



For Customers in

West Virginia

The most advanced technology.

The most accessible people.



1-877-468-3567
www.ntelos.com

Understanding your nTelos Bill

We hope you find your first nTelos bill accurate and easy to understand. The first page of your bill is a summary page followed by detail pages for local service, calling plans, long distance charges and various fees and taxes. Always take note of the messages on the first and second pages of your bill which may contain important notifications or news about services. The back of Page 1 contains payment and correspondence information as well as disconnection policies.

Local Service Charges

Your First Bill

Your first month's bill may seem a little higher than what you may have expected. Your local service is billed every month from the 1st of the month to the last day of the month and is billed one month in advance. However, if your service started in the middle of the month, then we would bill you for the partial month (for example, March 15 to March 31). In addition, we would also bill you the month in advance, which would be the following month from the 1st to the last day of the month (April 1 to April 30). On subsequent bills you would only be charged for a month at a time (May 1 to May 31). An example of your first month's bill may look like the example below. If your monthly access fee was \$39.95, the charge below would reflect the \$19.97 for the partial month (March 15 to March 31) plus the \$39.95 for the month in advance (April 1 to April 30), totaling \$59.92. All other charges on your bill would also be pro-rated such as E911 and calling features.

Business Line Unlimited	From 03/15 to 4/30	\$59.92
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Surcharges and Taxes

The following surcharges and taxes appear on most telephone bills in West Virginia. These various fees fund certain public purpose goals and/or services that have been defined by actions of Congress, the state government or local municipalities.

Subscriber Line Charge

This charge is to recover the cost of the permanent connections between the customer and the public long distance network, whether or not a customer makes long distance calls. This charge was authorized by the Federal Communications Commission (FCC) in the mid-1980s and has helped lower interstate long distance rates.

Telecommunications Relay Service Fee

This fee pays for a service that allows people who are deaf, hard-of-hearing or speech disabled to use the telephone network where operators relay messages either electronically to disabled persons or orally to hearing persons. The service was mandated nationally by Congress with the passage of the Americans with Disabilities Act.

E911

Authorized by the state government, this fee is imposed by localities to pay for the cost of an emergency response communications system that identifies both the caller and the location of the call. The E911 fee is set by each locality.

Universal Service Fund

Telephone companies are required by the FCC to contribute to a Federal Universal Service Fund to support telephone service for high-cost areas, low-income subscribers, schools, libraries, and rural health care providers. This charge is assessed as a percentage against the subscriber line charge and interstate long distance charges.

Continued on back

Miscellaneous Taxes

Like many other goods and services purchased by consumers, certain telephone services are taxed by federal, state and local governments. There are state taxes, too, but the state gross receipts tax and the West Virginia regulatory tax are included in the basic local rate and do not appear as separate item on the bill. These taxes vary by locality and level of phone usage.

Consumer Alert

You should carefully scrutinize your bill each month for changes and charges that may not have been authorized and immediately report them to nTelos Customer Service at 611 or 1-877-468-3567.

The Carrier Information section on the bill (see example below) displays your current provider of long distance service for calls inside and outside of the region. If you notice that the long distance provider has been changed without your authorization, please notify Customer Service as soon as possible. Long distance services should never be changed without your specific approval.

Long Distance for xxx-xxx-xxxx

Your long distance provider within your region is * nTelos Long Distance
Your long distance provider outside your region is * nTelos Long Distance

Frequently Asked Questions:

If I need wiring work done, will nTelos do the work for me?

nTelos can do the work for you based on time and materials or you can have a certified electrician, equipment vendor or cable contractor to install additional wiring. Advance notice will be required to schedule our technician's time.

Why does the telephone company bill a month in advance?

Years ago the Public Utility Commission allowed advance billing to ensure that utility companies had the required amount of cash for working capital. Without it, local rates would have been higher. Today, the practice of advance billing continues and is governed by tariff.

What number do I call if I'm having problems with my telephone service?

Please call our repair service at 611 or 1-877-468-3567 to report any problems. Our repair office is available 24 hours a day, 7 days a week to assist you. Every effort is made to resolve your issues the same day. Non-emergency problems reported on weekends may not be dispatched until the next business day.

How can I pay my bill?

nTelos provides several options for paying your bill:

- Pay automatically each month by signing up to debit your checking, savings or credit card
- Pay online by going to www.ntelos.com/MyAccount
- Pay by phone by dialing 611 and following the prompts
- Pay by mail

Paperless billing?

No matter how you decide to pay, you can always be kinder to the environment by going paperless! Simply go to www.ntelos.com/MyAccount, then click View/Pay My Bill to register. You will receive email notifications when your bills are ready. The online bill looks exactly like the bills we mail. Print them if you want, or save them to your documents.

What should I do if I receive an email that is asking me for personal information?

Every day, there are new scams being sent through email that attempt to acquire personal information from consumers. These emails often look official and appear to be from a company such as the local telephone company, national retail store, bank, or some other valid entity. These phony emails are known as phishing and are becoming more prevalent as more people use email. Responding to these scams often leads to identify theft and other crimes. If the email is at all questionable, please call the number on the bill you receive from the company and ask them if they are requesting the information. Do not respond to the email. The companies you deal with should have all your personal information in their records and may only need to update the expiration date on your credit card.

**If you have any questions about your bill, please call Customer Service at
611 (from your local nTelos phone) or 1-877-468-3567.
There is also product information available on the nTelos Web site: www.ntelos.com**