



# CUSTOMER FACTS

## Questions to Ask about Your Long Distance Rates

Listed below are questions you should ask yourself and your long distance provider before choosing a long distance rate plan.

### Ask Yourself:

- What locations do I call most frequently?
- Do I spend most of my long distance time calling within the state of Texas (intrastate), outside the state of Texas (interstate), or a short distance away from home within the same LATA (intraLATA calls)?

### Ask the Long Distance Provider:

- What is the interstate cost per minute?
- What is the interLATA/intrastate cost per minute?
- What is the intraLATA cost per minute?
- Are the three categories of long distance calls bundled, or should I subscribe to separate plans?
- Are partial minutes billed as full minutes?
- Is there a monthly fee attached to the cost-per-minute plan? How much is it?
- What are the time-of-day restrictions on the cost-per-minute?
- Is there a minimum charge per month?
- Is there an unlimited local and long distance calling plan available? How much is it?
- Are any current promotions or bonus offers available?

- How much will it cost to switch long distance plans or providers?
- How much is the universal service charge?
- How much is the subscriber line charge?
- How much is the Primary Interexchange Carrier (PIC) Fee?
- How much is the Texas Universal Service Fund charge?
- Are Expanded Local Calling, Extended Area Service, or Extended Metropolitan Service offered, and what is the total charge for these services?

### QUESTIONS:

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

**Visit:** [www.puc.texas.gov](http://www.puc.texas.gov)

**Email:** [customer@puc.texas.gov](mailto:customer@puc.texas.gov)

### COMPLAINTS:

**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>