

Phone: 270-442-0060  
Toll Free: 800-755-1239  
Fax: 270-444-6734



523 S 3<sup>rd</sup> Street  
Paducah KY 42003  
www.vci.net  
sales@vci.net

**Office Hours: Mon-Fri 8AM-5PM or by appt.**  
**Telephone Hours: Mon-Thurs 8AM-8PM Fri 8AM-7PM and Sat 9AM-4PM**

## Important Information– Please Read

### Updated Dialup Numbers

The increasing availability of DSL has reduced the number of dial up numbers needed. As a result, VCI will be removing some dial up numbers on March 31st, 2008. If you need assistance in verifying the dial up number that you use or changing the number please call VCI. A full list of remaining numbers is available on the reverse side.

### Friendly Billing Reminder

VCI bills in advance for Internet and Local Telephone service. Long Distance is billed one month behind. *Example:* The charge on the enclosed bill is for April and is due on March 31st. Long distance used for Feb. is on enclosed statement.

Also please note no refunds are given for an account cancelled in the middle of the month or accounts for 3 months in advance. If you are considering a change in your Internet provider please pay for 1 month only.

VCI is now only offering one month and three month billing options. We have recently eliminated the six month and one year plans.

**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.

### New Area Code Coming January 1st 2009

The Kentucky Public Service Commission has postponed the permissive dialing period for area code 364 until January 1st, 2009. The mandatory dialing date shall remain open until further Order by the Commission.

### New Telephone Hours

Less dialup means less demand for Tech Support! See new Telephone Hours above.

**Reminder:** When calling for tech support or customer service - Please leave a detailed message when you call in. If we can't answer immediately we return calls in the order the messages are received.

### VCI Telephone Service

VCI now offers telephone service in Paducah, Lone Oak, and Reidland. Get local and area calling (includes most of Western KY) plus CallerID, Call Waiting, and other popular services for only \$35 per month. No hidden costs and **no credit card required.** This price includes all taxes and fees. Please call 442-0060 for details.

**Have a question you would like to email to us?**  
Tech Support: support@vci.net  
Accounting: acct@vci.net



### Telephone Service Calls

If you have a service affecting issue that requires us to dispatch a technician only to find out that a phone was left off hook or a modem was not plugged in or plugged into the wrong place, or well you know – things that are just not our fault – there will be a \$25 Service Fee. Thank you for your understanding in this matter.

### DO NOT CALL LIST

Please visit the KY Do Not Call website at [www.nocall.ky.gov](http://www.nocall.ky.gov) For the latest information about adding your number to the do not call list.