



Updated Dialup Phone Numbers

As of May 1st some of our dialup numbers will be discontinued. Please see the back side for an updated list. If you need any help changing a number please call our Tech Dept at 1-800-755-1239 and select option 3.

VCI Privacy Policy

VCI takes your privacy very serious.

- VCI does not sell your Personal Information to anyone for any purpose.
- Customer information is maintained in our records until it is no longer needed for business, tax, or legal purposes.
- Security controls are implemented to protect Personal Information when stored.
- Companies acting on behalf of VCI are required to protect any Personal Information they may receive in a manner consistent with our Privacy Policy. VCI does not allow of use such information for any other purpose.

Internet Advertising

Did you know the major Internet search engines (Google, Yahoo and Bing) provide information to the public that you can customize? Most business owners don't take advantage of this feature on these search engines.

VCI is offering a service to help you customize the information these major search engines have about your business. You can add or edit the following type of information:

- Business Name
- Business Address
- Business Telephone Number
- Business Website Address
- Business Hours
- Business Description
- Business Category
- Add up to 10 photos
- Menus for restaurants
- Coupons and more

You don't need a web site or even an email address to take advantage of this service.

If you would like more details please call VCI at 270-442-0060 or email admin@vci.net

Closed on Saturday

Effective Immediately: VCI will be closed on Saturdays. We receive very few calls on Saturday. Broadband and telephone customers who experience a service outage after hours should call and leave a detailed message. VCI technicians will periodically check messages. Only calls reporting service outages will be processed. All other calls will be returned during normal business hours.

New Look On the VCI Homepage

The VCI homepage has been updated to give it a more simplified appearance. As the Internet has evolved over the last few years several features had become outdated, while some features were just not being used. VCI Telephone customers can now login and view their long distance charges and manage voicemail from the main page.

Dialing 711

Telecommunications Relay Service (TRS) is an operator service that allows persons with a hearing or speech disability to place calls to standard telephone users via a text telephone (TTY) device, personal computer or other assistive telephone device. There are several different forms of TRS services, in addition to traditional TRS, such as Internet Protocol (IP) and Video Relay service. VCI supports TRS and 711 dialing to accommodate hearing and speech disabled individuals.

National Do Not Call

If your business makes outbound telephone solicitation, you must comply with the National Do Not Call laws and regulations, and any applicable state laws. Websearch 47 C.F.R. 64.1200 and 16 C.F.R. 310 for more information



Updated numbers on back

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