



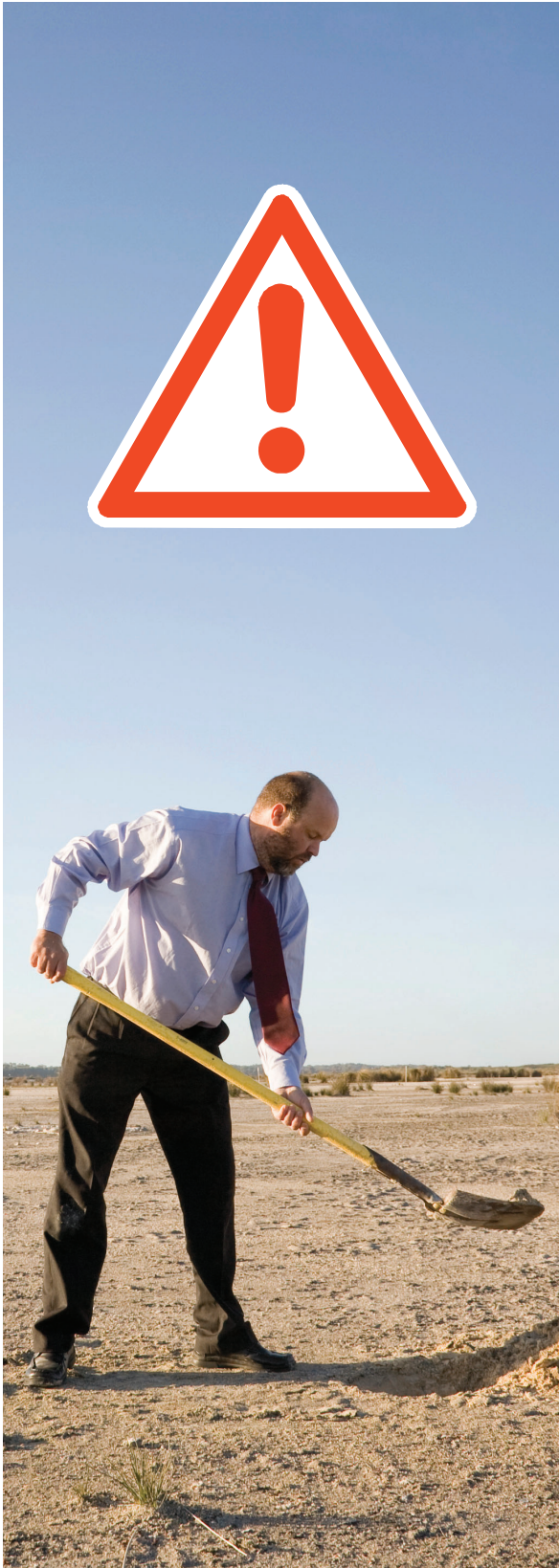
**syntrio**<sup>TM</sup>

# WELCOME KIT

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# Call 811 Before You Dig



## KNOW WHAT'S BELOW

Avoid hitting an underground utility line by calling 811.

"Texas811 is the link between your plans to dig and our member utility companies. Texas811 does not actually mark underground utilities. We notify utility companies of the planned excavation, and they send locators to mark their underground utilities.

1. Dial 811 or make a request online two-business days before any digging project.
2. Wait the two-business days for the utility companies to mark the work area.
3. Confirm that all affected utility companies have responded.
4. Respect and replace the markings provided by the utility companies.
5. Carefully dig to avoid damaging marked lines.

When anyone digs in Texas, whether planting a tree or digging the foundation of a skyscraper, there is a high probability of an underground line being within the site."

Source: [texas811.org](http://texas811.org)

# Billing Explained

## FIRST BILL

The first bill will include the first month's service as well as a prorated amount for the prior month the customer was installed. If applicable, it will include any material charges.

## DRAFT CYCLE

Based on account preference, bills will either be sent in the mail (paper) or to an email address (paperless).

Bills are due 16 days after the bill date which is specified on the first bill you receive. Bills are considered late when submitted on the day after the due date.

Failing to pay could result in service being disrupted. In order to restore service, a reconnect fee will apply (see below).

- Phone: \$18 to \$20
- Fiber Internet: \$10
- Wireless Internet: \$15

## RECONNECT FEE

When an account has been suspended, billing has already been processed for the upcoming month. This is why the reconnect fee will show up on the following month's bill.





# Tips for New Customers

## ADD AUTHORIZED USERS TO YOUR ACCOUNT

Due to CPNI rules, only authorized users listed on the account are allowed to request information and make any necessary changes. If you would like to add a second person to your account, please contact our office.



## PROMPTLY REPORT ANY ISSUES

If you ever have any connection issues, let us know by calling our office and putting in a trouble ticket. Customer care will then review your concerns and resolve the problem.

\*Find more troubleshooting information on page 12.

## SAVE YOUR TIME & MONEY

Paper billing adds an additional \$2 to your monthly bill. By switching to paperless billing and viewing your bill electronically, you can save a total of \$24 each year.

\*Find more billing information on page 9.




# Your E-Bill Account

## HOW TO SET UP YOUR E-BILL ACCOUNT

Login to your online account to set up your E-Bill Account which allows you to view invoices, make payments, or set up Auto Pay all in one place.

1. Locate the Invoice Number and Amount Due on most recent bill.
2. Go to [syntrio.net](http://syntrio.net) and click on "Bill Pay" in the top menu.
3. Register using your last Invoice Number and Amount Due.
4. Answer the additional registration questions.
5. Click register.
6. Check for a confirmation email and click the link to confirm account.
7. Access your monthly statements and payments online.

Remittance Information	
Account Number	0000000-1
Invoice Number	10000000
Bill Date	March 01, 2019
Past Due After	March 16, 2016
<b>Amount Due</b>	<b>\$0.00</b>
Amount Enclosed:	\$ _____

Don't have an account? [Register here →](#)

[Forgot your password?](#)



# 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](http://syntrio.net) and click on "Bill Pay" in the top menu.
2. Enter your login credentials.

Log In

Username

Password

Log in

Don't have an account? [Register here](#) →

[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.



# Basic Troubleshooting

## HOW TO REBOOT YOUR ROUTER

Follow the simple steps below.

1. Find the On/Off button on the backside of the router.
2. Push the button and make sure all the lights go off.
3. Count to 15 and push the power button again.
4. Watch for the lights to come back on.
5. It will take anywhere from 1-3 minutes to reboot.

If issues persist, please call our technical support team at 1-888-886-2217.

## AFTER-HOURS SUPPORT

If you need assistance outside of our business hours, please contact our technical support team at 1-888-886-2217.

You may also send us a message through our technical support chat:  
<https://home-c13.incontact.com/inContact/ChatClient/index.html>



# How To Contact Us

## REACH OUT TO OUR TEAM AT ANYTIME

If you have any thoughts, questions, or concerns about your service, please reach out to your nearest office to speak with your local representative.

**Vernon Office: (940) 886-2217**

7110 US Hwy 287 E, Vernon, TX 76384

**Childress Office: (940) 938-7500**

903 Ave F NW, Childress, TX 79201

**Haskell Office: (940) 863-1125**

113 N Ave D, Haskell, TX 79521

**Seymour Office: (940) 889-1125**

310 W California, Seymour, TX 76380

**Wichita Falls Office: (940) 886-2217**

918 Lamar St, Wichita Falls, TX 76301

**[www.syntrio.net](http://www.syntrio.net) • (940) 886-2217**

## DON'T FORGET TO REFER-A-FRIEND!

When a referral signs up for service and mentions an existing customer's name, both parties will receive an account credit of \$25. The account credit can only be used toward the monthly bill. Bill credit will be applied after service has been installed for the new customer.



# Residential Testimonials

## SERVING TEXOMA COMMUNITIES

"Great, phenomenal service in the year I've been with you. I've never had such a wonderful experience from an ISP." - Kaleb E. of Childress, TX

"We switched from another service that was always down. Can't beat the dependability." - Lori P. of Munday, TX

"Their employees are top-notch, and ready to go above and beyond to be helpful!" - Pamela M. of Vernon, TX

"Customer service; even after hours where you can talk to a technician. Never been disappointed." - Mark K. of Wichita Falls, TX

"Their customer service always goes above and beyond me, and I don't ever feel like just another customer." - Deb D. of Holliday, TX

