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Office Hours: Mon-Fri 8AM-5PM
Telephone Hours: Mon-Thurs 8AM-8PM Fri 8AM-7PM
and Sat 9AM-4PM

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HAPPY HOLIDAYS!!!

VCI would like to wish everyone Happy Holidays! We thank you for your patronage. VCI is still locally owned and operated in Western Kentucky and we strive to provide the best service at the best price.

VCI Gold

As part of our continued effort to maintain prices, VCI Gold will be discontinued on 12/31/2008. If you wish to keep a web accelerator you can visit www.propel.com for a small monthly fee you can subscribe to an accelerator similar to what VCI has offered in the past. To uninstall the VCI Gold go to your Control Panel and Add/Remove Programs and locate the VCI Gold and click the Change Remove button and then follow the prompts. You may be prompted to restart the computer after the program has been uninstalled.

Updated Dialup Numbers

The increasing availability of DSL has reduced the number of dial up numbers needed. As a result, VCI will be disconnecting some dial up numbers on December 1st, 2008. These numbers had previously been removed from the published list. 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.

Tech Support Corner

If you experience telephone trouble and call in to report it please leave as many details as possible, including an alternate number where you can be reached such as a work or cell number.

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

Holiday Hours

Wed, 11/26 8am-6pm	Wed, 12/24 8am-2pm
Thu, 11/27 Closed	Thu, 12/25 Closed
Fri, 11/28 9am-5pm	Fri, 12/26 9am-5pm
Sat, 11/29 9am-3pm	Sat, 12/27 9am-3pm

Wed, 12/31 8am-5pm
Thu, 1/1/09 Closed

Friendly Billing Reminder

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. Accounts not paid in full 10 days after due date will be deactivated unless prior arrangements have been made. More information is available on the web at www.vci.net/agreement

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 December Internet & telephone service and October Long Distance. Payment is due on November 30. Please note no refunds are given for an account cancelled in the middle of the month or accounts for three months in advance. If you are considering a change in your service provider please pay for one month only.



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 \$50 Service Fee. Thank you for your understanding in this matter.