



PO Box 188  
210 Main St.  
Germantown, NY 12526

Repair: 518.537.HELP (4357)  
After Hours: 866.380.TECH (8324)  
Email: [questions@gtel.net](mailto:questions@gtel.net)  
Billing: 518.537.GTEL (4835)

## Long Distance Rates and Service Terms

### 1. General Rate and Service Terms

- Calls that begin in one rate period and terminate in another will be billed for the entire call duration at the rate applicable at the commencement of the call.
- The duration of each call for billing purposes will be rounded off to the nearest higher increment. All services are billed in whole minute increments.
- Any rate application that results in a charge expressed in fractional cents will be rounded up to the nearest whole cent.
- If a fixed monthly service charge applies to a plan that has intrastate, interstate, and international traffic eligibility, the fixed charge will be deemed to be interstate for purposes of assessing a single fixed charge.
- Monthly fees are billed in advance. Service fees will be prorated for service periods that are less than a full month's billing cycle. For the purposes of determining prorated amount, each month is assumed to have thirty (30) days.
- Unless otherwise indicated, all usage variable charges will be billed in the following billing cycle.
- State, federal, sales, and all other applicable taxes apply to all calls.
- GTel does not charge other surcharges and fixed fees beyond those indicated in the rate schedules shown.
- Rates and terms are subject to change.

### 2. Domestic Calling – Direct Dial

- Direct dial calling services are available on interstate, interLATA and intraLATA calls or on interstate and interLATA calls only. Service is not available solely on intraLATA/home region toll calling.
- Customers will be advised if their selection of toll and interLATA toll providers create a conflict with GTel's routing system.
- Local exchange carrier and primary interexchange carrier charges may apply for change in underlying carrier. GTel may, as part of a generally available promotion, waive or reduce such charges on behalf of its new customers. Rates for international calls are found under "international calling".

### 3. International Services

- GTel does not knowingly bill for unanswered calls, however, in some instances equipment in foreign countries may give false or unreadable call answer supervision. Calls in excess of 60-seconds in length will be presumed answered.
- Rates shown include additional charges for special service terminations. These termination rates are revised frequently; GTel reserves the right to assess special service surcharges as a separately identified line item on the bill should the assessment of those charges warrant it doing so.
- Click [here](#) (or visit [http://home.gtel.net/app\\_docs/International\\_Rates.pdf](http://home.gtel.net/app_docs/International_Rates.pdf)) for our International Calling Rates PDF

### 4. Toll-Free Services

- Toll-free numbers may be assigned randomly or from a list of available numbers provided by GTel. GTel makes no warranties about the availability or use of a number by prior or future owners of a toll-free number.
- GTel will attempt to honor requests for specific number(s), but assignment and availability of such numbers is not guaranteed. GTel reserves the right to limit the number of number-assignments requests.
- Release of a customer's toll-free number to another provider is contingent on payment of any current outstanding charges owed to GTel and accurate completion by the receiving carrier of Responsible Organizations transfer forms.
- In the event of a dispute between customers regarding the ownership of a toll-free number, GTel reserves the right to determine ownership based on previously provided application material, however, in the event that GTel determines that the ownership is unclear, it will in no way be held liable for such ownership determination.
- The customer is responsible for payment of misdialed calls to the customer's toll-free number.
- Non-recurring charges apply per order placed.



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- The ability of callers to complete calls is contingent upon proper routing to the originating end user location and serving Telephone Company. GTel cannot guarantee completion of such calls from all locations.
- GTel reserves the right to waive non-recurring charges for those customers who commit to a one-year term or have usage billing with three-months of service totaling \$25 per month or more.
- Toll-free numbers cannot terminate in international locations, other toll-free numbers, or numbers prefixed with 700, 900, or 500 NPA. Then GTel reserves the right to refuse termination of toll-free services outside its designated operating territory.

**Toll-free number service**

Non-recurring Installation Charge: \$10.00-Per Order

Monthly Recurring Charge: \$5.00 Monthly

Usage Charge	Rate Per Minute
InterLATA	\$0.15
IntraLATA	\$0.15
Interstate	\$0.15
Usage Rate	\$0.15



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### Why Choose G-Tel Long Distance?

1. G-Tel not only offers you savings on your monthly long distance bills, but also provides added benefit of the kind of one-to-one service that G-Tel customers have come to expect. We are a company based here in the community and made up of your friends and neighbors.
2. There are no hidden charges, monthly usage minimums, unavailable services and calling plans, or policies buried in fine print. And, one easy-to-read statement.
3. You can add a toll-free number without having to order additional lines and save on 800/888 service, without costly set-up or monthly fees.
4. With toll-free PIN, there is one easy number to remember, you're connected to a pre-assigned destination, and it serves as a great safety feature for emergency situations.
5. Account coding allows you to track all call activity, helping you manage calls.
6. G-Tel has served Columbia County residents and businesses since 1929. Over the years we've proven ourselves as a trusted service provider. We're here to offer service and support from a source you know.
7. If you have any questions, you will always be able to speak with one of our Customer Service Representatives. The G-Tel team is made up of the same employees who have worked with you over the years as your local telephone company. You do not have to contend with 800 numbers and far-off service centers.

For more information about our long distance service, please call our business office at 518.537.GTEL (4835)