



Welcome to Call America. We are proud to have you as a new customer. The purpose of this letter is to inform you about some of the details of your service conversion to Call America.

## Contact Us

### PLEASE CONTACT CALL AMERICA DIRECTLY FOR NEW SERVICE OR REPAIR ISSUES

You may reach Call America by calling **805-549-7800** in San Luis Obispo, 805-347-1911 in Santa Maria, 831-641-9400 in Monterey, toll free (800) 313-2000, e-mail [service@callamericacom.com](mailto:service@callamericacom.com), fax 805-549-7801, or fax toll free (800) 509-7801. The Call America web site is located at [www.callamericacom.com](http://www.callamericacom.com). The web site includes all contact information as well as detailed instructions on how to use the features available with Call America's local telephone service. Normal business hours are Monday through Friday, 8am to 5pm, and you may follow the instructions to reach us after hours for issues that need immediate attention. Our office is located at 545 Higuera in downtown San Luis Obispo between Osos and Morro. The mailing address for Call America is P.O. Box 3310, San Luis Obispo, CA 93403-3310.

## Service Conversion Process

The process of converting your local telephone service to Call America will happen within the next few days. Your Call America representative will provide more details on the exact timing, which is dependent on the type of service and the number of lines being converted. Unless you are notified otherwise by Call America the service conversion does not involve any service interruption and takes place over several hours. Call America will contact you once the conversion is complete but you may also verify by dialing "0" for the operator. If you hear the "Call America" recording the conversion is in process or complete. You may also notice new features working such as Caller ID.

## No Visit From A Technician

A technician visit is not required to convert telephone service to Call America unless the conversion involves installation of new lines. If a technician does visit it will be a Pacific Bell employee with an identification badge. Call America contracts with Pacific Bell for installation services. On some occasions Call America personnel may need to be on site with you during an installation and you will be consulted if this is necessary. If a Pacific Bell technician does visit your office please ask that they contact Call America at 549-7800 before making any changes.

## Advance Billing

Call America recommends that you not pay your existing local telephone bill until you receive the "closing bill". Telephone service is always billed in advance so many customers will actually receive a small refund on the closing bill. Call America local telephone service is also billed in advance so the first month's bill will include charges for one full month and a partial billing for the current month.

**NOTE: SBC/Pacific Bell sends some closing bills to collections for no apparent reason.**

## Notice Regarding "Line Shared" DSL (ADSL) Services

Telephone lines that are shared with DSL (ADSL) services from Pacific Bell and some other providers must temporarily stay with Pacific Bell for local service to avoid any interruption if the DSL Service. These lines, which are normally fax lines, should be set up on separate bill and left with Pacific Bell until the compatibility issues are resolved by the telecommunications industry. Business grade DSL (SDSL) service is delivered on a separate telephone line is fully compatible with Call America.

Thank you for choosing Call America. We look forward to serving you.