..... 448/580  
Tampa ..... 656/813  
Vero Beach ..... 772

### GEORGIA (GA)

Albany ..... 229  
Atlanta ..... 404/470/678/770  
Columbus ..... 706/762  
Macon ..... 478  
Savannah ..... 912

### HAWAII (HI)

All locations ..... 808

### IDAHO (ID)

All locations ..... 208/986

### ILLINOIS (IL)

Alton ..... 618  
Aurora ..... 331/630  
Chicago ..... 773/872/312  
Cicero ..... 708/464  
Peoria ..... 309  
Rockford ..... 779/815  
Springfield ..... 217/447  
Tinley Park ..... 708  
Waukegan ..... 847/224

### INDIANA (IN)

Evansville ..... 812/930  
Fort Wayne ..... 260  
Gary ..... 219  
Indianapolis ..... 317/463  
Lafayette ..... 765  
South Bend ..... 574

### IOWA (IA)

Cedar Rapids ..... 319  
Des Moines ..... 515  
Dubuque ..... 563  
Mason City ..... 641  
Sioux City ..... 712

### KANSAS (KS)

Dodge City ..... 620  
Kansas City ..... 913  
Topeka ..... 785  
Wichita ..... 316

### KENTUCKY (KY)

Ashland ..... 606  
Bowling Green ..... 270/364  
Frankfort ..... 502  
Lexington ..... 859  
Louisville ..... 502

### LOUISIANA (LA)

Baton Rouge ..... 225  
Hammond ..... 985  
Lafayette ..... 337  
New Orleans ..... 504  
Shreveport ..... 318

### MAINE (ME)

All locations ..... 207

### MARYLAND (MD)

Annapolis ..... 410/443/667

Baltimore ..... 410/443/667  
Rockville ..... 240/301

### MASSACHUSETTS (MA)

Boston ..... 617/857  
Needham ..... 339/781  
Peabody ..... 351/978  
Springfield ..... 413  
Worcester ..... 508/774

### MICHIGAN (MI)

Ann Arbor ..... 734  
Detroit ..... 313  
Flint ..... 810  
Grand Rapids ..... 616  
Kalamazoo ..... 269  
Lansing ..... 517  
Muskegon ..... 231  
Saginaw ..... 989  
Sault Ste. Marie ..... 906  
Troy ..... 248/947  
Warren ..... 586

### MINNESOTA (MN)

Blaine ..... 763  
Brainerd ..... 218  
Burnsville ..... 952  
Duluth ..... 218  
Mankato ..... 507  
Minneapolis ..... 612  
Rochester ..... 507  
St. Cloud ..... 320  
St. Paul ..... 651

### MISSISSIPPI (MS)

Biloxi ..... 228  
Greenville ..... 662  
Jackson ..... 601/769

### MISSOURI (MO)

Chesterfield ..... 636  
Jefferson City ..... 573  
Kansas City ..... 816  
Maryville ..... 660  
St. Louis ..... 314  
Sedalia ..... 660  
Springfield ..... 417

### MONTANA (MT)

All locations ..... 406

### NEBRASKA (NE)

Grand Island ..... 308  
Lincoln ..... 402/531  
Omaha ..... 402/531

### NEVADA (NV)

Carson City ..... 775  
Las Vegas ..... 702/725  
Reno ..... 775

### NEW HAMPSHIRE (NH)

All locations ..... 603

### NEW JERSEY (NJ)

Atlantic City ..... 609/640  
Camden ..... 856  
Jersey City ..... 201/551  
Lakewood ..... 732/848  
Newark ..... 862/973  
Plainfield ..... 908  
Trenton ..... 609/640

### NEW MEXICO (NM)

Raton ..... 575

Santa Fe ..... 505

### NEW YORK (NY)

Albany ..... 518/838  
Binghamton ..... 607  
Bronx ..... 347/718/917/929  
Buffalo ..... 716  
Hicksville ..... 516  
Medford ..... 631/934  
Mount Vernon ..... 914  
Newburgh ..... 845  
New York City ..... 212/332/347  
646/718/917/929  
Rochester ..... 585  
Staten Island ..... 347  
718/917/929  
Syracuse ..... 315/680

### NORTH CAROLINA (NC)

Asheville ..... 828  
Charlotte ..... 704/980  
Greensboro ..... 336/743  
Raleigh ..... 919/984  
Rocky Mount ..... 252  
Wilmington ..... 910

### NORTH DAKOTA (ND)

All locations ..... 701

### OHIO (OH)

Akron ..... 234/330  
Cincinnati ..... 513  
Cleveland ..... 216  
Columbus ..... 380/614  
Dayton ..... 326/937  
Lorain ..... 440  
Newark ..... 220/740  
Springfield ..... 326/937  
Toledo ..... 419/567  
Westlake ..... 440

### OKLAHOMA (OK)

Lawton ..... 580  
Oklahoma City ..... 405/572  
Tulsa ..... 539/918

### OREGON (OR)

Portland ..... 503/971  
Salem ..... 503/971  
Springfield ..... 458/541

### PENNSYLVANIA (PA)

Allentown ..... 484/610  
Erie ..... 814/582  
Harrisburg ..... 717  
New Castle ..... 724/878  
Philadelphia ..... 215/267/445  
Pittsburgh ..... 412/878  
Reading ..... 484/610  
Upper St. Clair ..... 412/878  
Wilkes-Barre ..... 272/570

### RHODE ISLAND (RI)

All locations ..... 401

### SOUTH CAROLINA (SC)

Charleston ..... 843/854  
Columbia ..... 803/839  
Greenville ..... 864

### SOUTH DAKOTA (SD)

All locations ..... 605

### TENNESSEE (TN)

Chattanooga ..... 423

Clarksville ..... 931  
Jackson ..... 731  
Knoxville ..... 865  
Memphis ..... 901  
Nashville ..... 615/629

### TEXAS (TX)

Amarillo ..... 806  
Arlington ..... 214/682/817  
Austin ..... 512/737  
Bryan ..... 979  
Corpus Christi ..... 361  
Dallas ..... 214/469/945/972  
Denton ..... 940  
Eagle Pass ..... 830  
El Paso ..... 915  
Fort Worth ..... 682/817  
Galveston ..... 409  
Houston ..... 281/346/713/832  
Huntsville ..... 936  
Laredo ..... 956  
Longview ..... 430/903  
Lubbock ..... 806  
Midland ..... 432  
New Braunfels ..... 830  
San Angelo ..... 325  
San Antonio ..... 210/726  
Socorro ..... 915  
Temple ..... 254  
Tyler ..... 430/903  
Victoria ..... 361  
Waco ..... 254

### UTAH (UT)

Logan ..... 435  
Salt Lake City ..... 385/801  
Tooele ..... 435

### VERMONT (VT)

All locations ..... 802

### VIRGINIA (VA)

Arlington ..... 571/703  
Bluefield ..... 276  
Charlottesville ..... 434  
Harrisonburg ..... 540  
Richmond ..... 804  
Virginia Beach ..... 757/948  
Wytheville ..... 276

### WASHINGTON (WA)

Everett ..... 425  
Olympia ..... 360/564  
Seattle ..... 206  
Spokane ..... 509  
Tacoma ..... 253

### WEST VIRGINIA (WV)

All locations ..... 304/681

### WISCONSIN (WI)

Eau Claire ..... 534/715  
Green Bay ..... 274/920  
Greenfield ..... 414  
LaCrosse ..... 608  
Madison ..... 608  
Menomonee Falls ..... 262  
Milwaukee ..... 414  
Racine ..... 262

### WYOMING (WY)

All locations ..... 307



# Area Codes

## Nation-Wide Area Codes

**ALABAMA (AL)**

205 / 251 / 256 / 334 / 938

**ALASKA (AK)**

907

**ARIZONA (AZ)**

480 / 520 / 602 / 623 / 928

**ARKANSAS (AR)**

479 / 501 / 870

**CALIFORNIA (CA)**

209 / 213 / 279 / 310 / 323 / 408 / 415 / 424 / 510  
530 / 559 / 562 / 619 / 626 / 628 / 650 / 657 / 661  
669 / 707 / 714 / 747 / 760 / 805 / 818 / 820 / 831  
858 / 909 / 916 / 925 / 949 / 951

**COLORADO (CO)**

303 / 719 / 720 / 970

**CONNECTICUT (CT)**

203 / 475 / 860 / 959

**DELAWARE (DE)**

302

**FLORIDA (FL)**

239 / 305 / 321 / 352 / 386 / 407 / 561 / 727 / 754  
772 / 786 / 813 / 850 / 863 / 904 / 941 / 954

**GEORGIA (GA)**

229 / 404 / 470 / 478 / 678 / 706 / 762 / 770 / 912

**HAWAII (HI)**

808

**IDAHO (ID)**

208 / 986

**ILLINOIS (IL)**

217 / 224 / 309 / 312 / 331 / 618 / 630 / 708 / 773  
779 / 815 / 847 / 872

**INDIANA (IN)**

219 / 260 / 317 / 463 / 574 / 765 / 812 / 930

**IOWA (IA)**

319 / 515 / 563 / 641 / 712

**KANSAS (KS)**

316 / 620 / 785 / 913

**KENTUCKY (KY)**

270, 364 / 502 / 606 / 859

**LOUISIANA (LA)**

225 / 318 / 337 / 504 / 985

**MAINE (ME)**

207

**MARYLAND (MD)**

240 / 301 / 410 / 443 / 667

**MASSACHUSETTS (MA)**

339 / 351 / 413 / 508 / 617 / 774 / 781 / 857 / 978

**MICHIGAN (MI)**

231 / 248 / 269 / 313 / 517 / 586 / 616 / 734 / 810  
906 / 947 / 989

**MINNESOTA (MN)**

218 / 320 / 507 / 612 / 651 / 763 / 952

**MISSISSIPPI (MS)**

228 / 601 / 662 / 769

**MISSOURI (MO)**

314 / 417 / 573 / 636 / 660 / 816

**MONTANA (MT)**

406

**NEBRASKA (NE)**

308 / 402 / 531

**NEVADA (NV)**

702 / 725 / 775

**NEW HAMPSHIRE (NH)**

603

**NEW JERSEY (NJ)**

201 / 551 / 609 / 640 / 732 / 848 / 856 / 862 / 908  
973

**NEW MEXICO (NM)**

505 / 575

**NEW YORK (NY)**

212 / 315 / 332 / 347 / 516 / 585 / 607 / 631 / 646  
680 / 716 / 718 / 838 / 845 / 914 / 917 / 929 / 934

**NORTH CAROLINA (NC)**

252 / 336 / 704 / 743 / 828 / 910 / 919 / 980 / 984

**NORTH DAKOTA (ND)**

701

**OHIO (OH)**

216 / 220 / 234 / 330 / 380 / 419 / 440 / 513 / 567  
614 / 740 / 937

**OKLAHOMA (OK)**

405 / 539 / 580 / 918

**OREGON (OR)**

458 / 503 / 541 / 971

**PENNSYLVANIA (PA)**

215 / 223 / 267 / 272 / 412 / 445 / 484 / 570 / 610  
717 / 724 / 814 / 878

**RHODE ISLAND (RI)**

401

**SOUTH CAROLINA (SC)**

803 / 843 / 854 / 864

**SOUTH DAKOTA (SD)**

605

**TENNESSEE (TN)**

423 / 615 / 629 / 731 / 865 / 901 / 931

**TEXAS (TX)**

210 / 214 / 254 / 281 / 325 / 346 / 361 / 409 / 430  
432 / 469 / 512 / 682 / 713 / 726 / 737 / 806 / 817  
830 / 832 / 903 / 915 / 936 / 940 / 956 / 972 / 979

**UTAH (UT)**

385 / 435 / 801

**VERMONT (VT)**

802

**VIRGINIA (VA)**

276 / 434 / 540 / 571 / 703 / 757 / 804

**WASHINGTON (WA)**

206 / 253 / 360 / 425 / 509 / 564

**WASHINGTON (DC)**

202

**WEST VIRGINIA (WV)**

304 / 681

**WISCONSIN (WI)**

262 / 414 / 534 / 608 / 715 / 920

**WYOMING (WY)**

307



\*View area code map at:  
[www.allareacodes.com/area-code-map.htm](http://www.allareacodes.com/area-code-map.htm)



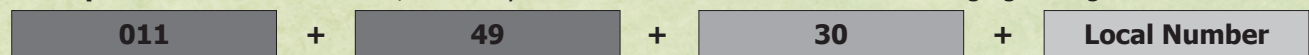
# International Calling



## Dialing International Calls

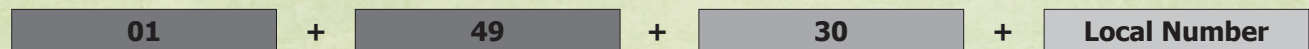


**Example 1:** Direct-Dial to Berlin, Germany - allow at least 45 seconds for the ringing to begin.



**Example 2:** Operator-Assisted Call to Berlin, Germany.

(After you dial, wait for a special tone and an operator will come on the line and ask for information on the type of call.)



## How To Use This Chart:

Country Name.....Country Code

Afghanistan .....93	Costa Rica .....506	India .....91	Morocco .....212	Slovakia .....421
Albania .....355	Croatia .....385	Indonesia .....62	Mozambique .....258	Slovenia .....386
Algeria .....213	Cuba .....53	Iran .....98	Myanmar .....95	Solomon Islands .....677
American Samoa .....684	Cyprus .....357	Iraq .....964	Namibia .....264	Somalia .....252
Andorra .....376	Czech Republic .....420	Ireland .....353	Nauru .....674	South Africa .....27
Angola .....244	Denmark .....45	Israel .....972	Nepal .....977	Spain .....34
Antarctica .....672	Djibouti .....253	Italy .....39	Netherlands .....31	Sri Lanka .....94
Argentina .....54	Ecuador .....593	Japan .....81	Netherlands Antilles .....599	Sudan .....249
Armenia .....374	Egypt .....20	Jordan .....962	New Caledonia .....687	Suriname .....597
Aruba .....297	El Salvador .....503	Kazakhstan .....7	New Zealand .....64	Swaziland .....268
Ascension .....247	Equatorial Guinea .....240	Kenya .....254	Nicaragua .....505	Sweden .....46
Australia .....61	Eritrea .....291	Kiribati .....686	Niger .....227	Switzerland .....41
Austria .....43	Estonia .....372	Korea (North) .....850	Nigeria .....234	Syria .....963
Azerbaijan .....994	Ethiopia .....251	Korea (South) .....82	Norfolk Island .....672	
	Falkland Islands .....500	Kuwait .....965	Norway .....47	Taiwan .....886
Bahrain .....973	Faroe Islands .....298	Kyrgyzstan .....996	Oman .....968	Tajikistan .....992
Bangladesh .....880	Fiji .....679	Laos .....856	Pakistan .....92	Tanzania .....255
Belarus .....375	Finland .....358	Latvia .....371	Palau .....680	Thailand .....66
Belgium .....32	France .....33	Lebanon .....961	Panama .....507	Togo .....228
Belize .....501	French Polynesia .....689	Lesotho .....266	Papua New Guinea .....675	Tonga .....676
Benin .....229	Gabon Republic .....241	Liberia .....231	Paraguay .....595	Tunisia .....216
Bhutan .....975	Gambia .....220	Libya .....218	Peru .....51	Turkey .....90
Bolivia .....591	Georgia .....995	Liechtenstein .....423	Philippines .....63	Turkmenistan .....993
Bosnia & Herzegovina .....387	Germany .....49	Lithuania .....370	Poland .....48	Tuvalu .....688
Botswana .....267	Ghana .....233	Luxembourg .....352	Portugal .....351	
Brazil .....55	Gibraltar .....350	Macedonia .....389	Qatar .....974	Uganda .....256
Brunei .....673	Greece .....30	Madagascar .....261	Romania .....40	Ukraine .....380
Bulgaria .....359	Greenland .....299	Malawi .....265	Russia .....7	United Arab Emirates .....971
Burkina Faso .....226	Guadeloupe .....590	Malaysia .....60	Rwanda .....250	United Kingdom .....44
Burundi .....257	Guatemala .....502	Mali .....223	St. Pierre & Miquelon .....508	United States .....1
	Guinea .....224	Malta .....356	Samoa .....685	Uruguay .....598
Cambodia .....855	Guinea-Bissau .....245	Marshall Islands .....692	San Marino .....378	Uzbekistan .....998
Cameroon .....237	Guyana .....592	Mauritania .....222	Sao Tome & Principe .....239	
Cape Verde .....238	Haiti .....509	Mauritius .....230	Saudi Arabia .....966	Vanuatu .....678
Central African Republic .....236	Honduras .....504	Mayotte .....262	Senegal .....221	Vatican .....379
Chad .....235	Hong Kong .....852	Mexico .....52	Seychelles .....248	Venezuela .....58
Chile .....56	Hungary .....36	Moldova .....373	Sierra Leone .....232	Vietnam .....84
China .....86	Iceland .....354	Monaco .....377	Singapore .....65	
Christmas Island .....61		Mongolia .....976		Wallis and Futuna .....681
Columbia .....57				Yemen .....967
Congo (Democratic Republic of) .....57				
Congo (Republic of) .....242				Zambia .....260
Cook Islands .....682				Zimbabwe .....263



# Nearby Zip Codes



Altus .....	73521	Matador.....	79244
Amarillo MPO .....	79120	Megargel .....	76370
Anson .....	79501	Memphis .....	79245
Archer City.....	76351	Munday .....	76371
Aspermont.....	79502	Norman MPO .....	73069
Bellevue.....	76228	O'Brien .....	79539
Benjamin .....	79505	Odell .....	79247
Bomarton .....	76380	Oklahoma City MPO .....	73125
Burkburnett .....	76354	Oklunion .....	76373
Byers.....	76357	Old Glory .....	79540
Cee Vee.....	79223	Olney .....	76374
Chattanooga .....	73528	Paducah .....	79248
Childress .....	79201	Petrolia .....	76377
Chillicothe.....	79225	Quanah .....	79252
Crowell .....	79227	Randlett .....	73562
Davidson.....	73530	Red Springs.....	76380
Dean .....	76305	Rhineland .....	76371
Devol .....	73531	Roaring Springs.....	79256
Dumont .....	79236	Rochester.....	79544
Elbert .....	76372	Rotan .....	79546
Electra.....	76360	Rule .....	79547
Elmer .....	73539	Sagerton .....	79548
Estelline .....	79223	Scotland.....	76379
Frederick.....	73542	Seymour .....	76380
Goree.....	76363	Stamford.....	79553
Grandfield.....	73546	Tell .....	79529
Guthrie .....	79236	Temple.....	73568
Hamlin .....	79250	Throckmorton.....	76483
Harrold .....	76354	Tipton .....	73570
Haskell .....	79521	Truscott.....	79227
Henrietta .....	76365	Tulsa MPO .....	74103
Holliday.....	76366	Turkey .....	79261
Iowa Park.....	76367	Vera .....	76380
Jolly.....	76305	Vernon.....	76384
Joy .....	76365	Wichita Falls MPO .....	76301
Kamay.....	76369	Walters .....	73572
Knox City.....	79529	Weinert.....	76388
Lake Kickapoo .....	76366	Windthorst .....	76389
Lakeview .....	79239	Woodson .....	76491
Lawton MPO.....	73501		



# Toll Free 800 Numbers



## Airlines

American Airlines .....	1-800-433-7300
Delta Airlines .....	1-800-221-1212
Southwest Airlines .....	1-800-435-9792
United Airlines .....	1-800-864-8331

## Hotel/Motels/Inns

Best Western .....	1-800-528-1238
Choice Hotels .....	1-800-300-8800
Embassy Suites .....	1-800-362-2779
Hampton Inn .....	1-800-426-7866
Hilton .....	1-800-445-8667
Holiday Inn .....	1-800-621-0555
Howard Johnson .....	1-800-221-5801
Hyatt .....	1-800-233-1234
LaQuinta .....	1-800-642-4241
Marriott .....	1-888-236-2427
Ramada Inns .....	1-800-828-6644
Sheraton Hotels & Inns .....	1-800-325-3535

## Public Services

Cancer Information .....	1-800-422-6237
Child Abuse Hotline	
National .....	1-800-422-4453
Texas .....	1-800-252-5400
Internal Revenue Service .....	1-800-829-1040
Office of the Governor .....	1-800-843-5789
Office of the Attorney General .....	1-800-252-8011
Office of Consumer	
Credit Commissioner .....	1-800-538-1579

### OKLAHOMA- GOVERNMENT OFFICES

Corporate Commission .....	1-800-522-8154
Oklahoma Corporate Commission	
Consumer Services Division .....	1-800-448-4904
House of Representatives .....	1-800-522-8502

Oklahoma Park & Reservations .....	1-800-654-8240
Narcotics and Dangerous Drug	
Control .....	1-800-522-8031
Lawton Office .....	1-800-522-1615
Poison Control .....	1-800-222-1222
Tax Commission .....	1-800-522-8165
Tourism and Recreation .....	1-800-652-6552
HIV/AIDS Hotline .....	1-800-535-2437
Veteran's Administration	
Texas and Oklahoma .....	1-800-827-1000
National Runaway Safeline .....	1-800-786-2929
Texas Youth Hotline .....	1-800-989-6884
Social Security .....	1-800-772-1213

### TEXAS- GOVERNMENT OFFICES

Health & Human Services Behavioral	
Ombudsman .....	1-800-252-8154
Poison Control .....	1-800-222-1222
Tax Information .....	1-800-252-5555
Texas Center for Adult Literacy	
and Learning .....	1-800-441-7323
Health & Human Services	
Professional Licensing Section .....	1-800-963-7111
Texas Medical Alert Monitoring	
System .....	1-855-272-1010
Texas Department of Human Services .....	1-888-963-7111
Texas Department of Insurance	
Consumer Protection Hotline .....	1-800-578-4677
Texas Department of Family	
& Protection Services .....	1-800-252-5400
Texas Department of Safety	
Stranded Motorist Hotline .....	1-800-525-5555
Health & Human Services Complaint	
& Incident Intake Hotline .....	1-800-458-9858
Texas Education Agency's Parent	
Special Education Information Line .....	1-800-252-9668
Shriner's Orthopedic and Burn Center .....	1-800-237-5055
Texas State Board of Medical	
Examiners Complaint Line .....	1-800-201-9353
State Government Office .....	1-512-463-4630



# Government Offices

for TX and OK



## Texas House of Representatives

### Governor

**Governor** ..... P.O. Box 12428, Austin, TX 78711  
Greg Abbott 512-463-2000 | Toll Free: 1-800-843-5789  
gov.texas.gov

**Lieutenant Governor** ..... P.O. Box 12068, Austin, TX 78711  
Dan Patrick 512-463-0001  
gov.texas.gov

### State House of Representatives

**District 68** ..... Room E2.602, P.O. Box 2910, Austin, TX 78768  
David Spiller 512-463-0526  
david.spiller@house.texas.gov

**District 69** ..... Room E2.604, P.O. Box 2910, Austin, TX 78768  
James Frank 512-463-0534  
james.frank@house.texas.gov

### State Senators

**District 28** ..... P.O. Box 12068, Capitol Station, Austin, TX 78711  
Charles Perry 512-463-0128  
charles.perry@senate.texas.gov

**District 30** ..... P.O. Box 12068, Capitol Station, Austin, TX 78711  
Drew Springer 512-463-0130  
drew.springer@senate.texas.gov

### US House of Representatives

**Congressional District 19** ..... 1107 Longworth HOB, Washington, D.C. 20515  
Jodey Arrington 202-225-4005  
arrington.house.gov

**Congressional District 13** ..... 118 Cannon HOB, Washington, D.C. 20515  
Ronny Jackson 202-225-3706  
ronny.jackson@mail.house.gov

### US Senators

**US Senator** ..... 127A Russell, Senate Office Bldg., Washington, D.C. 20510  
Ted Cruz 202-224-5922  
cruz.senate.gov

**US Senator** ..... 517 Hart, Senate Office Bldg., Washington, D.C. 20510  
John Cornyn 202-224-2934  
cornyn.senate.gov

## Texas State Government Information: 1-512-463-0063

## Oklahoma House of Representatives

### Governor

**Governor** ..... State Capitol Bldg. 2300 N. Lincoln Blvd., Ste. 212, OKC, OK 73105  
J. Kevin Stitt 405-521-2342  
ok.gov/governor

**Lt Governor** ..... State Capitol Bldg. 2300 N. Lincoln Blvd., Rm. 117, OKC, OK 73105  
Matt Pinnell 405-521-2161  
ok.gov/ltgovpinnell

### State House of Representatives

**District 52** ..... 2300 N. Lincoln Blvd., Rm. 347, OKC, OK 73105  
Gerrid Kendrix - Elmer 405-557-7369  
gerrid.kendrix@okhouse.gov

**District 65** ..... 2300 N. Lincoln Blvd., Rm. 244, OKC, OK 73105  
Toni Hasenbeck - Devol, Randlett 405-557-7305  
toni.hasenbeck@okhouse.gov

### State Senators

**District 31** ..... 2300 N. Lincoln Blvd., Rm. 420, OKC, OK 73105  
Chris Kidd - Devol, Randlett 405-521-5563  
chris.kidd@okhouse.gov

**District 38** ..... 2300 N. Lincoln Blvd., Rm. 427, OKC, OK 73105  
Brent Howard - Elmer 405-521-5612  
howard@oksenate.gov

### US House of Representatives

**District 4** ..... 2207 Rayburn HOB, Washington, D.C. 20515  
Tom Cole - Devol, Randlett 202-225-6165  
cole.house.gov

**District 3** ..... 2405 Rayburn HOB, Washington, D.C. 20515  
Frank D. Lucas - Elmer 202-225-5565  
cole.house.gov

### US Senators

**US Senator** ..... 205 Russell, Senate Office Bldg., Washington, D.C. 20510  
James M. Inhofe 202-224-4721  
inhofe.senate.gov

**US Senator** ..... 316 Hart, Senate Office Bldg., Washington, D.C. 20510  
James Lankford 202-224-5754  
lankford.senate.gov



# Customer Information



## Directory Listings

Your name will automatically be added to our white pages when you have a telephone installed unless you ask for an unlisted number.

You can add other telephone numbers if you wish (additional charge applies).

**Additional Residence Listings** are for other people in your household with different last names.

**Additional Business Listings** can put your name as well as your business' name in the white pages.

**Alternate Call Listings** give another telephone number for after-hours calls or if there is no one to answer as the first telephone number.

Every effort is made to make the directory as accurate as possible. If an error occurs, please advise the business office so the listing can be corrected in future directories.

## Number Changes

The telephone company reserves the right to and may, at its discretion, change the customer's telephone number.

## Use of Residence Telephones For Business Purposes

Residence telephones are installed with the understanding that they will be used for normal social or domestic purposes.

Residence telephone service will be changed to business service if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services.

## Handling Unwanted Telephone Calls

If you do not wish to talk to a person selling a product or service by telephone, just say "no, thank you," and hang up.

If you're bothered by harrassing or anonymous telephone calls, try these techniques to discourage them.

Always hang up immediately at the first obscene word or if the person on the other end of the line doesn't respond after you've said "hello" twice.

Don't talk to the caller. This is what he or she wants you to do.

Don't give out any information or let the caller know if you're alone. Teach your children to say "Mom or Dad can't come to the telephone. May I take a message?"

If the problem occurs continuously over an extended period, you should report it to your local law enforcement agency. Keep a record of the days and times of the calls, and note the caller's sex, voice, accent and comments. This information could assist the police.

It is a crime to make harrassing, obscene, or anonymous telephone calls under both federal and state laws.

## Do Not Call Lists

You now have the opportunity to add your name, address, non-business telephone number, and/or wireless number to a national and statewide "No Call" list. The No Call list is intended to limit the number of telemarketing calls to your home from telemarketers operating in Texas, Oklahoma, and nation wide.

### National Do Not Call List

You may register for the National Do Not Call list absolutely free using one of two ways:

- Online **[www.donotcall.gov](http://www.donotcall.gov)** for the federal registration.
- By phone - call toll free 1-888-382-1222 or for TTY, call 1-866-290-4236.



# Customer Information



## Texas Do Not Call List

There will be a charge of \$2.25 to register by phone or mail. Online registration is free. Your registered telephone number(s) will remain on the list for three years from the date your telephone number is first published on the list. You may register for the Texas Do Not Call list, for each residential and wireless telephone number(s) to be included, using one of three ways:

- Online: [www.texasnocall.com](http://www.texasnocall.com) for instant registration.
- By phone: call toll free 1-888-309-0600
- By mail: send a written request for an application to - Texas No Call, 100 Summer St, Suite 800, Boston, MA 02110.

## Oklahoma Do Not Call List

Registration is free for the Oklahoma Do Not Call List using one of three ways:

- Online: [www.oag.state.ok.us](http://www.oag.state.ok.us) for instant registration
- By phone: call toll free 1-800-390-5708
- By mail: send a written request for an application to - Office of Attorney General, Mike Hunter, 313 NE 21st St, Oklahoma City, OK 73105.

Inclusion on the No Call list will not eliminate all telemarketing calls. Debt collectors, charities, and non-profit organizations are exempt from the law. Telemarketers may also contact customers with whom they have an established business relationship or if the customer requests contact. If you have any questions, you may call Santa Rosa Communications business office at 1-888-886-2217.

## Prosecuting Fraudulent Callers

It is illegal for another person to charge long distance calls to your number or calling card without your permission. People using unauthorized calling cards or telephone numbers to avoid charges are subject to prosecution and may be imprisoned, fined or both.

## Telecommunications Privacy

Per-line or per-call blocking does not prevent transmission of your telephone number when you call a company using an 800, 866, 877, 888, or 900 number. Therefore, your number may be available to that company's service representative before your call is answered.

## Your Right to Privacy As A Santa Rosa Communications Customer (CPNI)

Under federal law you have the right, and Santa Rosa Communications (SRC) has the duty to protect the confidentiality of information about your telecommunications services. Your customer information includes the types of services and features you use, how you use these services and related billing for these services.

Without further authorization from you, SRC is allowed to use your customer information about services you have already purchased from SRC to create products, services and discounts to meet your needs or to advise you of products that may be of interest to you. SRC's services include local and in-region toll.

If you subscribe to long distance services from Santa Rosa Communications, SRC may also share information about the services you have purchased with Santa Rosa Communications without your approval.

If you wish to restrict SRC from using or disclosing your customer information, you may contact our office at 1-888-886-2217, or write to us at P.O. Box 2128, Vernon, TX 76385, at any time. If we do not receive notification from you within 30 days of receiving this notice, we may use your information to offer you products and services that you may find valuable based on your existing services. You may change your decision at any time, and there is no charge to you for electing to restrict your information. Restricting your information will not affect the products you currently receive from SRC.

Even if you choose to restrict SRC's use of your information, you may receive marketing information developed without using your confidential information, and we may use your information to market services to you if you call us. Your election is valid until you affirmatively revoke or limit it. You are free to contact us at any time about our products and services.

## Protection of CPNI

Santa Rosa Communications takes Customer Proprietary Network Information (CPNI) very seriously and we are extremely cautious with our subscriber's privacy and security. In fact, telecommunications carriers have a duty under federal law to protect the confidentiality of CPNI.

*continued...*



# Customer Information



We only use CPNI internally. Your CPNI is never given or sold to any other entity. CPNI records include your name, telephone number and the telecommunications services you subscribe to. This information is only used internally to enhance our companies' ability to offer you services tailored to your individual needs.

As part of an ongoing effort to protect the privacy of your account information, and to comply with Federal Communications Commission (FCC) privacy regulation, Santa Rosa Communications has assigned you a passcode to use when you contact us in person or by telephone about your account.

The privacy rule allows Santa Rosa Communications to discuss account information ONLY with the person(s) listed on the account. We must be able to authenticate that person by asking for an account assigned passcode or by asking a specific question to which you have previously provided us the answer. You also may want to designate an authorized user that you request be given access to your account information (i.e.: spouse, significant other, adult child.) That authorized user must have the passcode and the answers to the security question to access your account.

In the event that you lost or forgot your passcode, we are required to identify you or an authorized user by your answers to specific security questions. Without the passcode, we are only allowed: (1) to mail you a copy of your bill to your billing address, (2) call you with the information at the telephone number of record, or (3) you may come to our office with a valid photo ID to discuss questions on your account.

Please contact us at 1-888-886-2217, or at any of our local offices, if you have any questions regarding the protection of your account information.

## Telephone Solicitation

Texas law provides certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must:

Identify himself or herself by name;  
Identify the business on whose behalf he or she is calling;  
Identify the purpose of the call;  
Identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9 a.m. or after 9 p.m. on Sunday.

If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

**Exceptions.** The requirements above do not apply to telephone solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase a good or service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code §501(c)3), the seller must:

- offer a full refund for the return of undamaged and unused goods within seven days after you receive the good or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or services);
- or provide you with a written contract fully describing the goods or services being offered, the total price charged, the name, address, and business telephone of the seller, and any terms and conditions affecting the sale.

**Complaints.** The Texas Attorney General investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact:

Consumer Protection Division  
Office of the Attorney General of Texas  
P.O. Box 12548  
Austin, Texas 78711  
800-621-0508

Another law, found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact:

Office of Consumer Protection  
Public Utility Commission of Texas  
P.O. Box 13326  
Austin, TX 78711-3326  
512-936-7003 or 1-888-782-8477\*

Be advised that you may have additional rights under federal law. Please contact the Federal Communications Commission for further information on these additional rights.



# Service & Billing



## Establishing Or Transferring Telephone Service

You may call Santa Rosa Communications at any one of our five conveniently located offices (listed on page 3) and ask to speak to one of our customer service representatives for: billing, information on rates, and inquiries or complaints. Our representatives will be glad to help you with all your service needs.

When remodeling or building in a newly constructed area, contact Santa Rosa Communications prior to construction for cost saving rewiring options.

## How To Order Service

When you come into the office for service, have the following information available for our representative:

1. Complete street address (apartment number if applicable).
2. Mailing address (post office box).
3. Type of telephone service you want.
4. How you would like your directory listing to appear.
5. Information about previous telephone service in your name, and other credit information, employment and positive identification.
6. A contact number where you can be reached either at work or through a friend or relative until your service is established.
7. Information about last known tenant or landlord at this address.

To establish credit, you need only to provide evidence of your current ability to pay and meet one of the following basic requirements:

1. Provide a Letter of Credit from your last telephone company or from a current utility company.
2. Provide a signed Letter of Guarantee from a current Santa Rosa Telephone Cooperative member that is in good standing and approved by Santa Rosa Telephone Cooperative.

The amount of your deposit is determined when you apply for service. Deposits may be waived at the discretion of the SRC. See page 48 about deposit requirements.

## Installation Rates

Installation rates will vary with the needs of your service. The rates and labor charges required to install telephone service for you will depend on the type of facilities and service you request.

## Description of Basic Service

**Basic Local Service:** Basic dial tone service allows you unlimited local calling each month.

**Expanded Local Calling Service:** Allows unlimited local calling to additional exchanges.

**FCC Approved Line Charge:** The FCC mandates that local telephone companies provide long distance company's access to the telephone network. This charge is a direct contribution toward the cost of providing long distance service.

**911 Service Fee:** This state-mandated charge supports the cost of providing 911 emergency services.

**Inside Wire Maintenance Fee:** Provides a diagnosis of any inside wire problem and includes any repairs inside wiring and jacks.



# Service & Billing



## You Will Be Billed For Changes In Your Service

All changes, except termination of service, and disconnection of certain options, require a service charge. The amount you are charged depends on the type of change requested. Consult your service representative for different services.

## Your Telephone Bill

**How You Are Billed:** Charges for local service are billed one month in advance. Long distance charges are usually billed one-half to one and one-half months after calls have been made.

**How, When, And Where To Pay Your Bill:** Your bill is mailed by the 1st. Your payment is considered past due, if not paid by the 16th day after issuance.

## Payment Options

**Direct Payment:** Automatically deducts from your checking account or credit card on the 10th of each month. Call in to one of our five offices and fill out and return the authorization form to get started.

**Mail- \$2.00 Paper Bill Charge:** To pay by mail, return the top portion of your bill in the enclosed return envelope with a check, money order, or cashier's check.

**Phone:** You may call in to one of our five offices and pay by credit card (VISA, MasterCard, and Discover).

**Web:** To pay by web, just log on to [www.santarosafiber.com](http://www.santarosafiber.com) - look to the top of the screen, and you will see Bill Pay. Just click it, take a few minutes to register, and be on your way to saving time and money.

**Paying The Bill On Time, So Your Service Will Not Be Disconnected:** If your payments are not received by the due dates, or you do not meet your mutually agreed upon payment arrangements, your telephone service may be disconnected.

**How To Get Your Service Restored:** All past charges must be paid before your service can be reconnected, and you will be charged a restoral fee. You may be asked to pay a deposit.



# Access Online Account



## Access Online Account

Follow the simple steps below to view invoices, make payments or set up auto pay all in one place!

**01**

Visit [www.santarosafiber.com](http://www.santarosafiber.com) and click on **Bill Pay** located at the top of the webpage.

**02**

If you are not registered, click **Register** and locate your most recent SRC bill. Enter your Invoice Number & Amount Due. Follow the prompts to finish set-up.

**03**

After your registration, you will receive a message that the account was successful. A confirmation email will be sent to you. Click the URL in the email to activate your account. You will be prompted to confirm your email address. Click: **Confirm**.

**View Bill • Make a Payment • Print Bill  
Set Up Automatic Payments • View Past Payments  
Electronic Invoicing • Update Account Information**





# Equipment Information



## Telephone Outages And Repair

**Please Call 1-888-886-2217.**

Trouble with your telephone may come from any of three sources:

1. The telephone set.
2. Wiring inside your home or business.
3. The telephone line outside your home or business.

Santa Rosa Communications encourages you to do some troubleshooting tests before you call.

Wiring and equipment **inside** of your property is the responsibility of the subscriber unless the subscriber has **Santa Rosa Communications Inside Wire Maintenance Plan**.

Santa Rosa Communications wiring and equipment **outside** of the home or business is the responsibility of Santa Rosa Communications and will be repaired at no cost to the subscriber, unless the subscriber is found to be at fault for the damage.

The dividing point between **inside** and **outside** wiring occurs at the Network Interface Device (NID) on your property.

### **A Simple Repair Test Inside:**

1. Unplug the telephone or equipment with the

problem and try another working telephone. If this corrects the problem, it is probably in the telephone or equipment and needs to be repaired.

2. If all the telephone or equipment is still not working, go to your network interface device (NID) and test using a working telephone at the test jack.

### **A Simple Repair Test Outside At The NID:**

1. Go outside to the NID and remove the cover (may require a screwdriver).
2. Unplug the test jack and plug in a working telephone in the test jack. (You may have more than one test jack if you have more than one telephone number into your home).

If you receive a dial tone, then the problem is in the **inside** wiring or equipment, and you may be charged for the service call.

If you do not receive a dial tone, the problem is in the **outside** wiring or equipment. You should call Santa Rosa Communications repair number 1-888-886-2217 and the service will be repaired at no cost to the subscriber, unless the subscriber is found to be at fault for the damage.

**Inside Wire Maintenance:** Inside wire maintenance plan is for residential customers only and will include the diagnosis, repair and/or replacement of inside wiring and jacks for your telephone, TV, and DSL services, depending on the plan you choose. There is a monthly charge for this service.



# Equipment Information



## Recording Or Monitoring Telephone Calls

Anyone who records or monitors a telephone conversation is required to make this known to all parties in the conversation. The party doing the monitoring or recording must ask the other persons' permission to record or monitor the conversation. When using the public utility telephone network:

- All parties in the conversation must consent to the conversation being recorded or monitored;
- And the monitoring or recording must be signaled by either:
  1. a "beep tone" audible to all parties and repeated at regular intervals during the conversation;
  2. or clearly and permanently marking the telephones being used that the conversation may be recorded without notice.

## Telecommunications Device For The Deaf (TDD/TTY) Dial: 711

This service relays calls between a person using a TTY, or other assistive devices, and any other telephone user within the state. The service also allows a person without a TTY to call a TTY user. Specially trained personnel are available 24-hours-a-day, 7 days a week, to relay the call. There is no extra charge for this service.

### Texas Customers - Dial 711 or:

If you have a TTY ..... 1-800-RELAY-TX  
.....(1-800-735-2989)  
If you do not have a TTY ..... 1-800-RELAY-VV  
.....(1-800)735-2988)

### Oklahoma Customers - Dial 711 or:

If you have a TTY ..... 1-800-722-0353  
If you do not have a TTY ..... 1-800-522-8506

Oklahoma and Texas may also dial 711; both hearing and deaf, hard-of-hearing, deaf-blind or speech-impaired users can initiate a Relay call.

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at 512-407-3250 (Voice) or 512-407-3251 (TTY) or [www.tcdhh.state.tx.us](http://www.tcdhh.state.tx.us). This program is open to all individuals who are residents of Texas and have a disability.

## Telephone Receiver Off The Hook

At times, you may not wish to receive incoming calls. Please do not leave the receiver off the hook as this unnecessarily congests the switching equipment. In some cases, we may try to disconnect your line to avoid overloading the equipment. When this occurs, your telephone will not work until it is reconnected in our switching office.

We suggest if your telephone is equipped with a jack, simply unplug it.

## Attachments To Telephone Equipment

Attachments connected to the telephone company's lines must be in compliance with the company tariffs and Federal Communications Commission regulations.

## Telephone Safety

The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious:

**Use Of The Telephone Near Water:** The telephone should not be used while you are in the bathtub, shower or pool. Immersion of the telephone or handset in water could cause electrical shock.

**Use Of The Telephone During An Electrical Storm:** You should avoid using a telephone during an electrical storm in your immediate area; calls of an urgent nature should be brief. There is a remote risk of a dangerous electrical shock from lightening when using the telephone during a nearby electrical storm.

**Use Of The Telephone To Report A Gas Leak:** If you think you have found a gas leak, you should not use a telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

**Use Of A Vandalized Coin Telephone:** Do not use a coin telephone that has been vandalized. The handset could have exposed wires that could cause an electrical shock. If possible, contact telephone repair service to report the damaged instrument.



# Custom Calling



## Short Cuts for Calling Features

*Ask about multi-feature discounts!*

FEATURES	ACTIVATE CODE	DEACTIVATE CODE
<b>Anonymous Call Rejection (ACR)</b> Automatically reject all calls that have been marked "Anonymous" or "Blocked."	<b>*77</b>	<b>*87</b>
<b>Automatic Recall (Call Return)</b> Will allow you to call back the last number that you called.	<b>*69</b>	<b>*89</b>
<b>Automatic Redial (Repeat Dialing)</b> Will allow you to call back the last number that called you, even if you don't know the number that called.	<b>*66</b>	<b>*86</b>
<b>Call Forwarding</b> Automatically transfers your incoming calls to any number you specify.	<b>72#</b>	<b>73#</b>
<b>Call Trace Service</b> Allows a customer to automatically initiate a trace of the last incoming call. Special rules apply.	<b>*57</b>	<b>None</b>
<b>Call Waiting</b> Alerts you with a special tone or beep when there is an incoming call, while you are on the telephone.		
<b>Cancel Call Waiting</b> Turns your call waiting feature off for the length of an individual call.	<b>None</b>	<b>70#</b>
<b>Call Waiting ID</b> Alerts you there is an incoming call, while you are on the telephone and allows you to see on your display the name and number calling.		
<b>Caller ID Name and Number</b> Allows you to see who is calling before you answer a call.		
<b>Caller ID Block Name and Number (per call)</b> Allows you to block your name and number showing on Caller ID on individual call.	<b>*67</b>	<b>Before Dialing Number</b>
<b>Caller ID Unblock Name and Number (per call)</b> Allows you to unblock your name and number, and it will show on Caller ID on individual call.	<b>*82</b>	<b>Before Dialing Number</b>
<b>Hot Line Alert Services</b> Allows the customer to preselect a number to ring whenever the customer's telephone is off the hook for thirty (30) seconds.		
<b>Select Call Forwarding</b> Select up to 10 numbers that you want to be forwarded.	<b>*63 then dial 3</b>	<b>*63 then dial</b> (see calling feature info.)
<b>Selective Call Rejection (Call Block)</b> Rejects calls from up to 15 specific numbers.	<b>*60 then dial 3</b>	<b>*60 then dial</b> (see calling feature info.)
<b>Selective Call Waiting (Priority Call)</b> Allows you to select 10 numbers to call in with a distinctive ring or tone.	<b>*61</b>	<b>*61 then dial 3</b>
<b>Speed Calling - 8 Code</b> Program up to 8 telephone numbers and reach those people by dialing one- or two-digit codes.	<b>74#</b>	<b>None</b>
<b>Speed Calling - 30 Code</b> Program up to 30 telephone numbers and reach those people by dialing one- or two-digit codes.	<b>75#</b>	<b>None</b>
<b>Telemarketer Call Screening</b> Instructs telemarketers to add your number to the "Do Not Call List."	<b>*95</b>	
<b>Three-Way Calling</b> Connect with two people in two different locations at the same time.	<b>(see calling feature info.)</b>	
<b>Voice Mail</b> Others can leave messages on your line without the need of an answering machine.	<b>(see calling feature info.)</b>	

*Full descriptions of features found on pages 30-37. If you would like to subscribe to one or more of these services or need more information about them, please call your customer service representative at 1-888-886-2217.*



# Custom Calling



## Anonymous Call Rejection (ACR)

Anonymous Call Rejection (ACR) is a caller ID Service that allows a customer to automatically reject all calls that have been marked "Anonymous" or "Blocked" within your Intralata calling area. (See page 9 for your Intralata calling area.) The person calling will hear a message that you do not accept anonymous calls, and they should remove their blocking and call back. All other calls will ring through as usual.

### How To Turn On Anonymous Call Rejection:

1. Lift the handset and listen for dial tone.
2. Press \*77 (or dial 1177 on a rotary telephone).
3. Listen for two short tones, then hang up.

### How To Turn Off Anonymous Call Rejection:

1. Press \*87 (or dial 1187 on a rotary telephone).
2. Listen for two short tones, then hang up.
3. Customers using per-line blocking can dial \*82 to unblock their number on individual calls.

## Automatic Recall (Call Return)

Automatic Recall calls back the last number that called you, even if you don't know the number or who called. If the line is busy, Automatic Recall keeps trying for up to 30 minutes. When the line is free, Automatic Recall signals you with a special ring and places the call for you.

### How To Use Automatic Recall (Call Return):

1. Pick up the telephone receiver and listen for dial tone.
2. Press \*69
3. The last number that called you will be called back.

### If Busy:

Hang up your telephone receiver and Call Return will continue trying the number for 30 minutes.

When the number is not busy, you'll hear a special ring to alert you the number is not busy. Pick up the telephone receiver. The number you are calling back will start ringing.

### To Turn Off Automatic Recall (Call Return):

Listen for the dial tone and press \*89 to cancel Automatic Recall (Call Return). A recording will confirm that your Automatic Recall request has been cancelled.

*\*Note: If calling back a long distance number, then charges will apply.*



# Custom Calling



## Automatic Redial (Repeat Dialing)

Automatic Redial will call back the last number you called. If the line is busy, Automatic Redial will keep dialing the number up to 30 minutes. When the line is free, Automatic Redial will signal you with a special ring and place the call for you. If you don't pick up the telephone, the special ring will repeat every few minutes up to 30 minutes. You can call or receive other calls with this feature activated.

### How To Activate Automatic Redial (Repeat Dialing):

1. Pick up the telephone receiver and press \*66.
2. The number of the last call will be automatically dialed.
3. If busy, hang up, and you will be notified with a special ring when available.

### How To Turn Off Automatic Redial (Repeat Dialing):

1. Pick up the telephone receiver and press \*86.
2. Listen for the announcement that the Automatic Redial has been canceled.
3. Customers without Tone Dial service should dial 11 for \* and 12 for #.

## Call Forwarding

Call Forwarding service automatically transfers your incoming calls to any number you specify, local or long distance.

*\*Note: You will be billed for any long distance calls forwarded outside the local calling area.*

### To Activate Call Forwarding:

Pick up the telephone and press 72#. Enter the number you want your calls to forward to.

### To Turn Off Call Forwarding:

Press 73# to turn off call forwarding. (You can still make outgoing calls from your telephone while Call Forwarding is on.)

## Call Trace Service

Call Trace Service initiates a trace of the last call you received. The number from which threatening or obscene calls are made will be provided to the authorities, if you wish to file a complaint. A charge from \$1.00 up to \$9.00 will be charged to your account per each Call Trace.

### How To Use Call Trace:

1. Hang up the receiver after an offensive call.
2. Wait 10 seconds, pick up the receiver, and listen for dial tone.
3. Press \*57. If the trace is successful, you will hear a message stating that the call was successfully traced. If the call is not successful, then you will get a message that the call cannot be traced. Note: Each time you hit \*57, you will be charged up to \$9.00 for each trace.

If you decide to have the trace acted upon, contact Santa Rosa Communications, Inc. at 1-888-886-2217. You will pay a \$25.00 filing fee, and a form will have to be signed by the local law enforcement in your area and by you. Return the form to our business office. We will then provide the details of the call to your local law enforcement.

## Call Waiting

You will never miss a call. Call Waiting alerts you with a special tone or beep when there is an incoming call, while you are on the telephone. You can put the first caller on hold and answer the second call.

### To Answer A Waiting Call:

1. You will hear a special tone or beep, alerting you a second call is waiting.
2. Simply press the switchhook for about one second.
3. Your first caller is automatically put on hold while you are talking with the second caller.

### If You Choose Not To Answer The Incoming Call:

You will hear a special tone or beep reminding you of the waiting call.



# Custom Calling



## Call Waiting, *continued*

### To Alternate Between Calls:

1. Press the switchhook for about one second.
2. While you talk with one caller, the other will be automatically be placed on hold. Each conversation remains private.

### To End Either Call:

1. Hang up.
2. Your telephone will ring.
3. When you answer, you'll be connected with the remaining caller.

## Cancel Call Waiting

### To "Turn Off" Call Waiting Before Making A Call:

Cancel Call Waiting prevents interruptions of important calls, faxes, or Internet access.

Cancel Call Waiting temporarily turns off Call Waiting for uninterrupted calls.

1. Before you make your call, press 70#.
2. Wait for dial tone, and make your call. Cancel Call Waiting is in effect for that call only.
3. Call Waiting will automatically be back on after you hang up.

## Call Waiting ID

Call Waiting ID includes the functionality of the Call Waiting feature, allowing you to see on your display who the incoming caller name and number is.

*\*Note: Your telephone has to be equipped with Call Waiting ID functionality for this service to work. You also must have all three features: Call Waiting, Caller ID Name and Number, and Call Waiting ID, for this service to work.*

## Caller ID Service

(Caller Number Delivery/Caller Name Delivery/ Or Caller Name & Number Delivery)

Caller ID Service allows you to see who is calling before you answer a call.

*\*Note: You must have a Caller ID box or telephone capable of displaying Caller ID Service. If the display shows "Private," then the caller may have blocked their number by pressing \*67 (or dial 1167 on a rotary telephone) before placing the call. If "Unknown Name" or "Unknown Number" or "Out of Area" appears on the display, the caller is in an area that does not support or send out Caller ID Services.*

### How To Use Caller ID:

1. When you receive a call, wait until your telephone completes the first ring.
2. The name and number of the person calling will automatically show up on your display screen.
3. If you answer the call, the name and number will remain on the screen until you or the caller hangs up.
4. If you do not answer the call or you are not home, you can still check your display to see what calls you have missed while you were out.

If you choose to prevent your name and number from being provided to Caller ID subscribers, simply press \*67 (or dial 1167 on a rotary telephone) before you make a call. Your call will be displayed on the subscribers' equipment as "Anonymous" or "Private." \*67 will not block your billing number to Emergency 9-1-1, 700, 800, 888 or 900 type calls.



# Custom Calling



## Hot Line Alert Service

Hot Line Alert Service is an optional service, which provides that a preselected seven- or ten-digit telephone number will ring whenever the subscribing customer's telephone is off the hook for a minimum of thirty (30) seconds.

To subscribe to this service the customer will need to contact Santa Rosa Communications to complete the provided form and designate a preselected number. The designated number must be programmed in the serving central office by the cooperative.

## Select Call Forwarding

Select up to 10 numbers that you want to be forwarded. You can forward your calls to a local or long distance number. You will be charged for any long distance calls.

### To Turn On Select Call Forwarding:

Listen for dial tone. Press \*63, then 3, and follow the instructions.

### To Turn Off Select Call Forwarding:

1. Listen for dial tone. Press \*63 and follow instructions.
2. To remove one or more numbers on the list, press \* and follow the instructions.
3. To remove all numbers on the list, press 08\* and hang up.

## Selective Call Rejection (Call Block)

Selective Call Rejection rejects calls from up to 15 specific numbers. The last number that called you (a private entry) can be put on your list to prevent that number from reaching you again. Calls from numbers on your list will hear a recorded message saying you are not accepting calls. Your telephone does not ring.

### To Turn On Selective Call Rejection (Call Block):

Listen for dial tone. Press \*60, then 3, and follow the instructions.

### To Turn Off Selective Call Rejection (Call Block):

Listen for dial tone. Press \*60, then 3, and follow the instructions.

- To turn off service and save the list, hang up.
- To remove 1 or more numbers on the list, dial \* and follow the instructions.
- To remove all number on the list, press 08\*.
- To remove all "Private" entries on the list, press 09\*.

*\*Note: Customers must have Tone Dial Service to use Selective Call Rejection.*



# Custom Calling



## Selective Call Waiting (Priority Call)

Selective Call Waiting identifies important caller or callers you want to screen with a distinctive ring or tone. When you receive calls from one or up to 10 selected numbers, your telephone will signal you with a special ring. You can then decide whether to answer the telephone.

### To Turn On Selective Call Waiting:

- Listen for dial tone.
- Press \*61 and follow the instructions.

### To Turn Off Selective Call Waiting (Priority Call):

- Listen for dial tone.
- Press \*61 and then 3.
- To turn off service but save the list, hang up.
- To remove one or more numbers on the list, press \* and follow the instructions.

*\*Note: Customers must have Tone Dial Service to use Selective Call Waiting.*

## Speed Calling

You can program up to 30 telephone numbers - local or long distance - into your Speed Calling List. Then you can reach those people by dialing one- or two-digit codes.

### 8-Code Speed Calling:

Write down up to 8 numbers that you want to set up for speed calling using the numbers 2-9.

Press 74# for Speed Call 8.

1. Wait for the dial tone and enter the Speed Calling Code (select a number 2-9).
2. Enter the telephone number and then hit the # key. (If long distance, enter 1 + area code.)
3. Two short beeps indicate the new code and telephone number has been entered.
4. Hang up, then repeat steps 1-3 to enter your next number.
  - Example: 4 + 7-digit number for a local area number
  - Example: 2 + area code + 7-digit number for a long distance call

### 30-Code Speed Calling:

Press 75# for Speed Call 30

1. Wait for the dial tone and enter the Speed Calling Code (select a number 20-49).
2. Enter the telephone number and then hit the # key. If long distance, enter: 1 + area code
3. Two short beeps indicate the new code and telephone number has been entered.
4. Hang up, then repeat steps 1-3 to enter your next number.
  - Example: 20 + 7-digit number for a local area number
  - Example: 40 + area code + 7-digit number for a long distance call.



# Custom Calling



## Telemarketer Call Screening

Calls from telemarketers are typically delivered to your telephone as "unknown" or "out-of-area." This unique service intercepts these calls and announces that you do not accept calls from telemarketers. The great thing is, your telephone does not even ring. It also instructs telemarketers to add your name to their "Do Not Call" list. Other callers are advised to dial 1 or stay on the line to be connected.

### How To Use Telemarketer Call Screening:

Dial \*95 from your home telephone.

*\*Note: The first time you access the service, you will be prompted to choose which language you wish the options in. After you make your selections, all menus and prompts will be presented in that language.*

### Main Menu

Press 1 ..... ADD a number to your blocked list.

Press 2 ..... REMOVE a number from your blocked list.

Press 3 ..... REMOVE ALL numbers from your blocked list.

Press 4 ..... ADD a number to your known list.

Press 5 ..... change the language of your menu options.

Press 6 ..... turn the entire service ON.

Press 7 ..... turn the entire service OFF.

Press 8 ..... BLOCK calls from private callers.

Press 9 ..... ALLOW calls from private callers.

*\*Note: If you wish to add the last caller's number to your blocked list, simply hang up and dial \*96.*

## Three-Way Calling

Three-Way Calling will let you connect with two people in two different locations at the same time.

### To Activate Three-Way Calling:

Call the first person and put them on hold by pressing the switchhook for one second.

Wait for the dial tone and then enter the telephone number of the person you want to add to the conversation.

Press the switchhook again to add the first person. Now all three are on the line at the same time.

To disconnect one caller, ask them to hang up.

To end the call completely, all you have to do is hang up.



# Custom Calling



## Voice Mail

Today's subscribers demand a voice mail system that is easily managed, convenient, and most of all - dependable. Think of all the time that your telephone line is occupied or you are away from the telephone.

*\*Note: You must have the Tone Dial feature on your telephone line.*

### Accessing Your Mailbox:

1. Dial local voice mail access number.

Then either:

- Press # if calling from the telephone your voice mail is assigned to, OR
  - If using Auto Login and accessing from your home telephone, no entry is required, OR
  - Enter your telephone number, if calling from a remote telephone.
2. If requested, enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
  3. Main Menu:
    - Press 1: Retrieve messages
    - Press 3: Send
    - Press 7: Current date and time
    - Press 9: Mailbox set up

### Accessing Your Sub-Mailbox:

1. Follow step 1 from above
2. (a) If you are the group administrator and wish to record a group meeting, press \* to access the group meeting menu. A voice prompt will guide you through those steps, OR (b) Enter your sub-mailbox number.
3. If requested, enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
4. Main Menu
  - Press 1: Retrieve messages
  - Press 5: Hear which sub-mailboxes have new messages
  - Press 9: Mailbox set-up

### To Set-Up Mailbox

*5 Options In Mailbox Set-Up Menu*

- Press 1: Greeting options (you can disregard this step if you choose to use the default greeting).
- Press 2: Change password.
- Press 3: Notification options.
- Press 4: Disable/enable auto-login.
- Press \*: Return to main menu.

### To Change Or Record Your Greeting

- Press 1: Greeting options.
- Press 2: Rerecord your greeting.
- Press #: End recording function.
- Press 1: Listen to greeting.

### To Create Multiple Greetings

- Press 5: Pick a new greeting. Then choose a new greeting # (2-9).
- Press 2: Record greeting.
- Press #: End recording function. Repeat steps 5 and 6, choosing a different greeting # each time.
- Press 5: Pick a new greeting. Then choose the greeting you wish to become active.
- Press \*: Return to main menu.

### To Retrieve Messages:

*3 Options In Message Retrieval Menu*

- Press 1: New messages.
- Press 2: Saved messages.
- Press \*: Return to main menu.

### Listen To Messages:

- Press 1: Play or replay message.
- Press 2: Save message and go to next.
- Press 3: Delete message and go to next.



# Custom Calling



## Voicemail, *continued*

### Undelete Message:

Do not hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted:

- Press 4: to save the message as new.
- Press 5: to reply to a message.
- Press 6: to forward message.
- Press 7: to skip back three seconds.
- Press 8: to pause or continue message.
- Press 9: to skip forward three seconds.
- Press \*: to return to main menu.

\*Optional Feature

### To Change Your Password:

- Press 2: to change your password.
- Enter new password, followed by the # key. The password is any series of up to 16-digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
- To verify, enter your password, followed by the # key.

## Local Voice Mail Access Numbers

### Texas

Aspermont.....	988-1000
Benjamin.....	459-1000
Cee Vee.....	585-4000
Charlie.....	544-2000
Childress.....	938-7000
Crowell.....	684-1000
Goodlett.....	674-2000
Goree.....	421-2000
Haskell.....	863-1000
Holliday.....	583-3000
Kamay.....	428-1000
Kirkland.....	537-4000
Knox City.....	657-5000
Lake Kemp.....	357-2000
Medicine Mound.....	839-4000
Megargel.....	562-1000
Munday.....	421-2000
Odell.....	887-3000
Oklunion.....	886-2000
Old Glory.....	988-1000
Rochester.....	742-2000
Rule.....	996-5000
Seymour.....	889-1000
Thalia.....	655-3000
Truscott.....	474-3000
Vernon.....	553-7000
Weinert.....	672-2000

### Oklahoma

Devol.....	299-3000
Elmer.....	687-4000
Randlett.....	281-3000



# Customer Rights



## Statement of Nondiscrimination

**Santa Rosa Communications** is an equal opportunity employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (886) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjunction, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

## Statement Of Billing Rights For Interstate Pay-Per-Call Services

For billing disputes or inquiries, please call 1-888-886-2217. You have 60 days from the date of your bill to dispute a 900 billing error. You have the right to withhold payment of the disputed 900 charges during the billing error review. No collection activity for disputed 900 charges will occur while the charges are under investigation. After investigation, if it is determined that the disputed 900 charges are legitimate, the Information Provider may proceed with outside collections against your account for nonpayment of these charges. Your local and long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate 900 charges may result in involuntary blocking of your access to 900 services. Voluntary blocking of access to 900 services is available upon request from your local exchange carrier. You should not be billed for pay-per-call services not offered in compliance with federal laws and regulations. These consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act. If you orally communicate an allegation of a billing error via the toll free number on the 900 bill page, it will be considered sufficient notification of a billing error. The billing entity forfeits the amount of any telephone billed purchase (up to \$50.00 per transaction) if it fails to comply with the Rules billing error resolution requirements.



# Customer Rights



## Selecting A Telecommunications Carrier

The Public Utility Commission of Texas has directed each telecommunications utility to provide this notice to customers regarding your rights when selecting a telecommunications utility. Telecommunications utilities (telephone companies) are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as "slamming."

If you are slammed, you should contact your new provider - the telephone company that switched you without authorization - and request that it return to your original telephone service provider.

Texas law requires a local or long distance telephone service provider (telephone company) that has slammed you to do the following:

1. Return you to your original telephone company within three business days of your request.
2. Pay all the usual and customary charges associated with returning you to your original telephone company within five business days of your request to be returned to your original telephone company.
3. Provide all billing record to your original telephone company within 10 business days of your request to be returned to your original telephone company.
4. Pay within 30 days the original telephone company the amount you would have paid to your original telephone company if you had not been slammed.
5. Refund to you, with 30 business days, any amount you paid over the amount that you would have paid for identical services to your original telephone company if you had not been slammed.

Please note that once your original telephone company has been paid by the slamming company, your original telephone company is required by law to provide you with all the benefits (e.g., frequent flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

Complaints relating to slamming, the unauthorized change in a customer's telephone company, are investigated by the Public Utility Commission of Texas. If a telephone

company slams you and fails to resolve your request to be returned to your original, local, or long distance telecommunications service provider as required by law, or if you would like a complaint history for a particular telephone company, please write or call the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 79811-3326, 512-936-7000, or in Texas (toll free) 1-888-782-8477, fax: 512-936-7003, email address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 512-936-7136.

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to "lift" the freeze before your telephone service can be charged. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer.

A preferred telephone company freeze ("freeze") prevents a change in a customer's telephone provider unless you consent by contacting the local telephone company. A freeze can protect you against "slamming" (switching your telephone service without your permission). You can impose a freeze on your local toll, long distance service, or both. To impose a freeze, contact your local telephone company. The local telephone company must verify your freeze request by getting your written and signed authorization, or through an independent third party verification. You will not be able to change your telephone provider without lifting the freeze. You may lift a freeze by giving your local telephone company a written and signed request or by calling your local telephone company with your request. You must do this in addition to providing the verification information that your new telephone provider will request. There is no charge to the customer for imposing or lifting a freeze.

Be advised that you may have additional rights under state and federal law. Please contact the Public Utility Commission if you would like further information about these additional rights. In addition, please do not hesitate to contact Santa Rosa Communications at P.O. Box 2128, Vernon, Texas 76385-2128; 1-888-886-2217 if you have any further questions regarding this notice. This information is available in Spanish. Please call 1-888-886-2217 to request by mail or visit one of our offices.

Esta información es disponible en Español. Por favor llámenos al 1-888-886-2217 y se le enviara por correo o visite nuestras oficinas Santa Rosa Communications; 7110 Hwy. 287 East, Vernon, Texas 76384.



# Customer Rights



## Charges On Your Bill

Placing charges on your bill for products or services without your authorization is known as "cramming" and is prohibited by law. Your company may be providing billing services for other companies, so other companies' charges may appear on your bill.

If you believe you were "crammed," you should contact the company that bills you for your service, Santa Rosa Communications at 1-888-886-2217, and request that it take corrective action. The Public Utility Commission of Texas requires the billing company to do the following within 45 calendar days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- Remove any unauthorized charge from your bill;
- Refund or credit all money to you that you have paid for an unauthorized charge; and
- On your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your bill.

If the company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, 512-936-7120 or in Texas (toll free) 1-888-782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 512-936-7136. Your telephone service cannot be disconnected for disputing or refusing to pay unauthorized charges.

You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights. This information is available in Spanish. Please call 1-888-886-2217 to request by mail or visit one of our offices.

Esta información es disponible in Español. Por favor lla-menos al 1-888-886-2217 y se le enviara por correo o visite nuestras oficinas Santa Rosa Communications; 7110 Hwy. 287 East, Vernon, Texas 76384.

## Frequently Asked Questions

Santa Rosa Communications recognizes the rights of its customers as a consumer of its services. The following is a list of often asked questions and their answers regarding your rights as a customer, application, billing and payments, deposits and the use of telephone service.

**Can I look at and/or obtain copies of the rules and rates applicable to telephone service before I apply for service?** YES. The information contained in the General Exchange Tariff is a matter of public record. The company will make available to the public at its business office all of its tariffs currently on file with the Public Utility Commission of Texas in Austin and the Oklahoma Corporation Commission in Oklahoma City. The company will assist seekers of information and afford inquirers an opportunity to examine any of the tariffs upon request. The company will provide copies of any portion of the tariff at a reasonable cost to reproduce such tariff for a requesting party.

**How long do I have to pay my telephone bill after I receive it?** Your bill for local, toll and miscellaneous services is issued monthly and is due and payable at the business office of the company on or before the due date which is sixteen (16) days after issuance. Your bill for telephone service will become delinquent if unpaid by the due date. The post-mark, if any, on the envelope of the bill, or an issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next work day after the due date. You have the right to continue local service as long as full payment for local service is made timely.

**On what basis can the company disconnect my service?** Your telephone service may be disconnected for any of the following reasons:

- Failure to pay a delinquent account for telephone service or failure to comply with the terms of a Deferred Payment Agreement. For business customers, the applicable charges may include the toll charges.
- Violation of the company rules pertaining to the use of a service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify you and you are provided with a reasonable opportunity to remedy the situation;

*continued...*



# Customer Rights



## Frequently Asked Questions, *cont.*

- Failure to comply with deposit, or guarantee arrangements where required by the company in accordance with the General Rules pertaining to Deposits in the General Exchange Tariff for the Telephone Cooperative.
- Avoidance of toll blocking by incurring long distance charges after toll blocking was implemented by the company due to nonpayment of long distance charges.

**Can the company disconnect my service without notifying me before doing so?** YES. Service may be disconnected without notice in the following situations:

- Service is connected without authority.
- Service is reconnected without authority after disconnection for nonpayment.
- Instances of tampering with the company's equipment, evidence of theft of service or other acts to defraud the company.

**If I am late with payment of my bill, will the company notify me (before they disconnect my service)?** YES. If your bill for telephone service has not been paid within the sixteen (16) days allowed for payment, a termination or disconnect notice will be sent to you at least ten (10) days prior to the date stated on the disconnect notice; service will be disconnected if the bill has not been paid by that date.

The notice will have the words "Suspension Disconnection Notice" or similar language prominently displayed on it. The notice will also have printed on it or attached to it, a notice that if you are in need of assistance with payment of your bill, you may be eligible for an alternative program, such as a Deferred Payment Plan, and that you should contact the business office of the company for more information.

**If I am ill or disabled, can my local service still be disconnected for nonpayment?** If disconnection of service will prevent the summoning of emergency medical help for a seriously ill resident, your physician may provide written documentation to the company to extend the payment of your bill.

**If I get a termination notice and the disconnect date shown on it is on a weekend or a holiday, will my service be disconnected on the day before?** NO. If the cutoff day falls on a weekend or holiday, the cutoff will be made on the next working day after the tenth day from the date of the notice or twenty-six (26) days from the issuance of your bill.

**If I find what I believe to be an error on my bill, how do I resolve the error (without having my service disconnected)?** In the event of a dispute between you and the company regarding any bill for telephone service, the company will investigate the particular case, and report the results to you. In the event the dispute is not resolved, the company will inform you of the complaint procedures of the Public Utility Commission.

**If my residence telephone bill is unusually high and I cannot pay all the bill, are there any provisions where I can defer payments or make monthly payments?** YES. The company may offer you, if you request, a Deferred Payment Plan as a residential customer if you have not been issued more than two (2) Disconnection Notices at any time during the preceding twelve (12) months by the company. However, under the company's Deferred Payment Plan offered - due to your inability to pay an outstanding bill in full, you will be required to pay current bills and a reasonable amount of the outstanding bill as well as reasonable installments on the balance until the bill is paid, otherwise your service will be discontinued. A payment of up to one-third ( $\frac{1}{3}$ ) of the deferred amount will be required as a reasonable payment. The company is not required to enter into a Deferred Payment Plan with any customer who is lacking sufficient credit or a satisfactory history of payment for previous service when the customer has had service from the company for less than three (3) months. If you do not fulfill the terms of the Deferred Payment Plan, the company will have the right to disconnect your service upon issuance of a Disconnection Notice to you, as provided in these rules, indicating you have not met the terms of the plan.



# Customer Rights



## Frequently Asked Questions, *cont.*

### **Suppose my telephone service is disconnected, what should I do to have it reconnected?**

1. If your service has been discontinued for failure to establish credit or failure to pay a regular bill, you must pay your bill, enter into a Deferred Payment Plan or meet the company's deposit requirements before service will be restored. A restoration of service will be made and collected by the company.
2. If your check was returned because of insufficient funds or other reasons, you must make payment good. If the company deems necessary, you may be requested to supply cash, money order or cashier's check and not accept a personal check if your credit history warrants such action. A restoration of service charge is applicable under this condition.
3. If your service has been terminated and your deposit applied to the balance of your account, it will be necessary to reapply for telephone service as a new applicant. See Section PLTS (Prepaid Local Telephone Service) page 48.

**If I don't agree with action or determination of the company regarding its customer service rules or rules of the Public Utility Commission, how do I get the dispute resolved?** If there is a dispute between you and the company, you may request to be given an opportunity for supervisory review by the company. If the company is unable to provide a supervisory review immediately after your request, arrangements will be made for the earliest possible date. The results of the review will be provided to you within ten (10) days of receipt of your request for review, and you have the right to receive the results in writing.

### **If I am required to make a deposit, is the company required to return it to me?**

1. The company will issue a receipt of deposit to you for the deposit received and keep a record of the deposit;
2. If service is not connected or if service is disconnected, the deposit will be automatically refunded plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished;
3. If you are a residential customer and have paid bills for service for twelve (12) consecutive billings without having service disconnected for nonpayment of a bill and without having more than two (2) occasions in which a bill was delinquent, and you are not delinquent in the payment of a current billing, the company will automatically refund the deposit plus

accrued interest in the form of cash or credit your monthly billing. If you have a guarantee for payment of your account, the company will void and return the guarantee to the guarantor;

4. If you are a business or commercial customer and have paid bills for service for twenty-four (24) consecutive billings without having service disconnected for nonpayment of a bill and without having more than two (2) occasions in which a bill was delinquent, and you are not delinquent in the payment of current billing, the company will promptly refund the deposit plus accrued interest in the form of cash or credit to your billing for service.

**Under what conditions may I obtain telephone service without paying a deposit?** Every customer applying for telephone service with the company must establish satisfactory credit. This may be done in several ways and you will not be required to pay a deposit if:

1. You have been a residential customer of a telephone company within the last two (2) years, and, (a.) you are not delinquent in payment of your account for service, and, (b.) During the last twelve (12) consecutive months of service did not have more than two (2) occasions in which your bill for service was paid after becoming delinquent and never had service disconnected for nonpayment. (You are encouraged to obtain a letter of credit history from your previous company.)
2. You furnish a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the company, or ownership of substantial equity that is easily liquidated.
3. You furnish, in writing, a satisfactory guarantee to secure payment of bills for your telephone service.
4. You are an applicant for residential service who is sixty-five (65) years of age or older and do not have an outstanding balance with any telephone company for residential service incurred within the last two (2) years.



# Customer Rights



## Frequently Asked Questions, *cont.*

**How will the credit history of my former spouse who shared my telephone service affect my continuing to have service?** The credit worthiness of spouses established during the last 12 months of shared service prior to their divorce, will be equally applied to both spouses for 12 months immediately after their divorce. Credit history maintained by one, the spouse or former spouse, shall be applied equally to the other without modification and without additional qualifications not required by the other. Credit history shall not relieve either party as a customer of the company from complying with the company's rules for prompt payment of bills.

**How will I know about the company's rules as related to my service, establishing and maintaining credit, bill payment and disconnection of service for failure to make prompt payment?** Every six (6) months the company will provide a statement printed on your bill or a billing insert showing the location of "Your Rights As A Customer" in the telephone directory which the Cooperative will furnish you each year or when you have service installed. Information pertaining to service or billing may be obtained by calling the company's business office at 1-888-886-2217.

**Under what circumstances will I be required to pay a deposit in obtaining telephone service?** Every residential and business applicant or customer must establish satisfactory credit with Santa Rosa Communications to receive telephone service. If you cannot provide satisfactory credit references or do not have a good payment record or cannot provide a guarantee satisfactory to the company, you may be required to make an initial deposit equivalent to one-sixth (1/6) of your estimated annual billings. For nonresidential customers, this computation may include charges for long distance telecommunications (telephone) service where the company's tariff provides for billing for the long distance company.

**If I am required to make a deposit to have telephone service, can I be required to pay an additional deposit to keep my service?** YES. During the first twelve (12) months of service, the Cooperative may require an additional deposit. To require such deposit, your actual usage must be three (3) times estimated usage (or three (3) times average usage of most recent three (3) bills), and your current usage must exceed \$150 and 150% of the security held. The request by the company

for such additional deposit shall be made to you in writing and will advise you that you have the option to elect to pay the current usage in lieu of the additional deposit. If the additional deposit or current usage payment is not made within ten (10) days after issuance of the written notice of termination and requested additional deposit, the company may disconnect your service.

If you are a residential customer and actual billings are at least twice the amount of estimated billings after two (2) billing periods and a suspension notice has been issued on a bill in the previous twelve (12) month period, an additional deposit may be required to be made within ten (10) days after issuance of written notice of termination and requested additional deposit, OR if you are a business or commercial customer and actual billings are at least twice the amount of estimated billings and a suspension notice has been issued on a bill within a previous twelve (12) month period, an additional deposit may be required to be made within ten (10) days after issuance of written notice of termination and requested additional deposit.

In lieu of payment of the additional deposit, you may elect, as either a business or residential customer, to pay the current billing by the due date of the bill, provided you have not exercised this option in the previous twelve (12) months.

**If I am required to pay a deposit, what rate of interest will be paid and how will it be paid?** The company will pay interest on all deposits made by its customers at an annual rate at least equal to that set by the commission on December 1 of the preceding year, pursuant to Texas Utilities Code Annotated §183.003. Payment of the interest on the deposit shall be made annually by crediting your account or sooner if your service is discontinued. The deposit will draw interest at the established rate from the time the deposit is made to the date the deposit is returned or credited to your account.

**If I have a physical disability, can I get information as to services or rights appropriate to my circumstances?** YES. The company encourages customers with physical disabilities and those who care for them to identify themselves to the company so that special action can be taken to provide information as to their rights and special services which may be available, where necessary and appropriate to the individual's circumstances.



# Customer Rights



## Lifeline Service And Link-Up Program

The Federal Communications Commission has established programs to help basic telecommunications service more affordable to eligible residential customers. The Lifeline Service Program of the Federal Universal Service Fund was created to help low-income consumers obtain telecommunications service by providing limited discounts to eligible residential consumers on qualifying services. Link-Up only applies to Oklahoma residential customers. Link-Up provides a discount on the cost of initiating qualifying services for residents of Tribal lands. FCC rules prohibit more than one Lifeline service per household. Customer's eligibility to receive the discount must be renewed yearly.

### What does Lifeline service include?

An eligible household may receive one Lifeline benefit toward basic telecommunications service with the following functions:

- Voice Grade access to the public switched network
- Local usage at no additional charge
- Access to emergency services, such as 911 and E911
- Toll limitation for qualifying low-income consumers
- Ability to report service problems seven days a week

Lifeline customers may also subscribe to optional services at the same rate offered to other customers. Customers who are eligible for the Lifeline Program are also eligible for toll blocking at no charge.

### Internet Service:

Effective December 2, 2016, Federal Lifeline benefits are now available for households who subscribe to broadband Internet access service at minimum service standards defined in FCC rules. (The state Lifeline discount is applicable only to voice service.)

*\*Note: You can continue to apply your monthly Lifeline discounts to your Telephone Service or your Internet Service, but you must identify the service you wish to apply the Lifeline discount to. You can only receive a discount on one service option - telephone or internet - per household.*

### Texas Customers – Who Qualifies?

To participate in the program, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit Program
- Health benefits coverage under the state Children

*\*Note: These programs no longer qualify for the \$9.25 federal lifeline discount as of December 2, 2016. You may be eligible for the state discount.*

Subscribers who live on a Tribal Land and who qualify under one of the programs above or one of the following programs, are eligible for additional discounts under Tribal Lifeline.

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TANF)
- Head Start Programs (only applicant or customer who satisfies the income qualifying eligibility provision)
- Food Distribution Program on Indian Reservations ("FDPIR")

### Oklahoma Customers – Who Qualifies?

To participate in the program, subscribers must either have an income that is at or below 135% of the Federal Poverty guidelines or participate in one of the following assistance programs:

- Medicaid (SoonerCare)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit Program

Subscribers who live on Tribal lands and who qualify under one of the programs above or one of the following programs, are eligible for additional discounts under Tribal Lifeline:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TANF)
- Head Start Program (only applicant or customer who satisfies the income qualifying eligibility provision)
- Food Distribution Program on Indian Reservations ("FDPIR")

*continued...*



# Customer Rights



## Lifeline Service And Link-Up Program, *cont.*

### How to Apply for Lifeline and Link-Up Program:

#### In Texas:

Call LIDA at 1-866-454-8387 or go to [www.liteup-texas.org](http://www.liteup-texas.org) if you wish to apply for or have any questions regarding the Lifeline Service. LIDA provides self-enrollment forms by direct mail, upon request. (This form must be renewed yearly).

#### In Oklahoma:

New Residential customers may request enrollment forms from the Santa Rosa Communications business office. (This form must be renewed yearly through USAC.) Call 1-800-234-9473.

### How To Apply for Service:

If you do not have telephone or internet service and wish to obtain these services and you are in the Santa Rosa Communications serving area, or if you have telephone or internet service and you are in the Santa Rosa service area and you qualify for the Link-Up Program, please call our business office number 888-886-2217, and we will be glad to assist you.

Information about customers who qualify for Lifeline Service or Link-Up Program may be shared between state agencies and Santa Rosa Communications. Lifeline customers can also subscribe to optional services at the same rate offered to other customers.

## Universal Services

You may notice a charge on your bill called Texas Universal Service (TUSF) or Oklahoma Universal Service (OUSF). This fund was created by the state to help pay for low income customers, customers in high cost rural areas and to service customers with disabilities. This charge is a percentage of intrastate telecommunications services. If you have any questions about this charge or how it is calculated, please call Santa Rosa Communications business office at 1-888-886-2217.

**What Universal Services are available to all customers?** Universal services are offered to all customers of Santa Rosa Communications. Universal Services available include the following services:

- Voice grade access to the public switched network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Ability to report service problems seven days a week
- Access to emergency services
- Access to operator services
- Access to interexchange services
- Access to directory assistance and annual local directory
- Telecommunications relay service
- Toll limitation for qualifying low-income consumers
- Local calling for Texas residential service is \$16.50 - \$20.00 and business service is \$20.00 - \$26.70.
- Local Calling for Oklahoma Residential Service is \$20.00 and Business Service is \$22.00.

*\*Note: In addition to the above services, Santa Rosa Communications offers optional calling features, along with Long Distance, High Speed Internet and TV (where available).*



# Customer Rights



## 2-1-1 Texas

The 2-1-1 dialing code and service is now available statewide in Texas. 2-1-1 is an information and referral program of the Texas Health and Human Services Commission (THHSC).

211 Texas I & R Network  
P.O. Box 149347 ME2007  
Austin, Texas 78714  
877-541-7905  
[www.211texas.org](http://www.211texas.org)

### Call For Information About The Following Services In Your Community:

- Health Care
- Food
- Clothing
- Housing
- Elder Services
- Education
- In-Home Services
- Transportation
- Employment
- Disaster Relief Services
- and many other services

*Information is free and confidential!*

### Coverage Includes These Counties in North Texas:

- Archer
- Baylor
- Clay
- Cottle
- Foard
- Hardeman
- Jack
- Montague
- Wichita
- Wilbarger
- Young

## If I Have A Complaint About My Service, Who Besides The Company Can I Discuss The Problem With?

If you have any complaints about telephone service or related matters that cannot be resolved by the telephone company or its representatives, they can be directed to the attention of:

### TEXAS CUSTOMERS

Public Utility Commission of Texas  
Customer Protection Division  
P.O. Box 13326  
Austin, Texas 78711-3326  
512-936-7120  
or in Texas toll free: 1-888-782-8477  
Fax 512-936-7003  
Email address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov)  
Internet address: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
TTY: 512-936-7136  
Relay Texas toll free: 1-800-735-2989

### OKLAHOMA CUSTOMERS

Oklahoma Corporation Commission  
Public Utilities Complaints, Investigation &  
Mediation Division  
Jim Thorpe Building  
Oklahoma City, OK 73105

1-800-522-8154  
[www.cs@occcemail.com](http://www.cs@occcemail.com)



# Customer Rights



## Where Can I Pay My Bill?

You may mail your payments to:

Santa Rosa Telephone Cooperative, Inc.  
P.O. Box 225458  
Dallas, TX 75222-5458

OR

Make payments at the telephone company business offices located at:

### **Childress Office**

8:30 a.m. – 5:00 p.m.  
Monday–Friday  
903 Ave. F NW.  
Childress, TX 792011  
1-855-938-7500

### **Haskell Office**

8:00 a.m. – 5:00 p.m.  
Monday–Friday  
113 N. Ave. D  
Haskell, TX 79521  
1-888-863-1125

### **Seymour Office**

8:00 a.m. – 5:00 p.m.  
Monday–Friday  
310 W. California St.  
Seymour, TX 76380  
1-877-889-1125

### **Vernon Office**

8:30 a.m. – 5:00 p.m.  
Monday–Friday  
7110 Hwy. 287 E.  
Vernon, TX 76384  
1-888-886-221

### **Wichita Falls Office**

8:00 a.m. – 5:00 p.m.  
Monday–Friday  
4210 Kell West Blvd., Suite 208  
Wichita Falls, TX 76309  
1-888-886-2217



# Customer Rights



## New Billing Option – Prepaid Local Telephone Service

**(PLTS)** – Texas Customers Only

Santa Rosa Communications is pleased to notify you of Prepaid Local Telephone Service (PLTS), a program that helps customers manage outstanding telephone balances and retain basic telephone service.

PLTS gives eligible customers a *one-time* opportunity to retain their local service if they are at risk of disconnection of their local service for nonpayment of telephone bills. It also allows residential customers who have been disconnected because of delinquent or unpaid bills to be reconnected. PLTS is not available to business customers. You also have the right to receive basic local service without entering into PLTS if you do not owe any outstanding balance on basic local service charges.

### Your Responsibility:

To receive this service, you must agree to receive Toll Blocking/Restriction Service, which will prevent you from making long distance telephone calls or usage-sensitive calls, which include directory assistance, call return, call trace and auto redial. In subscribing to PLTS, you agree not to request additional services from your local telephone carrier other than those included in your PLTS subscription.

If you violate the terms of this agreement you can be disconnected immediately and will not be eligible to receive PLTS again from Santa Rosa Telephone.

*\*Note: If a customer is disconnected for violation of the terms and conditions of the PLTS plan, Santa Rosa has the right to retain and apply any credit in the PLTS account to the customer's outstanding balances for telecommunications services.*

To subscribe to PLTS, you must pay up to two months of charges up front. You must arrange a deferred payment plan with Santa Rosa for your outstanding local telephone charges. Payments for these charges will begin with the third billing cycle after you subscribe to PLTS. The monthly payments on this plan may not exceed \$10.00 per month or one-twelfth of the outstanding local debt, whichever is larger.

You must pay your PLTS bill by the due date.

## To Subscribe:

Please contact your local Santa Rosa Communications business office during normal business hours and request PLTS.

## TPLTS Rates:

A subscription of PLTS provides these services at the monthly rate listed below. If you are eligible for Lifeline rates, your rates may be lower.

PLTS Service	Monthly Rate
Residential Basic Local Telephone Service	\$20.00
White Page Directory Listing	No Charge
Toll Blocking/ Restriction	\$2.00
Nonpublished Number Service (if requested)	\$2.25
Access to 911, dual party relay services and Santa Rosa Business Office	No Charge

In addition to the charges for services listed above, customers will be responsible for paying surcharges for fees required by law or ordinance, including, but not limited to: 911 charges, subscriber line charges, sales tax, Universal Service Fund charges, and municipal fees. Extended Local Calling (ELC) or Extended Metropolitan Service (EMS) if those services are requested and required in their area. If you have any questions about PLTS, please contact your local Santa Rosa business office.



# Business Services



## The Simple Solution

Enterprise Business Services for All Industries

### ABOUT US

With 70 years in the communications business, we have positioned ourselves as a leader in providing video, phone, internet, and a wide suite of business solutions across Texoma. Here at Santa Rosa Communications, our expert team is prepared to handle every fact of your business!



Fiber-Optic Internet



Phone Systems



Video



Surveillance Systems



IT Solutions



Managed Networks

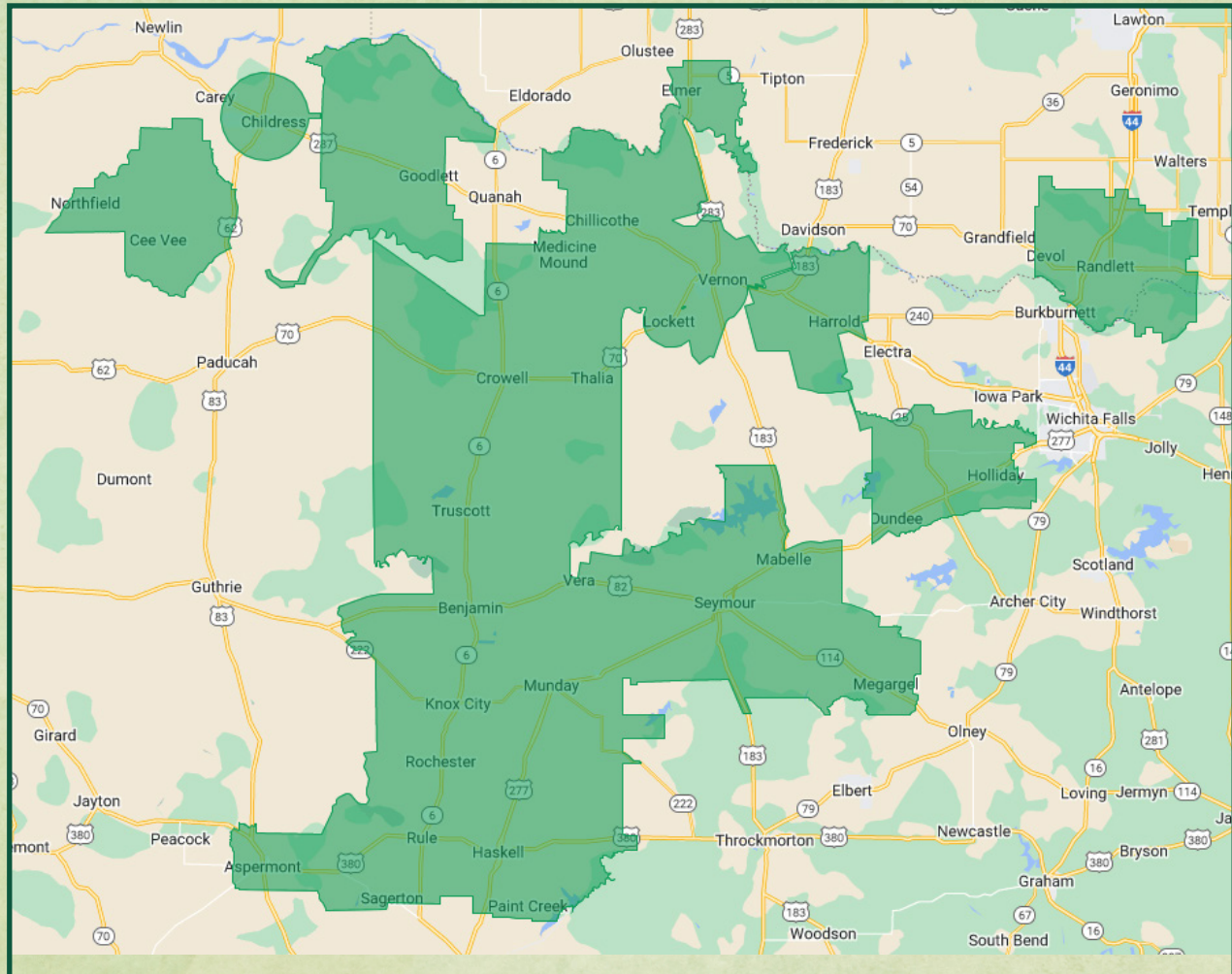
### OUR GOAL

We believe each of our customers have unique and individual needs. With our expert team, we will provide custom business solutions specifically made for your business.





# Service Map Coverage



***Santa Rosa Communications***  
**THE SIMPLE SOLUTION FOR ALL OF YOUR NEEDS**

## HIGH SPEED INTERNET

- Up to Gigabit Speeds (where available)
- Wireless Broadband
- Tech Home Services

## TELEVISION

- Basic Local Channels & Ultra
  - HD Channels: DVR & Cloud DVR Services
  - Premium Channels: HBO - STARZ ENCORE
- Starz Super Pak & Encore

**RESIDENTIAL & BUSINESS TELEPHONE**

- Customer & Enhanced Call Features
- Long Distance Calling Plans

- Long Distance Unlimited Call Plans (Res. Only)
- Toll Free Number

**Visit [www.santarosafiber.com](http://www.santarosafiber.com) for more information!**