



CUSTOMER FACTS



Money-Saving Phone Tips

Whether you use a telephone located in your home or a pay phone, you can save money by eliminating unnecessary charges on your bill. Smart dialing habits at home or at pay phones can prevent expensive charges.

- Additional features such as Caller ID and Call Waiting add to the cost of basic phone service. Eliminate these features from your home telephone service plan and save money.
- Collect calls and other operator-assisted calls cost more than regular long distance calls.
- When using a prepaid calling card, follow the instructions. Prepaid calling cards are often less expensive than using long distance calling from a pay phone.
- If you are not using a prepaid calling card, you can save money at pay phones by dialing the pay phone operator to check long distance rates before you dial. This allows you to choose the long distance company with the least expensive long distance plan.
- Many phone companies now offer both local and long distance service through bundled packages. These bundled packages may include long distance service without any additional monthly fees or minimum charges. Bundled packages are becoming more common and usually include other services such as Internet, Cable Television, and wireless services.
- You can block 900 numbers for free. Ask your local telephone company about this service.

Be Aware:
Dishonest companies target border communities. Don't let one of these companies change your phone service or add features to your plan without your permission. You do not need a social security number to get phone service. Do not be persuaded into giving them this personal information.

Let Us Assist You

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

Write: PUC - Customer Protection, P.O. Box 13326, Austin, TX 78711-3326

Fax: 1-512-936-7003 **Online:** www.puc.state.tx.us/ocp