

What to do when...

YOU ARE UNABLE TO RECEIVE CALLS FROM CALLERS OUTSIDE THE PONDEROSA NETWORK

What can you do when you learn that someone outside the Ponderosa Network cannot reach you?

Here are your options, and how we can help you:

- 1 Call Ponderosa first** – we will launch a thorough investigation and verify our network is fully operational and your service is fully functional.
- 2 If the calls are reaching our network but not reaching you** – we will promptly address whatever issue is preventing the call from completing.
- 3 If the calls are not reaching our network, we cannot fix it** – but we are willing to help.
 - ✓ The caller should contact their communication service provider who originated the calls and report the trouble. The basic rule of communications is the call originator's service provider is responsible for setting-up call completion for their customer. *Communication Service Providers will not take trouble reports from Ponderosa directly; they must be made by their customer.*
 - ✓ You may provide our contact information to the call originator's communication service provider: 559/868-6000. We will gladly participate in any test calls they wish to initiate to investigate the trouble.
 - ✓ If the problem persists, we recommend that you contact the call originator's communication service provider yourself and report the trouble. Again, you may provide our contact information so we can assist with any test calls: 559/868-6000.
 - ✓ If you are unable to obtain assistance or resolution from the communication service provider who originated the calls, your final option is to file a complaint with the Federal Communications Commission (www.fcc.gov). **It is important that your complaint identify the name of the caller's communication service provider who was responsible for originating the calls.**

Please visit the FCC website for additional information regarding this subject:

www.fcc.gov/encyclopedia/problems-long-distance-or-wireless-calling-rural-areas

Questions?

Just give us a call at 559/868-6000. We are here to help, and we love to hear from you!