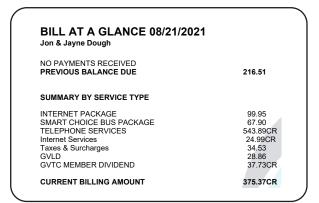


Your Telephone **Bill Layout**



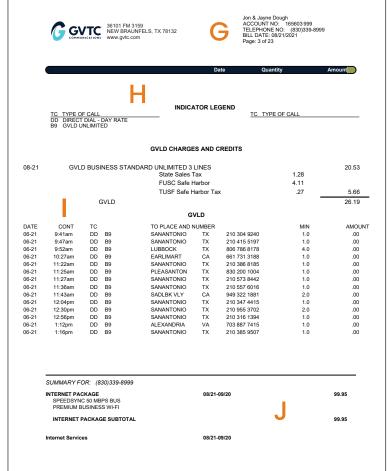
Contact us at 800-367-4882 or 830-885-4411 with any questions.



- A. The bill header section is a quick way to look at your previous and current amount due along with any payment or adjustments that occurred in the past period.
- B. Your summary for each type of service and charge associated will display in the Bill at a Glance column.
- The Message Center is a good location to check for important notices from GVTC.
- Please tear off the remittance stub and include with your payment. Please do not attach the payment to the stub.



- E. The Monthly Usage section of the bill can be used to further explain charges associated with each service. Charges will be itemized for each type of service.
- F. If you should happen to change locations and would like us to update your customer information, please fill out the following form.



- G. On each of the pages, you will notice the subscriber account information in the upper right-hand corner of the statement. Please ensure that this information is correct.
- H. The long-distance detail legend will help you identify the type of call that was made from your phone as well as any Optional Calling Plans that were applied to the call. This section will also display the monthly recurring charge for your Optional Calling Plan (if any) and your carrier rates.
- Toll detail is provided to you in this section. Calls are rated based on your Optional Calling Plan (if any) and your carrier rates. If you have specific questions about long distance, please call 800-367-4882.
- J. The bottom of each call detail page will have a subtotal listed for the calls made. The final page will display the total of all long-distance charges and the taxes applied (if applicable).