

# WELCOME



**ATC**  
FIBER-FAST INTERNET



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# WELCOME *to the ATC family!*

Thank you for becoming part of our team. With ATC, you'll enjoy a great selection of state-of-the-art products and world-class customer service.

ATC has come a long way since 1909, when the first telephones were installed here and messages were delivered by the few neighbors who had phones in their homes. Now, the internet brings us all closer than ever, allowing for instant communication anywhere in the world.

By choosing ATC, you will now have access to reliable service and friendly customer service only available from a local company with deep roots in the community.

ATC is here to serve your advanced broadband, voice and security service needs. We currently have more than 6,500 residential and business customers in four counties in Tennessee and Alabama.

This e-book will explain everything you need to know about ATC, our services and ways we are striving to improve the lives of our customers.

Thanks again for choosing ATC.



# OFFICE LOCATION AND HOURS



**CUSTOMER SERVICE**  
800-830-9946

**Mailing Address:**  
Ardmore Telephone Company  
P.O. Box 549  
Ardmore, TN 38449

**Ardmore Office Hours:**  
Monday-Friday  
8 a.m.-4:30 p.m.

**Main Office:**  
800-830-9946

**After Hours:**  
256-423-2122

**Tech Support:**  
888-878-4354

**Pay Your Bill:**  
844-975-2730



# OVERVIEW OF SERVICES



## Internet

Fast, reliable high-speed internet delivers lightning-fast upload and download speeds for smooth streaming and seamless gaming. We have [plans](#) that fit any budget and need.



## Security

We have [security plans](#) for your home or business with door and window sensors, cameras, motion detectors and more. Call 800-830-9946 to schedule a free consultation.



## Phone

ATC offers [voice services](#) with all the extra features — voicemail, call forwarding, caller ID, call return, three-way calling and much more. We also offer long-distance and nationwide calling plans.



# REPORTING ISSUES



To report any outages or a problem with your service during business hours, call the ATC Business Office at **256-423-2131** or email [customerservice@ardmore.net](mailto:customerservice@ardmore.net).

To report a problem with your internet service after hours, call **888-878-4354**.

To report an issue with your phone service after hours, call **256-423-2122**.



# WAYS TO PAY

## SmartHub

With SmartHub, you can manage your account securely from a mobile phone or computer.

- » **View and pay your bill.**
- » **Monitor usage.**
- » **Report service issues.**



## Scheduled/Recurring Payments



By scheduling bill payments or setting up recurring payments, you can have your bill payments automatically drafted from your account using either your banking account information or a debit card.



## Secure Pay

This option allows you to securely pay your bill over the phone using your banking information or a debit card. To pay by phone call, **844.975.2730.**

## Pay Now

You can pay your bill through Pay Now, a secure online portal you can access at [www.ardmore.net/pay-bill](http://www.ardmore.net/pay-bill).

**Pay Now**





# EXPLANATION OF BILLING

- 1 ACCOUNT NUMBER** — Your account number is conveniently located at the top right of your bill. When paying your bill, please always have your account number handy.
- 2 TOTAL DUE** — Located under your account number, the total due amount is how much is currently due. The total due should be paid as soon as the bill is received.
- 3 BILL AT A GLANCE** — This is a brief summary of your bill with services, account information and primary contact on the account listed. This portion is located on the left-hand side of the bill adjacent to the message center.
- 4 MESSAGE CENTER** — This section of your bill displays important information from Ardmore Telephone Company, such as billing updates, FCC news and how to reach ATC.
- 5 MONTHLY PROMOTION** — This bill image keeps you informed about the latest promotions at ATC.
- 6 PAYMENT DUE** — Located at the bottom right of your bill, you will find the date your monthly payment is due.
- 7 MONTHLY USAGE DESCRIPTIONS** — This section includes descriptions of services and charges for services you receive.
- 8 DETAIL OF ITEMIZED CALLS** — Here, you will find a breakdown of each of your calls during this billing cycle.

**1**

TELEPHONE NO: 800-830-9946 ACCOUNT NO: 10011019

Previous Bill	Payment/Adj	Current Billing	Total Due
\$0.00	\$0.00	\$95.94	\$95.94

**2**

**3**

**Bill At A Glance 10/01/2019**

NO PAYMENTS RECEIVED

PREVIOUS BALANCE DUE .00

**SUMMARY BY SERVICE**

Telephone Service For: 95.94

CURRENT BILLING AMOUNT 95.94

Total Due: Please Pay This Amount 95.94

**4**

**MESSAGE CENTER**

Based on the FCC's recently released public notice, the current Universal Service Contribution Factor of 24.4% is expected to increase to 25%. Assuming no delays, the proposed revisions should become effective October 1, 2019.

You can now pay your bill by phone anytime day or night. Call our secure automated payment system at 1-855-384-9512 and see how easy it is.

For billing inquiries dial 611 within Ardmore Telephone Company serving area or 1-800-830-9946 outside area. Make check payable to Ardmore Telephone Company. You can also visit our website [www.ardmore.net](http://www.ardmore.net) for our contact information.

**5**

Keep your family and home protected and connected!

SPECIAL RATE: MONITORING IS NOW \$19.95\* MONTHLY!

Hurry! This deal won't last long!

800-830-9946

WARNING SECURE CONNECT

Please return lower portion with your payment...retain upper portion for your records

**6**

**Payment Due** 10/15/2019 **Total Due** \$95.94

Enter Amount Paid

ARDMORE TELEPHONE COMPANY INC  
PO BOX 549  
ARDMORE TN 38449-0549

4542 1 JV 0.383 5 4542  
JOE & CHLOE MITCHELL C-15  
ARDMORE TN 38449-3250

1952700001042778593142796560000095947

**7**

MONTHLY USAGE FOR TELEPHONE NO: 800-830-9946

Description	Date	Quantity	Amount
PREVIOUS BALANCE DUE	10/01-10/31		.00
Local Service Regulated			
FUSC		1 @ 2.38	2.38
E-911- GILES		1 @ 1.16	1.16
900 BLOCKING			
INATL TOLL BLOCK			
FUSC	09/26-09/30		.39
E-911- GILES	09/26-09/30		.19
Federal Excise Tax			.08
Giles County Tax-Intrastate			.07
Giles State Tax			.19
Local Service Regulated SUBTOTAL			4.46
UNLIMITED VOICE	09/26-09/30		6.65
Federal Excise Tax			.21
Giles County Tax-Intrastate			.15
Giles State Tax			.47
UNLIMITED VOICE SUBTOTAL			7.48
UNLIMITED VOICE	10/01-10/31		39.90

**8**

**Ardmore Communications DETAIL OF ITEMIZED CALLS**

DATE	CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
09-29	5:45pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00
09-29	6:04pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00
09-29	6:06pm	DD UL	HUNTSVILLE AL 200-560-1710	2.0	.00
09-29	6:09pm	DD UL	HUNTSVILLE AL 200-560-1710	3.0	.00
09-30	12:55pm	DD UL	HUNTSVILLE AL 200-560-1710	16.0	.00
09-30	1:22pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00
09-30	1:27pm	DD UL	HUNTSVILLE AL 200-560-1710	2.0	.00
09-30	1:36pm	DD UL	HUNTSVILLE AL 200-560-1710	2.0	.00
09-30	4:33pm	DD UL	HUNTSVILLE AL 200-560-1710	13.0	.00
09-30	4:47pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00
09-30	4:51pm	DD UL	HUNTSVILLE AL 200-560-1710	2.0	.00
09-30	4:53pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00
09-30	4:54pm	DD UL	HUNTSVILLE AL 200-560-1710	1.0	.00



# CALLING FEATURES

Speed Calling provides one-digit codes for up to eight of the telephone numbers you call most. You can dial both local and long-distance calls with Speed Calling.

## To Place A Speed Call:

When you hear the dial tone, dial the Speed Calling code (2 through 9) assigned to the number you're calling. If your telephone is touch-tone and equipped with the pound symbol (#) key, press the code number and then the # key.

## To Add Or Change A Speed Call Code Number:

1. On a touch-tone phone, listen for a dial tone, then press 74 and the # key. On non-touch-tone phones, listen for the dial tone and then dial activating code 74.
2. Listen for a second dial tone, then dial the Speed Calling code number to be changed or added.
3. Next, dial the local or complete long-distance number you want assigned to that code number.
4. Two short tones indicate the new code and telephone number combination have been recorded.

## CALL WAITING

This service lets you answer a second call while you are using your telephone.

### How It Works:

When you are using your telephone, when someone else calls you will hear a brief tone signal. The person with whom you are talking will hear a slight click. Ten seconds later you will hear a reminder tone. The incoming caller only hears the usual ringing signal.

### To Answer The Second Call:

1. If you wish to end the first call, hang up. Your phone will ring and the second (incoming) caller will be on the line.
2. If you want to hold the first call while answering the second call, press the receiver button once, firmly, (1/2 second) then release it immediately. You will be connected with the other person on your line. (Use the recall button on Trimline® models.)

### Returning To The First Call:

To return to the first call, simply press the receiver button once, firmly, 1/2 second, and release it immediately. With this method, you can switch between the two calls as frequently as you wish.

### How To End Either Conversation:

After you have finished talking with either caller, hang up. Your phone will ring and when you answer you will be connected with the person remaining on the line.

## CANCEL CALL WAITING

The Cancel Call Waiting feature allows the residential user to defer the Call Waiting feature to prevent Call Waiting tones from interrupting calls or disrupting data transmissions.

By dialing \*70 the Cancel Call Waiting feature can be activated before or during a call (the latter requires Three-Way Calling). Cancel Call Waiting stays in effect for the duration of a call. Incoming calls receive a busy signal while Cancel Call Waiting is in effect. The Cancel Call Waiting feature can be offered as an enhancement to Call Waiting.

## TEEN SERVICE

With Teen Service, your subscriber will know who a call is for before answering the phone. This feature allows the assignment of two telephone numbers to the same line, with distinctive ringing patterns provided for each. Teen Service is ideal for anyone who requires phone service for two different purposes at one location: teenagers and parents, home and home-based business, etc.



# CALLING FEATURES

## WARM LINE

Warm Line gives your subscriber and their household normal access to their phone, plus a safety factor in emergency situations. In an emergency, your subscriber may not be able to dial normally due to injury or panic. With Warm Line, all that's required is taking the phone off the hook — after 30 seconds, a predesignated number is automatically dialed. The phone may be used normally simply by picking up the phone and dialing any number within 30 seconds.

## CALL FORWARDING

Call Forwarding lets you transfer your incoming calls automatically to any other telephone you can dial within the continental U.S. without the assistance of an operator.

### To Forward Calls:

1. Dial 72# (dial 1172 for rotary or dial pulse telephones).
2. Listen for a second dial tone, then dial the number to which you want your calls forwarded. Two short tones will indicate the number has registered.

Call Forwarding is in effect when the other telephone is answered. Stay on the line for at least five seconds. If the line is busy or there is no answer, hang up and immediately repeat the first two steps. Call Forwarding will be established automatically when you hear two short tones plus dial tone. No answer is required to activate Call Forwarding on the second attempt.

### To Cancel Forwarding:

Dial 73# (To cancel Call Forwarding, dial 1173 on rotary or dial pulse telephones). Listen for two short tones plus dial tone. Call forwarding is canceled.

### Some Things To Remember:

Call Forwarding continues until you cancel it from your telephone. You can still make outgoing calls from your telephone while Call Forwarding is established. A short ring will be heard whenever your number is called to remind you your telephone calls are forwarded. You cannot answer these calls. If someone else uses your telephone, let them know when incoming calls are being forwarded — especially if they are expecting an important call. Don't forget to tell the person

who will receive your calls that you are using Call Forwarding — especially if you will not be where your calls will be forwarded. You pay applicable charges, if any, for calls forwarded from your telephone.

## THREE-WAY CALLING

This service lets you add a third person to your conversation.

### To Add A Third Person To The Conversation:

1. Press the receiver button once, firmly, and release immediately. This puts the original call on "hold."
2. Listen for three short tones, then a dial tone.
3. Dial the telephone number of the third person to be added. After the third person answers, you may talk with that person before returning to the original call.
4. To return the original caller to the line and complete the three-way conversation, press the receiver button once firmly, and release immediately.

### Note:

If the line is busy or doesn't answer, cancel the three-way call by pressing the receiver button once. Continue the original conversation or try again.

### To Remove Either Person From The Conversation:

1. The original called party just hangs up to disconnect.
2. The third person is removed by your pressing the receiver button once and releasing it immediately, or by the third person simply hanging up.
3. All three connections are automatically disconnected when you hang up.

### To Add A Different Person:

Perform a "remove" step. Then repeat the first four steps. Custom Calling services are available only to single-party customers, where facilities are available, at an additional monthly charge. For further information, call your service representative.



# OPTIONAL SERVICES

## CLASS SERVICES

With this service, you use the “\*” and “#” keys on your touch-tone service phones, along with the number codes, to use the services. This service works with calls made to or from available telephones. (Excluded are long-distance, party-line, coin telephones and PBX calls.) Instructions for using these services are listed below, or you may dial our business office. One of our representatives will be happy to answer your questions about how to operate any of our services.

## CALL RETURN

Return calls to the last number that called you, whether or not you answered the phone.

### To Use:

Listen for a dial tone. Press \*69 (1169 for rotary and dial pulse telephones).

### Note:

In some areas after pressing \*69 or 1169, you will hear the telephone number, date and time of the last call received. If you want to return the call, press 1. If you do not want to return the call, hang up.

If the line is:

- not busy, listen for normal ringing.
- busy, listen for announcement, hang up. You will hear a special ring (short-short-long ring cycle) when the line is free.

### To Cancel A Special Ring:

Press \*89 (1189 for rotary or dial pulse telephones), then listen for announcement.

## REPEAT DIALING

Automatically redials the last number you dialed.

### To Use:

1. Listen for dial tone.
2. Press \*66 (1166 for rotary or dial pulse telephones).
3. If the line is:
  - not busy, listen for normal ringing.
  - busy, listen for announcement, hang up.

You will hear a special ring (short-short-long ring cycle) when the line is free.

### To Cancel:

Press \*86 (1186 for rotary or dial pulse telephones), then listen for announcement.

### Notes On Call Return And Repeat Dialing:

When the line is busy:

- Call Return and Repeat Dialing will automatically attempt to place the call every minute for half an hour.
- When line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every five minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Call Return and Repeat Dialing are trying to reach a busy number. Call Return and Repeat Dialing are capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers, which are monitored.

If you use Call Return and Repeat Dialing to a long-distance number, you will be billed for a long-distance charge. If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the serving area.
- The service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated Call Forwarding service.



# OPTIONAL SERVICES

## CALL TRACING

Allows you to initiate an automatic trace of the last call you received. Your telephone company will automatically receive a message containing the phone number where the obscene or abusive call originated (if within the service area), plus the time and date of the call. It is necessary, however, to call the telephone company before the end of the next business day and report the date and time of the calls to be investigated. Dial 256-423-2131 (toll free) 8 a.m. to 4:30 p.m.

### To Use:

1. Hang up after receiving the abusive call.
2. Listen for dial tone.
3. Press \*57 (1157 for rotary or dial pulse telephones), listen for announcement.

### Notes:

- It is essential that the Call Tracing action, pressing \*57 (or 1157), be done immediately after you hang up the phone following the offending call. If you delay taking action and receive a subsequent call, Call Tracing will not trace the original number.
- When you use Call Tracing, you will not be given the phone number you are tracing or the person's name. Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.
- In the case of an emergency, contact your local law enforcement agency.
- The telephone company must have two confirmed traces of the same number in order to take further action. Therefore, it is important to activate Call Tracing each time an abusive call is received.
- When calling the telephone company, identify yourself as a Call Tracing customer. You will need to give the time and date of the offending call.
- In the event that a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.

## CALLER ID

Enables you to see the telephone number of callers from within your service area before the call is answered. After the first full ring, the caller's number appears on the display.

In accordance with Alabama Public Service Commission regulations, Ardmore Telephone Company does not provide Caller ID to shelter hotlines. In addition, we offer free Caller ID Blocking to special agencies and customers who have private listings. At Ardmore Telephone Company, we are sensitive to our customers' rights to privacy and want to make every effort we can to protect those rights. Call ATC at 256-423-2131 for more information about Caller ID Blocking.



# OPTIONAL SERVICES

## CALL SELECTOR

Screens incoming calls. You begin by making your list of up to eight “selected” numbers after accessing your Call Selector service. (See “Making and Changing Lists.”) Your phone will signal you with a special ring (short-long-short ring cycle) when someone from your list is calling.

### To Access Your Call Selector Service:

Press \*64 (1164 for rotary or dial pulse telephones), then listen to the instructions. (In some areas, to turn on Call Selector you must dial 3 after accessing the call Selector service.)

### To Add A Phone Number To Your List:

1. Press # (12 for rotary or dial pulse telephones).
2. Dial the number then press #. To add the phone number of the last call you received to your Call Selector list, even if you do not know the number, see “Making and Changing Lists.”

### To Turn Off Your Call Selector Service:

Press \*81 (1181 for rotary or dial pulse telephones), then listen for announcement.

### Notes:

- This service also works when you’re talking on the phone, if you also subscribe to Call Waiting service. You’ll be able to identify incoming calls from your list, because you will receive a special tone (three beeps).
- While the numbers on your Call Selector list provide a distinctive ring, there is not a separate ring for each number. So when you hear the distinctive ring, you will not know which one of the Call Selector numbers is calling.
- If one of your numbers is also on your Call Block list, you must turn off Call Block before using Call Selector for that number.

## CALL BLOCK

Allows you to block calls from up to eight numbers. You can either block selected numbers ahead of time (See “Making and Changing Lists”), or block repeat calls. In either case, the caller is rerouted to a recorded message and your phone does not ring. You always begin by accessing your Call Block service.

### To Access Your Call Block Service:

1. Press \*60 (1160 for rotary or dial pulse telephones), then listen for instructions. In some areas, to turn on Call Block you must dial 3 after accessing the Call Block service.)

### To Add The Last Calling Party After Receiving An Unwanted Call (You Don’t Know The Number):

1. Press # (12 for rotary or dial pulse telephones).
2. Dial 01 then press #. Numbers which have been added to your list using this method will be termed “private entries” when your list is reviewed.



# OPTIONAL SERVICES

## PREFERRED CALL FORWARDING

Allows you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your Preferred Call Forwarding list. You begin by making your list of up to eight "preferred" numbers after accessing your Preferred Call Forwarding service. (See "Making and Changing Lists.")

### To Access Your Preferred Call Forwarding Service:

Press \*63 (1163 for rotary or dial pulse telephones), then listen for instructions.

#### Notes:

After accessing your Preferred Call Forwarding service you must either enter or confirm the number to which you want your calls forwarded.

### To Add A Phone Number To Your List:

1. Press # (12 for rotary or dial pulse telephones).
2. Dial the number, then press #. To add the phone number of the last call you received to your Preferred Call Forwarding list, even if you do not know the number, see "Making and Changing Lists."

### To Turn Off Your Preferred Call Forwarding:

Press \*83 (1183 for rotary or dial pulse telephones), then listen for announcements.

#### Notes:

If one of your numbers is also on your Call Block list, you must turn off Call Block before using Preferred Call Forwarding for that number.

## MAKING AND CHANGING LISTS

The following describes how to make your lists of phone numbers when using Call Selector, Call Block and Preferred Call Forwarding. The procedure is the same for all three services. You will have a separate list for each service, and you may have up to eight phone numbers on each list. You need not fill a list in order to use that service. You will also receive recorded instructions when using each of the services; however, you may dial during these instructions for faster service.

#### Attention:

The first step when making any list additions or changes is to access that particular service by dialing the access code.

### To Put A Phone Number On Your List:

1. Press # (12 for rotary or dial pulse telephones).
2. Dial the number, then press #.

### To Put Phone Number Of Last Call You Received On Your List:

1. Press # (12 for rotary or dial pulse telephones).
2. Dial 01, then press #. Numbers which have been added to your list using this method may be termed "private entries" when your list is reviewed.

### To Hear The Phone Numbers On Your List:

Dial 1. You may dial 07 immediately after hearing a number to remove that phone number from your list. However, you will not be able to hear the numbers of your "private entries," numbers that have been added without you knowing the number (for example, if you had at some point added the last calling party). Private entries can be removed only as a group, by dialing 09.

### To Remove A Number From Your List:

1. Press \* (11 for rotary or dial pulse telephones).
2. Dial the number, then press \*.
3. You will not be able to hear the numbers of your "private entries," numbers that have been added without you knowing the number (for example, if you had at some point added the last calling party). Private entries can be removed only as a group, by dialing 09.

### To Hear Instructions Repeated:

Dial 0.

#### Notes:

If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:

- You tried to enter an invalid or nonworking phone number.
- You tried to enter a number that's outside the serving area.
- You tried to enter your own phone number.

## WAKE-UP SERVICE

Have difficulty waking up? Allow this special feature to aid you. To activate, dial the following and listen to prompts:

Ardmore exchanges 420, 423, 427 .....dial 256-423-7766  
New Market exchange .....dial 256-379-7766  
Elkmont exchange .....dial 256-732-7766  
Minor Hill exchange .....dial 931-565-7766  
McBurg exchange.....dial 931-732-7766

#### Note:

Wake-Up Service is not compatible with Telemarketing Call Screening.



# VOICEMAIL

## Access Number: 256-NXX-6245

Limestone County .....	256-423-6245
Madison County .....	256-420-6245
Giles County .....	256-427-6245
Lincoln County.....	256-427-6245
New Market .....	256-379-6245
Elkmont .....	256-732-6245
Minor Hill .....	256-565-6245
McBurg .....	256-732-6245





# VOICEMAIL

<b>Press 1 to get NEW MESSAGES:</b>	<ul style="list-style-type: none"> <li>1 = Repeat message</li> <li>2 = Save message</li> <li>3 = Delete message</li> <li>4 = Reply to message</li> <li>5 = Copy message</li> <li># = Leave as new message and go to the next message</li> <li>* = Back to main menu</li> </ul>
<b>Press 2 to SEND A MESSAGE:</b>	<ul style="list-style-type: none"> <li>- Enter 10-digit number or group list then press ##</li> <li>- Record message and press #</li> <li>- To send message press #</li> </ul>
<b>Press 3 to work with GREETING MENU:</b>	<ul style="list-style-type: none"> <li>1 = Personal greeting</li> <li>2 = Extended absence greeting</li> <li>3 = System-generated greeting or change recording of name</li> <li>5 = Greeting callers will hear while you're on the phone</li> <li>6 = After-hours greeting</li> <li>* = Exit menu</li> </ul>
<b>Press 4 to change MAILBOX SETTINGS:</b>	<ul style="list-style-type: none"> <li>1 = Work w/group list</li> <li>2 = Hands-free and time-saver options</li> <li>3 = Security options</li> <li>5 = Notification options</li> <li>6 = Additional settings</li> <li>* = Exit menu</li> </ul>
<b>Press 6 to hear DELETED MESSAGES:</b>	<ul style="list-style-type: none"> <li>1 = Repeat</li> <li>2 = Restore</li> <li>3 = Permanently delete</li> <li>4 = Reply</li> <li>5 = Send copy</li> </ul>
<b>Leave mailbox &amp; log on as another subscriber:</b>	<ul style="list-style-type: none"> <li>- Enter 10-digit phone number followed by #</li> <li>- Enter PIN followed by #</li> </ul>
<b>Helpful Hints:</b>	<ul style="list-style-type: none"> <li>- Dial 0</li> </ul>
<b>To EXIT Mailbox:</b>	<ul style="list-style-type: none"> <li>- Dial *</li> </ul>



# LOCAL CALLING

**Basic Telephone Service includes unlimited local calling and Custom Calling features.**

**Giles County:** \$13 per month

**Limestone County:** \$15.73 per month

**Lincoln County:** \$13 per month

**Madison County:** \$16.30 per month

**LONG-DISTANCE CALLING:** ATC has four calling plan options to meet your needs.

**RESIDENTIAL UNLIMITED:** The ultimate deal for long distance! Direct Dial — call anywhere in the domestic U.S. for one low, flat monthly rate. Available to residential customers only. (\$39.90 per month.)

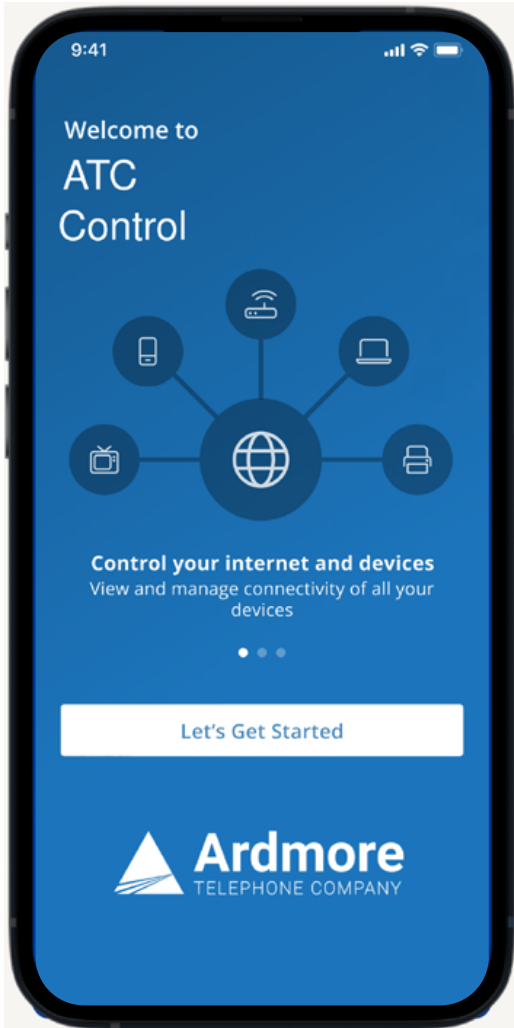
**600 NATIONWIDE:** Get 600 minutes of direct calling anywhere in the U.S. to use whenever you want. Additional minutes are just \$.09 each. (\$21.95 per month.)

**1200 NATIONWIDE:** Just like 600 Minutes Nationwide Plan but with even more talk time. You get 1,200 minutes anywhere in the U.S. Additional minutes are \$.09 each. (\$34.95 per month.)

**9 CENT:** If you want the best rate but don't want to pay a monthly fee, the 9 Cent Plan is for you. Direct Dial — just \$.09 per minute to anywhere within the U.S. (\$0 per month.)



# ATC CONTROL APP



## TAKE CONTROL OF YOUR WI-FI NETWORK WITH THE ATC CONTROL APP!

### Get started now:

- Download the app from the Apple App Store or Google Play Store.
- Select Let's Get Started at the bottom of the screen.
- Enter your information.
- Tap the QR code that appears in the app.
- Select OK.
- Name your network and create a password.
- Click Submit.

### Use the app to control your network from your phone:

- Access Wi-Fi network settings.
- Run a bandwidth test.
- View connected devices.
- Disable services.
- View device usage.
- Create device control profiles.
- Set time limit schedules.
- Enable isolation to prevent access to your primary network.
- Change passwords.
- Get alerts when new devices are added to your network.
- Create a guest network.
- Pause the internet on any device.



# CONNECT CARE

We've got your back with our new broadband maintenance plan

## CONNECT CARE!



## CONNECT CARE: ENHANCED BROADBAND SUPPORT\*

For home or business

- One FREE, in-home scheduled visit annually
- Assistance connecting new devices
- Professional recommendations for enhancing the wireless experience
- Unlimited 24/7 remote technical support
- Discounted fees if a second visit is needed

*\*Please note a \$3.50 monthly manage  
Wi-Fi subscription is required.*

***Please call 800-830-9946 to get Connect Care today!***



# LIFELINE

**DO YOU QUALIFY FOR STATE OR  
FEDERAL FINANCIAL ASSISTANCE?  
IF SO, YOU MAY QUALIFY FOR A  
DISCOUNT ON YOUR BROADBAND  
SERVICE.**

Do you need help paying for your telephone or broadband service? Through cooperation with the Public Service Commission, ATC offers the Lifeline program to help eligible customers with the cost of their bill.

You are eligible to enroll in the Lifeline program if you participate in one of the following:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivor Pension

OR have a household income at or below 135% of the federal poverty guidelines (annual income before tax) AND you have paid or made payment arrangements for any outstanding balance for telephone services provided to you or any member of your household at your current address. Please visit the Universal Service Administration website for more information.

Call ATC's Customer Service Department at 877-954-8748 to enroll or to ask more questions concerning Lifeline.

\*To register for Lifeline support, go to the National Verifier database and check your eligibility status.

*NOTE: According to FCC regulations, only one Lifeline program benefit is allowed per household. Falsifying information in order to receive Lifeline benefits will result in loss of benefit and possible criminal penalties.*





# CONNECTION MAGAZINE

As an ATC customer, you automatically receive our electronic Connection magazine. Click on the ATC Connection banner in your email for a link to the magazine or follow on social media. Click [here](#) to access editions of Connection magazine.

Watch our e-newsletters for links.



**Read now for FREE!**



**Read now for FREE!**



# REVIEWS



We are so thankful you have chosen ATC as your fiber-fast internet provider!

Our goal is to offer you the most reliable internet connection, the best customer service and local, trusted support.

**Leave us a review and tell us how we're doing!**





# BATTERY BACKUP

ATC's reliable fiber\* network provides your home with phone and broadband service, which require electric power to operate. To avoid disruption of home voice service during a power outage — and to maintain the ability to connect to 911 emergency services — ATC provides an eight-hour battery backup for you at no charge.

If you do not have landline service, ATC makes available for purchase a battery backup power supply. Backup batteries usually last as long as eight hours on standby power. This means the backup battery should give you about six hours of voice service. If you feel this is not enough time, you may extend your standby battery by purchasing additional batteries to supply backup power for up to 24 hours. Please call ATC's customer service for more information.

\*Fiber not available in all areas. Only fiber customers have access to battery backup.



## EIGHT-HOUR BATTERY BACKUP



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