

UTILI-FACTS

IntraLATA Toll Calls

IntraLATA calls charge the customer for calls made to neighboring towns within the LATA (Local Access Transport Area).



A LATA is the geographical areas defining local telephone service. Any call within a LATA can be handled by the local telephone company, but calls between LATAs (InterLATA) must be handled by long distance carriers, even if the same local telephone company provides service in both LATAs. Long distance carriers also provide long distance service for calls that terminate outside of Texas. Unless you have chosen a long distance service carrier or Pre-subscribed Interexchange Carrier (PIC), these calls may be carried by your local phone company. You have the option to choose a PIC for both your intraLATA calls and

your interLATA/intrastate and interstate calls.

Why does this matter?

Different companies charge different rates for intraLATA toll calls. It's possible you could be paying too much. In some

parts of Texas, intraLATA or interLATA/intrastate toll calls can cost more than out-of-state toll calls. Take a close look at your bill to see how many intraLATA toll calls you make.

How can I save money?

Look at your phone bill and know exactly how much you are spending each month on intraLATA and interLATA/intrastate and interstate toll calls. Contact both your local phone service and long distance provider about their rates. Ask about metro or extended area service calling plans, which charge a flat fee for certain calling areas, or calling packages based on the number of calls, the time spent per call, the phone number or numbers being called, and other services that you often use. For example, some companies may offer a flat monthly fee for unlimited local toll calls to one phone number. There are cheap long distance carriers that offer intraLATA toll calls, sometimes at rates much lower than those offered by your local phone company. The best deal will depend on your calling pattern.

How do I change service?

To change, contact the company you want to handle your intraLATA toll calls. If you take no action, your local telephone company may continue to provide your intraLATA toll call service. If you are a new customer setting up local service, you should be given a choice of intraLATA toll providers. If not, make sure you ask.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136) (FAX 512-936-7003)

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

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

