



Phone: 270-442-0060  
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 support@vci.net

Office Hours: Mon-Fri 8AM-5PM  
 Telephone Hours: Mon-Fri 8AM-6PM and Sat 10AM-2PM

P.O. Box 1059  
 Paducah KY 42002  
 www.vci.net  
 sales@vci.net

**The VCI staff wishes everyone a very Happy Holiday Season!**

**New Office Hours**

Effective immediately VCI has new office hours. Tech support is available from 8am-6pm Mon-Fri and 10am-2pm on Saturday. Our walk-in office hours are 8am-5pm Monday thru Friday.

**Holiday Hours**

Wed, 11/25 8am-5pm	Thu, 12/24 8am-1pm
Thu, 11/26 Closed	Fri, 12/25 Closed
Fri, 11/27 9am-6pm	Sat, 12/26 10am-2pm
Sat, 11/28 10am-2pm	
Thu, 12/31 8am-5pm	
Fri, 1/1/09 Closed	
Sat. 1/2/09 10am-2pm	

**Need to buy, sell or trade something?**

Be sure to check out the VCI classifieds at [www.classifieds.vci.net](http://www.classifieds.vci.net) With the new **VCI PRO** account you get 100 ads per month and may place up to 4 images in your classified ad. The new VCI PRO will also display your ad at the top of the classifieds page as well as let you have a **BOLD** title. Get more exposure for only \$10 per month. Please contact VCI for more information.

**YOUR AD COULD BE HERE**

Maybe not here, but VCI does offer some advertising opportunities. Get your ad heard on Paducah's Time and Temp 443.5050. VCI has been operating Time and Temp for over 20 years. Your ad will be listened to thousands of times EVERYDAY. The colder it gets the more it is heard. Also your business can take advantage of the banner ad program on the Classifieds page. Please call for more information.



**Phishing Emails**

Recently several VCI customers have received emails that appear to be from VCI asking for personal information. The email states that VCI will be upgrading servers and your account will be turned off if you do not respond with personal information. These emails **ARE NOT FROM VCI** Please do not respond to any email that asks for usernames, passwords or any other personal information. These emails are "phishing" for personal information. If you get an email you feel is suspicious feel free to forward this email to our staff at [admin@vci.net](mailto:admin@vci.net) or [support@vci.net](mailto:support@vci.net) or call us. We will be glad to answer any question you may have.

**THANK YOU**

We would like to take the opportunity to say THANK YOU for your patronage. VCI is and has always been locally owned & operated. The owner and all employees live in McCracken, Marshall, and Graves County. When you call our office you are calling Paducah, KY. Even though the office is not open 24/7, our network is monitored 24 hours a day. Network staff carry pagers and respond immediately when there is a system wide service affecting problem. We do not have a fancy office nor do we do a lot of expensive advertising. We strive to keep our operating expenses at a minimum so we can provide a quality service at a reasonable price. We try to resolve problems quickly and fairly. Thank you for your patronage and we hope you will recommend us to your family and friends.

**Billing / Collections Reminder**

Due to a recent increase in uncollectible accounts, we are finding it necessary to strictly enforce payment policies. If you need an extra day or two to pay your bill, please give us a call before the end of the month and we will be glad to help you make payment arrangements.