



CUSTOMER SERVICE

At TruVista, we want to make it easy for you to get the help you need. We have a 24 hour call center set up to answer questions and assist with reporting repairs. Additionally, we have four conveniently located retail stores that you may visit personally or call for assistance. We have also attempted to provide you additional information on this site that we hope will make doing business with TruVista Communications a pleasurable experience.

NEW CUSTOMER INFORMATION:

Welcome to TruVista!

We proudly serve Chester, Fairfield and Kershaw Counties.

Here is some information you need to know when requesting new service:

New service must be applied for at the business office. An application must be signed and all charges paid before service can be installed. If you cannot come into the office, please call us and other arrangements can be made.

TruVista reserves the right to refuse service to applicants who are indebted for service previously rendered, until such indebtedness is taken care of satisfactorily.

Requests for changes, calling features, additional listings, etc., may be made in person or by a telephone call to the business office. If you need information on any additional service, you may also call the business office.

When setting up an account, we require a driver's license or approved picture ID and we run credit before we will activate any services. After the service is active we require that the customer give us the last 4 digits of their social security number before we will allow any changes or questions on the account.

To request a new line installation, please call our office:

- Chester **385-2191**
- Camden **432-3461**
- Great Falls **482-2191**
- Lockhart **545-2291**
- Ridgeway **337-2291**
- Winnsboro **635-6459**

TruVista is committed to these consumer rights:

- Dependable high quality services at reasonable prices
- Courteous, helpful assistance
- Full information about all products and services
- Choice of products and services
- Safe products and services
- Telecommunications privacy
- An accurate, easily understood bill and reasonable billing procedure
- Fair resolution of complaints
- The opportunity to be heard

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CLOSED CAPTIONING ASSISTANCE FOR THE HEARING IMPAIRED COMMUNITY

For immediate assistance with Closed Captioning or General complaints:

- **Call:** 1-800-768-1212
- **Fax:** 1-803-581-2223
- **Go online** for live chat, or e-mail us at CTCTraffic@truvista.biz.

WRITTEN COMPLAINT CONTACT INFORMATION FOR CLOSED CAPTIONING ISSUES:

Thomas T. Harper

Director-Regulatory Affairs

tharper@truvista.biz

112 York Street

Chester, SC 29706

Phone: 800-768-1212

Fax: 803-581-6078

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