

# New Customer Information



A Division of NATCO Communications, Inc.

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Flippin, AR 72634-0209

www.natconet.com • www.natcotech.com

**1-800-775-6682**

For Repair Service: Toll Free 1-800-775-6682  
In Flippin: 453-8821

## Dear NATCO Customer:

Northern Arkansas Telephone Company (NATCO) welcomes you as one of our valued customers. At NATCO, we are committed to excellence in every area of our operation, but above all we are committed to providing you with high quality telecommunication services.

NATCO, an independent, family-owned and operated business since 1951, provides the following telecommunication services in Arkansas:

- Voice and data transmissions for residents and businesses
- Business and residential telephone systems sales, service and support
- Cellular telephone service through a partnership with Alltel, including the one servicing Branson. Cellular service is established through Alltel offices.
- Long distance - nationwide, calling card, 800 toll-free, and international

NATCO provides local telephone service in a 658 square-mile territory in Marion and Boone counties.

NATCO offers nearly any service that is available anywhere. From streamlined basic service to full-fledged, digitally integrated computer-based applications for individuals and businesses, NATCO can advise you and install what you need. Choose from special calling features, DSL and ISDN services, or Centrex for your business. To find out about all the varied services available, call NATCO at 1-800-775-6682.

## Your Telephone Directory

Please read the green section of your Ozark Regional Telephone Directory. These pages provide you with a great deal of information and helpful hints. Topics covered include:

- Billing/Customer Information
- Additional Options
- Long Distance
- Area Codes/Zip Codes
- Community and Hunting/Fishing Information

## New Installation Charge

- \$25.20 which may be billed in three equal monthly installments.
- Allow five (5) working days for your service to be installed if your home is wired on the inside as well as the outside. If construction is needed from the pole to your house, please allow 30 days. You will be notified by mail if any construction charges may apply. If you are not home at the time of installation, we will leave a notice on your door letting you know your service has been installed and what your telephone number is.
- If your number is going to be Unlisted Non-Published, we will leave a notice letting you know we have installed service, but you will need to call 1-800-775-6682 to get your new telephone number. We request that you give us your Social Security number for verification purposes.
- Allow approximately 3 to 5 working days after service has been installed for your number to be listed through Directory Assistance, or to receive collect calls. Please let us know if your listing is in error.

## First Bill

Your first bill is larger than usual. This is because we bill one (1) month Local Service charge in advance, Local Service prorated from the date you get service until the last day of the month you received service, and the \$25.20 installation fee.

Arrangements can be made to pay the installation fee in three equal monthly installments. There is also a charge on every bill called "Telecommunications Relay Service" which funds the telephone system for the hearing impaired. This charge varies according to their funding needs. NATCO also bills these additional charges: 911 county wide service as well as federal and state universal service charges.

## Basic Monthly Service Charges

### Local Service Charge (Residential)

Monthly Local Service .....	\$12.90
Monthly Access Line Charge.....	\$6.50
<b>Total Monthly Cost .....</b>	<b>\$19.40*</b>

### Local Service Charge (Single Line Business)

Monthly Local Service .....	\$23.15
Monthly Access Line Charge.....	\$6.50
<b>Total Monthly Cost .....</b>	<b>\$29.65*</b>

### Local Service Charge (Multi-Line Business)

Monthly Local Service .....	\$23.15
Monthly Access Line Charge.....	\$9.20
<b>Total Monthly Cost .....</b>	<b>\$32.35*</b>

\*Total monthly cost excludes touch tone charge which can be added upon request for an additional \$0.75 per month.

# Additional Services

## Special Calling Features

Custom Local Area Signaling Services - or CLASS for short - is a group of features that make use of the telephone's public switched network intelligence to provide enhanced capabilities to private line, touch tone residential and business customers. CLASS features include: Auto Call Back, Customer Originated Trace, Auto Re-Call, Distinctive Ring/Call Waiting, Calling Number Delivery (Caller ID), Selective Call Acceptance, Selective Call Forwarding, Calling Number Delivery Blocking and Selective Call Rejection. For detailed information on these features call NATCO customer service at 1-800-775-6682 or visit our Web site at [www.natconet.com/services.htm](http://www.natconet.com/services.htm).

## A Second Line

A great companion to your basic service, whether you are a residential or business customer, is a second line. You will enjoy these benefits:

- Phone line is available during Internet use
- No waiting to make a call
- Fewer busy signals to your friends or customers
- A line for for the kids

## ISDN

Thanks to improved technology, your telephone line can do more for you than ever before. With one digital line you may talk on the phone while using the Internet. Or, you may talk on the phone and send or receive a fax at the same time. The service that delivers these combined functions is called ISDN, and it is available to all NATCO customers. Monthly rates are \$17.90 (residential) and \$28.15 (business). Details are also available on our Web site at [www.natconet.com/services.htm](http://www.natconet.com/services.htm). ISDN would benefit you if you:

- Telecommute from home
- Validate credit cards (in milliseconds)
- Videoconference (at low cost)
- Need access to text and images of multiple listing real estate data bases
- Operate a customer service center with some or all representatives working at home
- Transfer data files at 128 Kb/s
- Need two phone lines for Internet and phone or fax service

## DSL

NATCO and NATCO Technologies provide a variety of carrier grade, high bandwidth data services which are available for residential and business Internet customers.

- DSL is a high-speed line with the ability to provide regular phone service and Internet, data, or video at the same time.
- DSL service is provided on the customer's own dedicated line so the service is not affected by other users going online.
- Basic telephone service continues to work with DSL even when you have a power failure.
- DSL is over 50 times faster than 28.8 Kbps modems and over 30 times faster than 56 Kbps modems.
- DSL delivers download speeds up to 1.5 Mbs and upstream speeds up to 512 Kbps.

More details are available on our Web site at [www.natconet.com/services.htm](http://www.natconet.com/services.htm).

## Custom Calling Features

NATCO offers Custom Calling Features to our customers.

- These include:
- Call Forwarding
  - Home Intercom
  - Call Waiting
  - Three-Way Calling
  - Speed Calling
  - Warm Line
  - Teen Service
  - Call Forward
  - Ring Again
  - Call Transfer
  - Call Forward Busy
  - Call Forward No Answer

## Calling Cards

NATCO offers its own calling card, NATCO TelCard (through it's subsidiary - NATCO Technologies). NATCO TelCard is accepted by most long distance companies including NATCO Technologies which offers inter and intra state long distance calling as well as international long distance.

Calls placed using NATCO'S TelCard are itemized in the NATCO section of your phone bill. For more information regarding calling cards, please contact NATCO customer service at 1-800-775-6682.

## Enter To Win \$25 Credit Toward Special Services!

NATCO is committed to providing you with the best service possible. That is why we are asking you, our customer, for information concerning NATCO's telecommunication and customer service.

Please complete and return our customer survey and you will be entered in a monthly drawing to win a \$25.00 credit applied to your NATCO or NATCO Technologies bill for any special calling features (voice mail, caller ID, etc.), Internet access or ISDN. Local service, DSL, and long distance are excluded from this offer. Please remember to fill out your return address so we know who to contact if your survey is pulled as a winner.

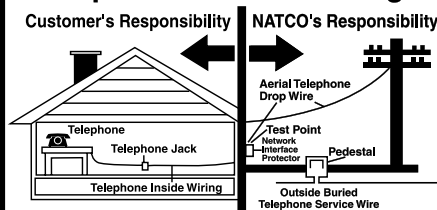
Thank you for your cooperation.

## Maintenance Agreement

The maintenance agreement offered by NATCO for single-line customers covers all of your inside wiring. The charges - billed monthly - are based on the number of lines you have coming into your house and not the number of telephones you have.

For more details on this agreement, stop by our office or call us at 1-800-775-6682.

## Repair & Troubleshooting



## Customer Survey

Please circle the appropriate number on the following questions: 1=poor, 2=fair, 3=average, 4=good, 5=excellent or circle Yes or No where appropriate.

1. How polite, friendly, and knowledgeable was your customer service representative? 1 2 3 4 5
2. Did your customer service representative get all the needed information the first time? Yes or No
3. Did you receive adequate and clear instruction on how to use your new service? Yes or No
4. Please rate the instruction that you received: 1 2 3 4 5
5. Were you informed how to contact us for further service, repairs, billing information, etc.? Yes or No
6. Did your customer service representative explain all charges and your initial bill to your satisfaction? Yes or No
7. How polite, friendly, and knowledgeable was your field representative (the person who installed your phone service)? 1 2 3 4 5
8. Are you experiencing any difficulties with your new service? (if yes, please call 1-800-775-6682, to report the difficulty and receive help.) Yes or No
9. How would you rate the cosmetic appearance of the equipment providing your new service? 1 2 3 4 5
10. Does the quality of your phone line performance meet your requirements? Yes or No
11. How would you rate your experience with customer service? 1 2 3 4 5
12. How would you rate your experience with the field representative? 1 2 3 4 5
13. How would you rate your new service overall? 1 2 3 4 5

Please list names of any customer service or field representatives you dealt with:

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Remember to fill out your return address (on reverse)