



syntrio™

Connect well. Live well.

Also known as Santa Rosa Telephone Cooperative

TELEPHONE DIRECTORY SEPTEMBER 2023

940 - TX Area Code

Archer City · Aspermont · Benjamin · Byers · Cee Vee · Cashion
Charlie · Childress · Chillicothe · City View · Crowell · Dean · Electra
Goodlett · Haskell · Henrietta · Holliday · Iowa Park · Kamay · Kirkland
Knox City · Lake Arrowhead · Lake Kemp · Lakeside · Lockett
Medicine Mound · Megargel · Munday/Goree · Newcastle · Nocona
Odell · Oklaunion · Olney · Petrolia · Quail Ridge · Quanah · Rochester
Rule · Seymour · Thalia · Truscott · Vernon · Weinert · Wichita Falls

580 - OK Area Code

Davidson · Devol · Elmer · Lawton · Randlett · Terral · Waurika

syntrio.net | (888) 886-2217

EMERGENCY NUMBERS

Oklahoma Child Abuse Hotline	1-800-522-3511
Poison 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

For emergencies involving police, fire, or medical, please dial **9-1-1**. Remain calm, speak clearly, and report the incident to the **9-1-1** operator. Include 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 Texas Health & Human Services Commission

411 Directory Assistance for the United States.
A charge will be billed on your monthly statement for each call.

711 Toll-free connection to Relay Center Service
(Oklahoma and Texas exchanges)

811 Toll-free connection to Utilities Underground Cable Location Service.
You are required to call at least two 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 5:00 PM, you will be connected to our 24-hour tech support. Visit our website at syntrio.net. For Internet and 24 Hour Tech Support, Call 1-888-886-2217.

Childress Office Call 1-855-938-7500 Childress (Local call 940-938-7500)	Haskell Office Call 1-888-863-1125 Aspermont/ Old Glory Haskell (Local call 940-863-1125) Munday/ Goree Weinert	Seymour Office Call 1-877-889-1125 Benjamin Kamay Knox City/O'Brien Holliday Megargel Rochester Rule Seymour (Local call 940-889-1125)	Vernon Office Call 1-888-886-2217 Cee Vee Charlie Crowell Devol Elmer Goodlett Kirkland Lake Kemp Vernon Odell Oklaunion (Local call 940-886-2217) Randlett Thalia Truscott	WF Kell Office Call 1-888-886-2217 Wichita Falls (Local call 940-886-2217)
				WF 9th St Office Call 1-888-886-2217 Wichita Falls (Local call 940-886-2217)

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 syntrio.net.

Childress Office Call 1-855-938-7500 Childress (Local call 940-938-7500)	Haskell Office Call 1-888-863-1125 Aspermont/ Old Glory Haskell (Local call 940-863-1125) Munday/ Goree Weinert	Seymour Office Call 1-877-889-1125 Benjamin Kamay Knox City/O'Brien Holliday Megargel Rochester Rule Seymour (Local call 940-889-1125)	Vernon Office Call 1-888-886-2217 Cee Vee Charlie Crowell Devol Elmer Goodlett Kirkland Lake Kemp Vernon Medicine Mound Odell Oklaunion (Local call 940-886-2217) Randlett Thalia Truscott	WF Kell Office Call 1-888-886-2217 Wichita Falls (Local call 940-886-2217)
				WF 9th St Office Call 1-888-886-2217 Wichita Falls (Local call 940-322-9990)

Business Office Locations

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

Childress Office Call 1-855-938-7500 903 Ave. F NW Childress, TX 79201	Haskell Office Call 1-888-863-1125 113 N. Ave. D Haskell, TX 79521	Seymour Office Call 1-877-889-1125 310 W. California Seymour, TX 76380	Vernon Office Call 1-888-886-2217 7110 Hwy. 287 E Vernon, TX 76384	WF Kell Office Call 1-888-886-2217 4210 Kell West Blvd., Ste 208 Wichita Falls, TX 76309
				WF 9th St Office Call 1-888-886-2217 915 9th St. Wichita Falls, TX 76301

If paying by mail, please send payment along with your pay stub from your bill to:
 Syntrio • P.O. Box 225458 • Dallas, Texas 75222-5458

LOCAL TELEPHONE SERVICE PROVIDERS

Syntrio Solutions, LLC (also known as Santa Rosa Telephone Cooperative)

Toll-free from our exchanges. After 5:00 PM, you will be connected to our 24-hour tech service. Visit our website at syntrio.net. For Internet and 24 Hour Tech Support, Call 1-888-886-2217.

Childress Office

903 Ave. F NW
Childress, TX 79201
1-855-938-7500
1-940-938-7500 Local
syntrio.net

Haskell Office

113 N. Ave. D
Haskell, TX 79521
1-888-863-1125
1-940-863-1125 Local
syntrio.net

Seymour Office

310 W. California
Seymour, TX 76380
1-887-889-1125
1-940-889-1125 Local
syntrio.net

Vernon (Main) Office

7110 Hwy. 287 E
Vernon, TX 76384
1-888-886-2217
1-940-886-2217 Local
syntrio.net

Wichita Falls Office

4210 Kell West Blvd., Suite 208
Wichita Falls, TX 76309
1-888-886-2217
1-940-886-2217 Local
syntrio.net

Wichita Falls Office

915 9th Street
Wichita Falls, TX 76301
1-888-886-2217
1-940-886-2217 Local
syntrio.net

SERVICE OPTIONS

SERVICE OPTIONS

INTERNET

Choose high-speed internet and enjoy next-level innovation.

Speeds up to 2.5 Gig (where available).



PHONE

Local telephone service for businesses and residential customers.

Explore our wide range of calling features!



BUSINESS SOLUTIONS

Services from Internet to IT solutions. All you need for your business.

Solutions for businesses of all sizes.



Visit syntrio.net for more
information on our services!

BOARD OF DIRECTORS

The History of Syntrio (formerly known as Santa Rosa Telephone Cooperative)

Chartered in 1951 as the Santa Rosa Telephone Cooperative, Inc., Syntrio has grown from a farmer’s dream for telephone service in Wilbarger County, Texas, to an innovative technology company that connects dozens of rural communities in North Texas and Southern Oklahoma to the rest of the world.

By 1995, the company consisted of 14 exchanges across Texas and Oklahoma. By 1999, we began building fiber optic lines, plants, and equipment. In 2001, we began installing fiber to the premise for customers to receive telephone, IPTV, and high-speed internet up to 10GB with plenty of additional bandwidth for future applications. In 2006, our team began the early stages of building fiber-to-the-home technology to deliver ultra-fast internet speeds to our customers.

It was 2019 when Santa Rosa Communications acquired wireless internet company, Pinnacle Network Solutions, and managed service provider, PCnet, to further expand services to customers in Texas and Oklahoma.

In 2022, the Santa Rosa Family of Companies rebranded under one name, Syntrio, while vowing to remain a pillar in rural communities and continuing to provide innovation beyond city limits.

Board of Directors

Manager	Kirk H. Petty
Directors	
President	Jason Williford
Vice President.....	Chance Moore
Secretary.....	Teresa Pennartz
Board Member	Cavin Wyatt
Board Member.....	Steve Bradshaw
Board Member	Mark Ross
Board Member	Wayne Cockrell

LOCAL AREA CALLING

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
Oklaunion-Harrold	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

You must dial 10 digits (area code + telephone number) for all local calls. 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.

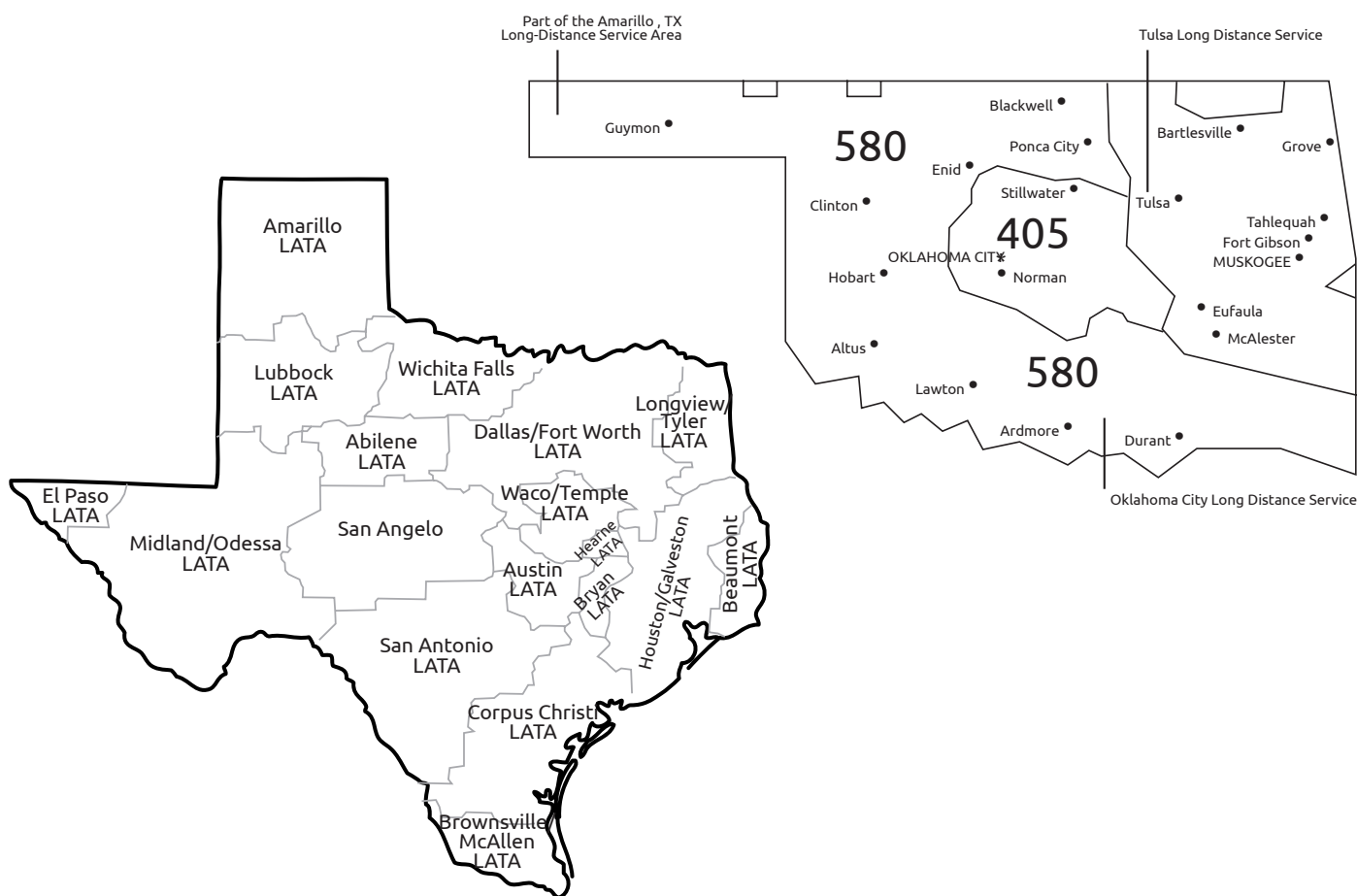
LONG DISTANCE

Continued...

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.

Syntrio 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 Syntrio and other long-distance companies. All Texas InterLATA, Oklahoma IntraLATA and InterLATA, are provided exclusively by long-distance companies.

LONG DISTANCE

Continued...

Long Distance Calling Outside Your Service Area (LATA)

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

Selecting A Long Distance Company

In Texas, Syntrio can provide you with both IntraLATA and InterLATA long-distance service. In Oklahoma, Syntrio 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 Syntrio 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 Syntrio business office at 1-888-886-2217.

Please notify Syntrio 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 Syntrio.

If you have questions about your long-distance carrier or your preferred long-distance carrier freeze, please call your local Syntrio 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 period.

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

LONG DISTANCE

Continued...

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 dialOPERATOR

Annoyance Calls

Federal and State statutes make it unlawful for any person to make obscene, harassing, 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

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 the 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 Syntrio 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 telephone numbers which are preceded by Enterprise or area codes "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:

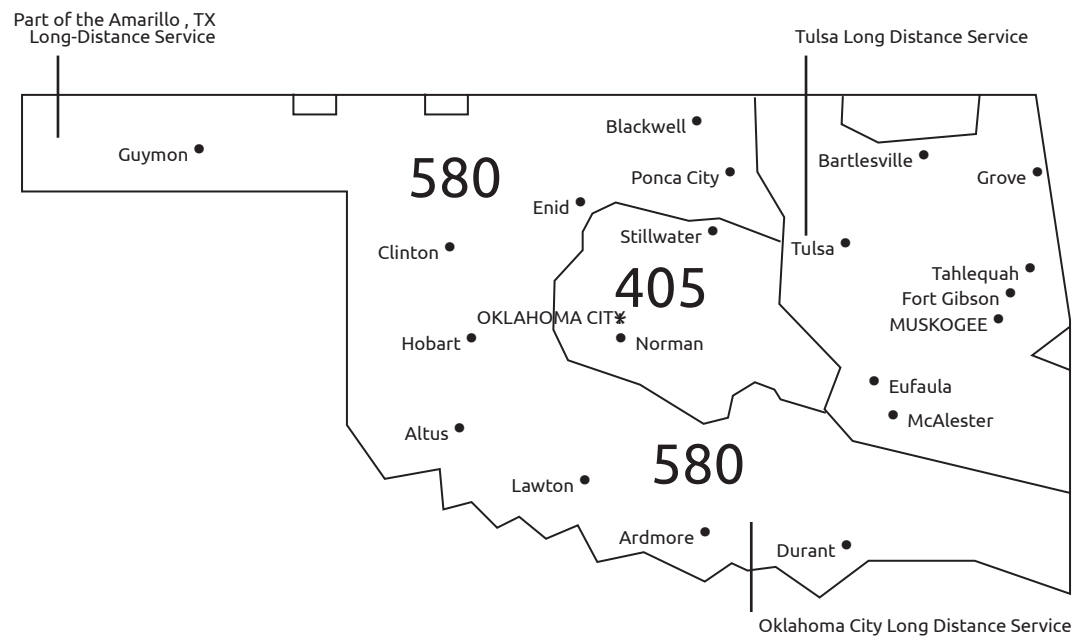
1. The digits "011"
2. The Country Code
3. The City Code
4. The Local Number

Dial "00" if you need assistance to call:

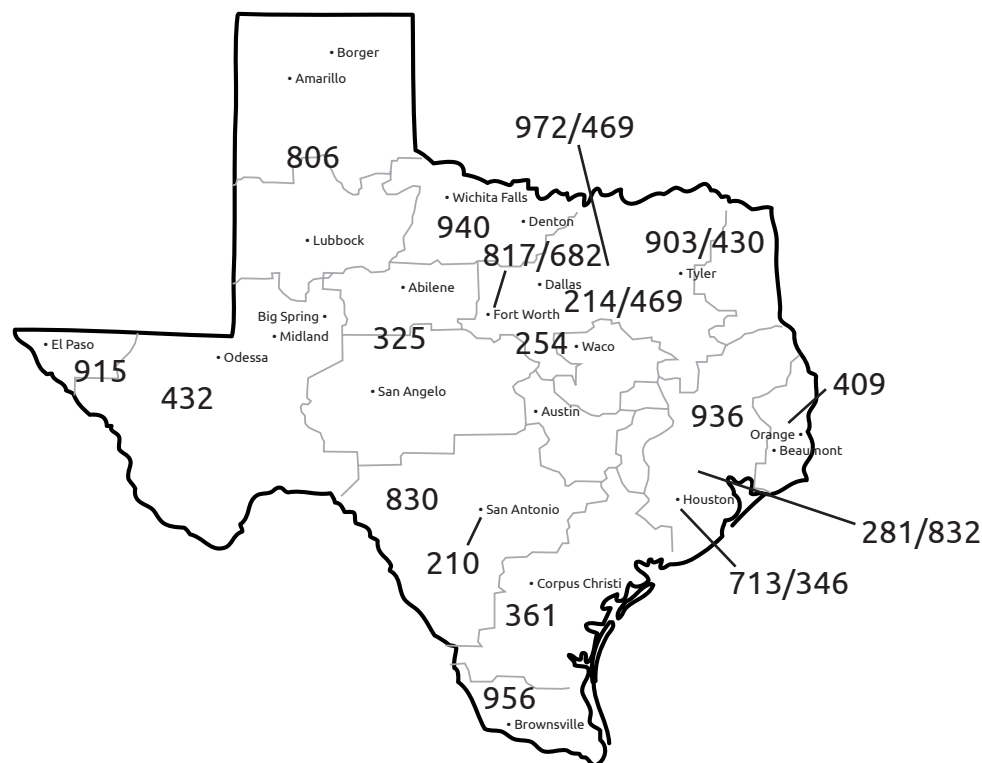
- Countries that cannot be dialed directly.
- To obtain overseas telephone numbers.
- To obtain country or city codes.

STATE AREA CODES

Oklahoma Area Codes



Texas Area Codes



CITY AREA CODES

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 442/760
Eureka 707
Fresno 559
Irvine 949
Long Beach 562
Los Angeles 213/323
Modesto 209/350
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 209/305

COLORADO (CO)
Aspen 970
Denver 303/720/983
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 772
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 404/470/678/943
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 314/557
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 718/917
Buffalo 716
Hicksville 363/516
Medford 631/934
Mount Vernon 914
Newburgh 845
New York City 212/
646/718/917
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 472/910

NORTH DAKOTA (ND)
All locations 701

OHIO (OH)
Akrón 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 484/610/835
Erie 814/582
Harrisburg 717
New Castle 724/878
Philadelphia 215/267/445
Pittsburgh 412/878
Reading 484/610
Upper St. Clair 412
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 817
Austin 512/737
Bryan 979
Corpus Christi 361
Dallas 214/469/972
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 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
La Crosse 608
Madison 608
Menomonee Falls 262
Milwaukee 414
Racine 262

WYOMING (WY)
All locations 307

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

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.)



Country Codes Chart

Country NameCountry 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	Taiwan.....886
Bahrain.....973	Falkland Islands.....500	Kuwait.....965	Norway.....47	Tajikistan.....992
Bangladesh.....880	Faroe Islands.....298	Kyrgyzstan.....996	Oman.....968	Tanzania.....255
Belarus.....375	Fiji.....679	Laos.....856	Pakistan.....92	Thailand.....66
Belgium.....32	Finland.....358	Latvia.....371	Palau.....680	Togo.....228
Belize.....501	France.....33	Lebanon.....961	Panama.....507	Tonga.....676
Benin.....229	French Polynesia.....689	Lesotho.....266	Papua New Guinea.....675	Tunisia.....216
Bhutan.....975	Gabon Republic.....241	Liberia.....231	Paraguay.....595	Turkey.....90
Bolivia.....591	Gambia.....220	Libya.....218	Peru.....51	Turkmenistan.....993
Bosnia & Herzegovina.....387	Georgia.....995	Liechtenstein.....423	Philippines.....63	Tuvalu.....688
Botswana.....267	Germany.....49	Lithuania.....370	Poland.....48	Uganda.....256
Brazil.....55	Ghana.....233	Luxembourg.....352	Portugal.....351	Ukraine.....380
Brunei.....673	Gibraltar.....350	Macedonia.....389	Qatar.....974	United Arab Emirates.....971
Bulgaria.....359	Greece.....30	Madagascar.....261	Romania.....40	United Kingdom.....44
Burkina Faso.....226	Greenland.....299	Malawi.....265	Russia.....7	United States.....1
Burundi.....257	Guadeloupe.....590	Malaysia.....60	Rwanda.....250	Uruguay.....598
Cambodia.....855	Guatemala.....502	Maldives.....960	St. Pierre & Miquelon.....508	Uzbekistan.....998
Cameroon.....237	Guinea.....224	Mali.....223	Samoa.....685	Vanuatu.....678
Cape Verde.....238	Guinea-Bissau.....245	Malta.....356	San Marino.....378	Vatican.....379
Central African Republic.....236	Guyana.....592	Marshall Islands.....692	Sao Tome & Principe.....239	Venezuela.....58
Chad.....235	Haiti.....509	Mauritania.....222	Saudi Arabia.....966	Vietnam.....84
Chile.....56	Honduras.....504	Mauritius.....230	Senegal.....221	Wallis and Futuna.....681
China.....86	Hong Kong.....852	Mayotte.....262	Seychelles.....248	Yemen.....967
Christmas Island.....61	Hungary.....36	Mexico.....52	Sierra Leone.....232	Zambia.....260
Columbia.....57	Iceland.....354	Moldova.....373	Singapore.....65	Zimbabwe.....263
Congo (Democratic Republic of).....57		Monaco.....377		
Congo (Republic of).....243		Mongolia.....976		
Cook Islands.....682				

NEARBY ZIP CODES

Altus.....73521
 Amarillo MPO.....79120
 Anson.....79501
 Archer City.....76351
 Aspermont.....79502
 Bellevue.....76228
 Benjamin.....79505
 Bomarton.....76380
 Burkburnett.....76354
 Byers.....76357
 Cee Vee.....79223
 Chattanooga.....73528
 Childress.....79201
 Chillicothe.....79225
 Crowell.....79227
 Davidson.....73530
 Dean.....76305
 Devol.....73531
 Dumont.....79248
 Elbert.....76372
 Electra.....76360
 Elmer.....73539
 Estelline.....79223
 Frederick.....73542
 Goree.....76363
 Grandfield.....73546
 Guthrie.....79236
 Hamlin.....79520
 Harrold.....76364
 Haskell.....79521
 Henrietta.....76365
 Holliday.....76366
 Iowa Park.....76367
 Jolly.....76305
 Joy.....76365
 Kamay.....76369
 Knox City.....79529
 Lake Kickapoo.....76366
 Lakeview.....79239
 Lawton MPO.....73501

Matador.....79244
 Megargel.....76370
 Memphis.....79245
 Munday.....76371
 Norman MPO.....73069
 O'Brien.....79539
 Odell.....79247
 Oklahoma City MPO.....73125
 Oklaunion.....76373
 Old Glory.....79540
 Olney.....76374
 Paducah.....79248
 Petrolia.....76377
 Quanah.....79252
 Randlett.....73562
 Red Springs.....76380
 Rhineland.....76371
 Roaring Springs.....79256
 Rochester.....79544
 Rotan.....79546
 Rule.....79547
 Sagerton.....79548
 Scotland.....76379
 Seymour.....76380
 Stamford.....79553
 Tell.....79529
 Temple.....73568
 Throckmorton.....76483
 Tipton.....73570
 Truscott.....79227
 Tulsa MPO.....74103
 Turkey.....79261
 Vera.....76380
 Vernon.....76384
 Wichita Falls MPO.....76301
 Walters.....73572
 Weinert.....76388
 Windthorst.....76389
 Woodson.....76491

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	1-800-323-7249
LaQuinta.....	1-800-642-4241
Marriott	1-888-236-2427
Ramada Inns	1-800-466-1589
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.....	1-800-522-8154
House of Representatives	1-800-522-8502

Oklahoma Park & Reservations	1-800-652-8240
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.....	1-877-486-3109
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	1-855-773-3839
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	1-877-673-6839

TEXAS & OKLAHOMA GOVERNMENT OFFICES

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 E1.318, P.O. Box 2910, Austin, TX 78768
David Spiller 512-463-0526
david.spiller@house.texas.gov

District 69 Room 4S.2, P.O. Box 2910, Austin, TX 78768
James Frank 512-463-0534
james.frank@house.texas.gov

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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 18 1107 Longworth HOB, Washington, D.C. 20515
Jodey Arrington 202-225-4005
arrington.house.gov

Congressional District 13 446 Cannon HOB, Washington, D.C. 20515
Ronny Jackson 202-225-3706
jackson.house.gov

US Senators

US Senator 167 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 202-224-5216
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
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gerrid.kendrix@okhouse.gov

District 63 2300 N. Lincoln Blvd., Rm. 304, OKC, OK 73105
Trey Caldwell - Devol, Randlett 405-557-7307
trey.caldwell@okhouse.gov

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District 31 2300 N. Lincoln Blvd., Rm. 420, OKC, OK 73105
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oksenate.gov/senatorchriskidd

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

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
lucas.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

Continued...

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 harassing 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 harassing, 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 nationwide.

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 for federal registration.
- By phone - call toll-free 1-888-382-1222 or for TTY, call 1-866-290-4236.

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 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.

CUSTOMER INFORMATION

Continued...

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 for instant registration
- By phone: call toll free 1-800-390-5708
- By mail: send a written request for an application to - the 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 the Syntrio 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 Syntrio Customer (CPNI)

Under federal law, you have the right, and Syntrio 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, Syntrio is allowed to use your customer information about services you have already purchased from Syntrio to create products, services, and discounts to meet your needs or to advise you of products that may be of interest to you. Syntrio's services include local and in-region toll.

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

If you wish to restrict Syntrio 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 Syntrio.

Even if you choose to restrict Syntrio'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

Syntrio 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.

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 regulations, Syntrio has assigned you a passcode to use when you contact us in person or by telephone about your account.

The privacy rule allows Syntrio 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

CUSTOMER INFORMATION

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 lose or forget 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 the termination of the call.

Exceptions. The requirements above do not apply to telephone solicitations made in connection with an existing debt or contracts, 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

- 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 in 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 in 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 12548
Austin, TX 78711-2548
512-463-2100 or 1-800-252-8011*

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

**Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 1-800-RELAY-TX.*

SERVICE & BILLING

Continued...

Establishing Or Transferring Telephone Service

You may call Syntrio 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 Syntrio 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 the 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 who 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 Syntrio. 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 companies 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 into 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 one of our five offices and pay by credit card (VISA, MasterCard, and Discover).

Web: To pay by web, just log on to www.syntrio.net - 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.

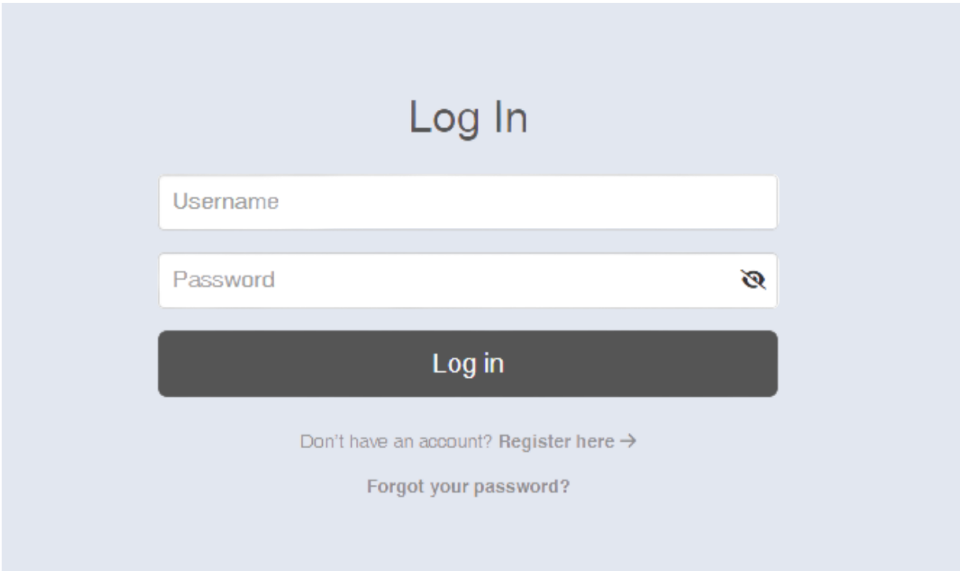
ACCESS ONLINE ACCOUNT

Your Online Account

HOW TO ACCESS YOUR ONLINE ACCOUNT

Follow the simple steps below to login and view your online account.

1. Go to syntrio.net and click on "Bill Pay" in the top menu.
2. Enter your login credentials.



The screenshot shows a "Log In" page with a light blue background. At the top center is the text "Log In". Below it are two white input fields: "Username" and "Password". The "Password" field has a small eye icon on the right side. Below the input fields is a dark gray button with the text "Log in" in white. At the bottom of the form area, there are two links: "Don't have an account? Register here →" and "Forgot your password?".

Your username is the email that you provided. Your password is your last name plus your billing zip code.

Example: Sarah Sample in Seymour = Sample76380

You will be prompted to reset the password after your first login.

If you have any issues accessing Bill Pay, please contact our office at (888) 886-2217 during business hours.

EQUIPMENT INFORMATION

Continued...

Telephone Outages and Repairs

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.

Syntrio encourages you to do some troubleshooting tests before you call.

Wiring and equipment **inside** of your property are the responsibility of the subscriber unless the subscriber has **Syntrio's Inside Wire Maintenance Plan**.

Syntrio's wiring and equipment **outside** of the home or business is the responsibility of Syntrio 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 in 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 Syntrio's 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 so 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. 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 lightning 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

Continued...

Short Cuts for Calling Features

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

Full descriptions of features are 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

Continued...

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 the 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 canceled.

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

CUSTOM CALLING

Continued...

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 for 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 for 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 to 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 be forwarded 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 the 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 Syntrio Solutions, LLC 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

Continued...

To Alternate Between Calls:

1. Press the switchhook for about one second.
2. While you talk with one caller, the other will 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 the 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 the incoming caller name and number.

**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", "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

Continued...

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 Syntrio 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 the dial tone. Press *63, then 3, and follow the instructions.

To Turn Off Select Call Forwarding:

1. Listen for the dial tone. Press *63 and follow instructions.
2. To remove one or more numbers from 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 the dial tone. Press *60, then 3, and follow the instructions.

To Turn Off Selective Call Rejection (Call Block):

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

- To turn off the service and save the list, hang up.
- To remove 1 or more numbers from the list, dial * and follow the instructions.
- To remove all numbers 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

Continued...

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 the dial tone.
- Press *61 and follow the instructions.

To Turn Off Selective Call Waiting (Priority Call):

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

Continued...

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 3REMOVE ALL numbers from your blocked list.

Press 4ADD a number to your known list.

Press 5CHANGE the language of your menu options.

Press 6 turn the entire service ON.

Press 7 turn the entire service OFF.

Press 8BLOCK calls from private callers.

Press 9ALLOW 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

Continued...

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 the local voicemail 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 the 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 the 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 the main menu.

To Retrieve Messages:

3 Options In the Message Retrieval Menu

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

Listen To Messages:

- Press 1: Play or replay message.
- Press 2: Save the message and go to next.
- Press 3: Delete the 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 the message.
- Press 7: to skip back three seconds.
- Press 8: to pause or continue the message.
- Press 9: to skip forward three seconds.
- Press *: to return to the main menu.

*Optional Feature

To Change Your Password:

- Press 2: to change your password.
- Enter a 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
Oklaunion.....	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

Continued...

Statement of Nondiscrimination

Syntrio 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, 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.

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 the 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 of billing error resolution requirements.

CUSTOMER RIGHTS

Continued...

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 records 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, within 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 12548, Austin, Texas 79811-2548, 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 Syntrio 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 Syntrio; 7110 Hwy. 287 East,

CUSTOMER RIGHTS

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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, Syntrio 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 en Español. Por favor llámenos al 1-888-886-2217 y se le enviara por correo o visite nuestras oficinas Syntrio; 7110 Hwy. 287 East, Vernon, Texas 76384.

Frequently Asked Questions

Syntrio 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 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;

CUSTOMER RIGHTS

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- 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 the 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 (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.

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 it 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.

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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 the action or determination of the company regarding its customer service rules or the 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.

How will the credit history of my former spouse who shared my telephone service affect my continuing to have service? The creditworthiness 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

CUSTOMER RIGHTS

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Under what circumstances will I be required to pay a deposit to obtain telephone service? Every residential and business applicant or customer must establish satisfactory credit with Syntrio 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 non-residential 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 a deposit, your actual usage must be three (3) times the estimated usage (or three (3) times the 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 that may be available, where necessary and appropriate to the individual's circumstances.

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Lifeline Service And Link-Up Program

The Federal Communications Commission has established programs to help basic telecommunications services be 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 services 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. The 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:

Federal Lifeline benefits are 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

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")

CUSTOMER RIGHTS

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How to Apply for Lifeline and Link-Up Program:

In Texas:

Call LIDA at 1-866-454-8387 or go to www.lifelinesupport.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 Syntrio 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 Syntrio 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 Syntrio. 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 THE Syntrio business office at 1-888-886-2217.

What Universal Services are available to all customers?

Universal services are offered to all customers of Syntrio. 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, Syntrio offers optional calling features, along with Long Distance, and High Speed Internet (where available).*

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2-1-1 Texas

The 2-1-1 dialing code and service are 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

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
Internet address: 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

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Where Can I Pay My Bill?

You may mail your payments to:

Syntrio
P.O. Box 225458
Dallas, TX 75222-5458

OR

Make payments at the telephone company business offices located at:

Childress Office
8:00 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

Syntrio 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 from 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, Syntrio 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 upfront. You must arrange a deferred payment plan with Syntrio 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 Syntrio business office during normal business hours and request PLTS.

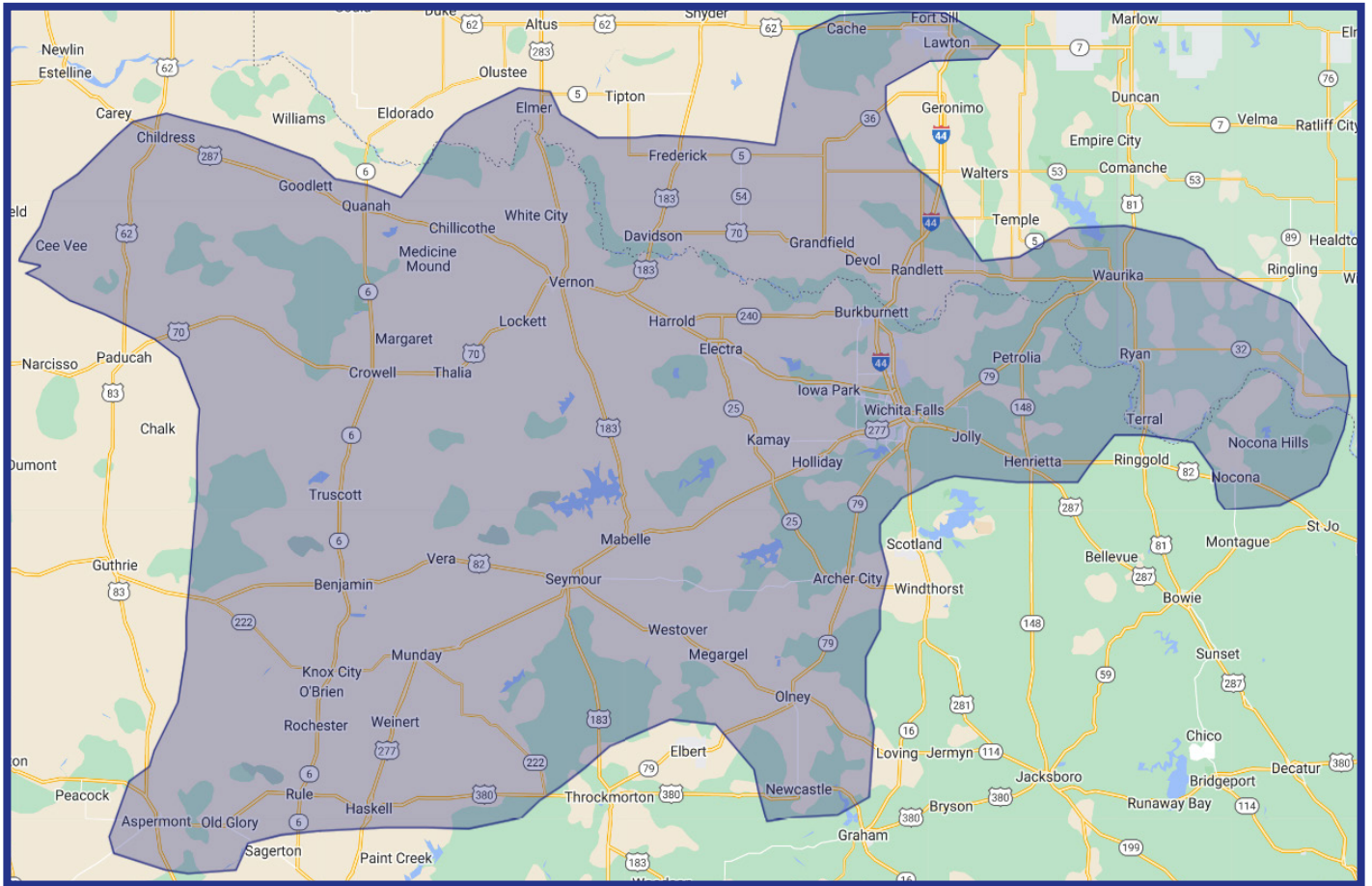
TPLTS Rates:

A subscription to 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 Syntrio business office.

SERVICE MAP COVERAGE



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Connect Well. Live Well.

INTERNET • PHONE • BUSINESS SOLUTIONS

syntrio.net • (888) 886-2217