

## Centrex

Many of our business customers enjoy the convenience of Centrex service. Centrex has all the latest dialing and intercom features for a two-line or multiline business. Please call NATCO customer service at 1-800-775-6682 or 453-8800 in Flippin, to discuss the Basic Centrex Package and the optional features available.

## Your Telephone Directory

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

- White & Yellow Pages for Marion, Baxter & Boone Counties
- Reverse Numerical Listing for Marion, Baxter & Boone Counties
- Billing & Customer Information
- Long Distance
- Repair Service & Troubleshooting
- Additional Telephone Service Options
- Internet Services
- Area Codes/Zip Codes
- Community Information
- Hunting/Fishing Maps & Regulations



## OnLine Yellow Pages

You CAN find what you want on the Internet... Use OnLine Yellow Pages [www.natconet.com](http://www.natconet.com)

- Area's complete telephone book yellow pages.
- Instantly find business names, phone numbers, physical addresses, e-mail addresses, and links to their Web sites.
- Easy to use
- Business Owners: 3 levels of listings start at \$5/month



# New Customer Information



A Division of NATCO Communications, Inc.

301 East Main St., P.O. Box 209  
Flippin, AR 72634-0209  
**1-800-775-6682**  
**In Flippin: 453-8800**

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

[www.natconet.com](http://www.natconet.com) • [www.natcotech.com](http://www.natcotech.com)

## 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.

"Because NATCO prepared for the digital information revolution, our customers have the best high-tech telecommunications services available. NATCO strives to keep up with the most recent advances and will continue to implement the new technologies our customers demand. To find out about all the varied services available, call NATCO at 1-800-775-6682 or 453-8800 in Flippin."

- Steven Sanders Jr., Vice President & Plant Manager

## Basic Monthly Service Charges

### Local Service Charge (Residential)

Monthly Local Service .....	\$14.15
Monthly Access Line Charge .....	\$6.50
<b>Total Monthly Cost .....</b>	<b>\$20.65*</b>

### Local Service Charge (Single Line Business)

Monthly Local Service .....	\$24.40
Monthly Access Line Charge .....	\$6.50
<b>Total Monthly Cost .....</b>	<b>\$30.90*</b>

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

Monthly Local Service .....	\$24.40
Monthly Access Line Charge .....	\$9.20
<b>Total Monthly Cost .....</b>	<b>\$33.60*</b>

\* Excludes all taxes, long distance, and any additional services

## New Installation Charge

- \$45.00 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 or 453-8800 in Flippin, 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 often 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 \$45.00 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.

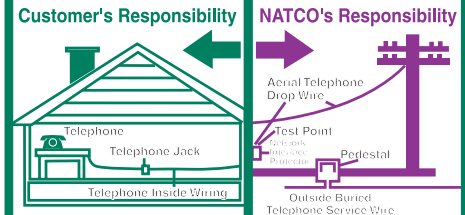
A detailed sample of a NATCO bill is in our telephone directory and on our Web site on our customer information page: [www.natconet.com/billing.pdf](http://www.natconet.com/billing.pdf)

## Wire Maintenance Agreement

**Wire Maintenance Insurance is available for only \$2.00 per month. Call NATCO today at 453-8800 or 1-800-775-6682 for more information.**

The wire maintenance agreement offered by NATCO for single-line residential 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 or 453-8800 in Flippin.

## Repair & Troubleshooting



## Additional Services



### Calling Cards

NATCO offers its own calling card, NATCO TelCard (through its 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 or 453-8800 in Flippin.

### Long Distance Service From **Natco Technologies**

A Division of NATCO Communications, Inc.

NATCO Technologies offers long distance service to NATCO customers. One bill – one great rate: pay NATCO's Simple Saver monthly fee of \$4.95 and all your domestic calls – in state or out of state – are 10¢ a minute.

For more information, visit: [www.natconet.com/longdist.htm](http://www.natconet.com/longdist.htm) or call 1-800-775-6682 or 453-8800 in Flippin. Please contact NATCO for discounted long distance plans when ordering service.

### 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:

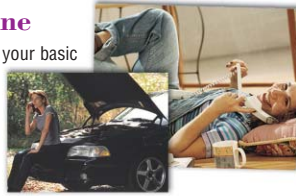
- Automatic Call Back
- Automatic Recall
- Calling Name Delivery
- Calling Number Delivery (Caller ID)
- Calling Number Delivery Blocking
- Customer Originated Trace
- Distinctive Ring/Call Waiting
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection

For detailed information on these features call NATCO customer service at 1-800-775-6682 or 453-8800 in Flippin, 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 the kids



### **NatcoMail**

NATCOMail is the electronic answering service that takes your calls if you are on the phone or are unable to answer the phone. You control the system with the numbers on your touch tone phone dial pad. You can record a personal greeting or use the one provided, set or change your password at any time, and check your messages either at or away from your phone. There is no machine to buy or replace. NATCOMail works even if the electricity fails.

Choose a NATCOMail package: • SuperSaver • Value • Ultimate

Please call a customer service representative at either 1-800-775-6682 or 453-8800 in Flippin, for more information or visit [www.natconet.com](http://www.natconet.com).

### Custom Calling Features

NATCO offers Custom Calling Features to our customers.

These include:

- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Home Intercom
- Long Distance Toll Controller
- Personal Ring (Teen Service)
- Speed Calling 8 & 30
- Three-Way Calling
- Warm Line



For detailed information on these features call NATCO customer service at 1-800-775-6682 or 453-8800 in Flippin, or visit our Web site at [www.natconet.com/services.htm](http://www.natconet.com/services.htm).

## Internet Services

### 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.
- Our highest grade of DSL is over 50 times faster than 28.8 Kb/s modems and over 30 times faster than 56 Kb/s modems.
- DSL delivers download speeds up to 1.5 Mb/s and upstream speeds up to 512 Kb/s dependent on the tier level you choose.

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

### 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 \$18.40 (residential) and \$28.65 (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

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



### Unlimited Local Access

Modem, ISDN, or DSL Internet service. Free one-time setup; Internet class; Technical support. Fast account activation. Monthly billing by mail, draft, or credit card.



**For Only \$19.95 Per Month, NATCO Offers Residential & Commercial Internet Service Includes:**

- Unlimited Internet Access
- Fast Account Activation
- Free E-Mail Account
- No Toll Charges
- Free Over-The-Phone Setup & Technical Support

- Free "Internet Introduction" Class
- Spam Filter Available
- Serving Marion, Baxter, & Boone Counties

### Web Site Hosting

Virtual domain support. Site traffic reports. Server space for personal and business sites. Online Yellow Pages. Web site construction and maintenance available from NATCO partners.

**Data Services:** Carrier-Grade, High Bandwidth: DSL, ISDN, T1

### Email & Web Addresses:

Secure your own domain or use one of ours:

- |                    |                    |
|--------------------|--------------------|
| baxtercounty.net   | lakeviewnet.com    |
| bellefontweb.com   | leadhill.net       |
| bergmanweb.net     | marioncounty.com   |
| boonecountyweb.com | midwaynet.com      |
| bransonusa.net     | mytmhome.com       |
| bullshoals.net     | norfolk.net        |
| calicoorock.com    | omahaweb.net       |
| comptonnet.net     | ozarkmountains.com |
| cotterweb.com      | pyatt.net          |
| diamondcity.net    | southshore.com     |
| evertonweb.com     | valleysprings.net  |
| flippinweb.com     | westerngrove.com   |
| gassville.com      | wholedamarea.com   |
| harrisonweb.com    | yelvilleweb.com    |
| lakenorfolk.com    |                    |