

PAYMENT METHODS:

1. **Check/Money Order in the mail to:**
VCI Company Inc.
PO Box 98907
Lakewood, WA. 98498
2. **Credit Card over the phone (Speedpay \$1.50)**
Call Customer Service at 1-800-923-8375
(Mon-Fri 9am to 5pm PST). TTY, 711
3. **MoneyGram (\$5 - \$5.95 fee applied at store).**
 - a. Go to Wal-Mart, Albertsons, Long's Drugs
 - b. Go to Customer service and ask for a BLUE Express payment form.
 - c. Receive Code = 3278Account Number = Your 10 digit phone number including area code.
4. **ACE cash Express (Washington Only, \$1.00 Fee)**
Account number = 10 digit phone number
M-Sat 9am-7pm
5. **ChoicePay (Washington Only, \$1.00 Fee)**
At Select 7-11 Locations
6. **Cash Payments**
3875 Steilacoom Blvd
Lakewood, WA. 98499

RETURNED CHECKS - A returned check charge of up to \$25 will apply for each check returned for any reason. In addition, late fees may be added.

LATE FEE - Accounts that are not paid by the due date will be assessed a \$10 late fee. Payments received after the due date must include this fee.

TOLL BLOCKING:

A Toll block has been placed on your line in lieu of a deposit to prevent unwanted charges from appearing on your bill such as collect calls, operator assistance and long distance. VCI Company Inc. will lift toll blocking, at no charge, if you establish a direct relationship with an interexchange carrier. The interexchange carrier may require a service deposit, depending upon your credit history.

With a \$75 deposit, VCI Company Inc. will lift toll blocking and not charge you the \$20 change order fee to perform this service, even if you do not identify a prescribed interexchange carrier. Under this option you will not be able to place 1+ dialed toll calls.

With a \$75 deposit, VCI Company Inc. will lift toll blocking to operator services and not charge you the \$20 change order fee to perform this service.

NEW CUSTOMER INFORMATION:

Please carefully review the services and charges on your bill to be sure your order is accurate. The services you ordered are detailed on the front of the bill. Additional information pertaining to local exchange service may be found in the consumer information guide of the local telephone directory. You may request a preferred carrier freeze to be added to your account to prevent your telephone service from being switched to another carrier without your written or oral permission. Call VCI to remove the freeze at any time.

PREFERRED PAYMENT DATE:

(Washington Customers only)
Having trouble paying your bill on time? You may qualify for a preferred payment date option that better matches your source of income to the due date. You will need to pay the current bill in full and show proof of all monthly income received. If you think you qualify, call customer service at 800-923-8375.

DISCONNECTION / NON-PAYMENT:

Basic Service, Connection fees, Taxes and surcharges that are unpaid by the bill due date can result in disconnection of service. Payment for these services in addition to a late fee and reconnection charge must be received in our office prior to reconnection of service.

TAXES:

City Occupation/Sales Tax/Special District Sales- The State Legislature allows the state to impose a sales tax on monthly charges for telecommunications services and related items.

Federal Access Charge- This is a charged proposed and authorized by the Federal Communications Commission, for providing access to and maintenance of the local network.

Federal Excise- This tax is imposed directly on the customer by the Federal Government to tax services that allow the customer the ability to communicate with virtually all subscribers of the telecommunications network.

State 911/Local 911- This surcharge, funds the cost of providing emergency services communications systems in your community.

Res Service Protection Fund- This tax consists of s Telephone Assistance Fund and a Telecommunications Relay Services Fund. Each surcharge is based on exchange access lines, and is flat rated, and billed as a combined charge on the bill.

Telephone Assistance Program- The surcharges fund programs used to provide telecommunication services to low-income, elderly or disabled customers at reduced monthly rate.

TRS Excise Funds Federal ADA- This surcharge funds a statewide program to provide telecommunication services to residents who have communications disabilities, i.e., hearing or speech.

FEATURES:

VCI Company offers free features as a courtesy to those customers in select areas; paying for monthly connection fees and using their phones for normal residential usage (not intended for prolonged connection to the internet or usage in excess of 5,000 minutes per month). These features are subject to removal without notice at the discretion of VCI Company. All features are determined by VCI Company Inc. and can include some or all of the following:

Caller ID- Let's you know who is calling before you answer the phone. Caller ID requires a display unit which VCI does not provide. "Private" or "Anonymous" are from callers who have chosen to block their name and number.

Call Waiting- A tone signals that another person is trying to call you when you are on the phone. You are then able to answer the second call. How to use: When you hear the tone press and release the receiver button on your phone. This will take you to your second call, press receiver button to get back to your original call.

Call Waiting ID- Has all the benefits of Caller ID and it also lets you identify your Call Waiting calls before you answer. (Requires a Special Display Unit)

3-Way Calling- Allows you to add a third person to your call. How to use: Put your first call on hold by pushing and releasing the receiver button on your phone. Wait for three brief tones and a dial tone. Make your second call. When that person answers press and release the receiver button to connect all three of you.

Call Forwarding- Lets you temporarily forward calls to another number you select. How to use: Lift up receiver press *72 and follow recorded instructions. To cancel call forwarding, lift receiver, press *73 and follow instructions.

Last Call Return- This allows you to get the number of the last person who called unless the number is blocked. How to use: Lift up receiver and press *69, listen to recording for the number.

Anonymous Call Rejection- You are able to block unwanted calls. How to use: To block unwanted calls press *77 and follow recorded instructions. To cancel Call Rejection press *87.

Continuous Redial- This allows your phone to redial a busy number while you make and receive other calls. How to use: If you get a busy tone hang up then lift receiver, press *66. Your phone will call for up to 30 minutes and will notify you by a distinctive ring when the call is connected, to cancel press *86.