

Thank you for allowing **Huron Telecommunications Co-operative Limited** to serve you.  
We are dedicated to providing you the best possible service.  
We have outlined below the most frequently asked questions and their answers.

### When is my payment due?

Your payment is due upon receipt of this bill. If payment is not received on or before the due date specified on the front of your statement, late payment charges will be applied to your next bill.  
**Credit card amounts may be posted as early as the 15<sup>th</sup>.**

### How do I pay my bill?

You may arrange with the business office to have your bill paid each month by Automatic Bank Withdrawal from your bank account.

Telephone or PC Banking is also available thru most financial institutions. When setting up this method, you are required to enter your account number, which is found on the front page of your statement. You may mail your payment to:

HuronTel  
PO Box 220  
Ripley, ON  
N0G 2R0

When mailing your payment, please write the amount paid on the remittance slip. Also write your area code and phone number on your cheque. Place the cheque and remittance slip in the envelope and please allow sufficient time for Canada Post to deliver the payment prior to the due date of your bill.

You may also pay your account in person at the Business Offices at: 60 Queen St. Ripley ON OR  
284 Bayfield Rd Goderich ON

### Who do I call before I dig?

Call before you dig to avoid Repair Charges! **519-395-2611**

Planning to dig post holes for a fence or a new mail box, burning roadside grass, building a new fence, septic system or addition? Why not call us first!

HuronTel provides cable locates **FREE OF CHARGE** to all customers and construction companies in order to avoid unpleasant customer outages and associated repair bills to the party causing the damage.

All we ask is that you call **519-395-2611** and make your request 24 hours in advance. We would be happy to mark our facilities.

### How do I get information on the products and services HuronTel offers?

For details, customers may contact our Business Office  
**519-395-3800 - 1** or 1-877-395-3800 -1

E-mail: [customerservice@hurontel.on.ca](mailto:customerservice@hurontel.on.ca)

Customers may also visit our web site at [www.hurontel.on.ca](http://www.hurontel.on.ca)

Internet Support **519-395-3800 -2** or 1-877-395-3800 -2

E-mail: [assist@hurontel.on.ca](mailto:assist@hurontel.on.ca)

### How do I report service problems?

Call **519-395-2611**. We make every effort to repair service problems promptly.

### Rate Codes for Long Distance:

#### Class of Call (1<sup>st</sup> digit)

- C = Customer dialed calling card, collect or third party
- S = Direct dialed station
- P = Person to person
- O = Operator station

#### Rate Period (2<sup>nd</sup> digit)

- D = Day
- E = Evening
- N = Night/Weekend
- R = Standard (*overseas call*)
- T = Discount (*overseas call*)
- Y = Economy (*overseas call*)

#### Customer/Operator Dialed (3<sup>rd</sup> digit)

- C = Customer dialed
- O = Operator dialed

**O** – placed calls will incur additional fees beyond our control

### Long Distance Plans

We can provide you with long distance service anywhere in **Canada!**  
Give us a call today! **519-395-3800 -1**

**Invoices are generated on the evening of the due date and do not show any changes made after the 20th.**

## Embrace Convenience! Get set up with our Pre-Authorized Payment Plan

**\*Easy to pay** – no more worries

**\*No more late payment charges**

**\*Save time** – no more writing cheques

**\*Save money on stamps**

I wish Automatic Bank Withdrawal option.

I have completed the required information

and attached an unsigned cheque marked "VOID"

**Signature:**

\_\_\_\_\_

**Telephone Number**

**Date**

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