

# UTILI-FACTS

## Pay Phones

Pay phones are no longer as convenient as they used to be, if you do need to use a pay phone, use the following tips to keep your costs down.



These calls are free:

- 911 -- Emergency Service
- 950-XXXX, 1or0xxx+0, 1-800, 1-888 access to Non-Presubscribed Long Distance Carriers (example: 1-888-COLLECT, 1-800-CAL LATT, or 1-800-877-8000



Access to Operator Services

These calls are not free:

- Local calls
- Long distance calls
- Directory assistance
- Operator Completed Calls



### How to Keep Pay Phone Costs Down

If you are not using a prepaid calling card, you can save money at pay phones by dialing the pay phone operator to check long distance rates before you dial. This allows you to choose the long distance company with the least expensive long distance plan.

- Use coins instead of calling cards for all local calls.
- For long distance calls, use a pre-paid phone card, a calling card from your long distance company, or dial your long distance company's toll-free number.
- Shop around. Dial the pay phone operator to check long distance rates before you dial, or ask for a specific long

distance company and check their rates.

- Avoid operator-assisted calls. They are usually very expensive.
- Check the rates before you call from phones in hotels, motels, rental cars, and airplanes.
- Use of Prepaid Callings Cards: When using a prepaid calling card, follow the instructions. Prepaid calling cards are often less expensive than using long distance calling from a pay phone.

### Pay Phone Providers Must Attach A Card that Provides:

- Cost of local call
- The name of the long distance carrier serving the pay phone and instructions on how to get rate information for that carrier 24 hours a day
- Instructions on how to reach other long distance providers
- Toll-free number for refunds, repairs, and complaints
- How to get emergency service (in both English and Spanish)
- Indication of whether incoming call can be received at a particular pay phone

### Pay Phone Problems

If you have a problem with a pay phone, write down the following information and contact the Public Utility Commission toll free at 1-888-782-8477.

- Pay phone provider
- Street address
- Telephone number
- Location of the phone

### 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>

