

Customer Rights

The Arkansas Public Service Commission requires utilities to provide customers with information pertaining to telephone service. The Commission's rules are displayed in our Business office which is open to the public and shall be provided to anyone upon request.

A billing problem should be reported promptly to our Business Office. A service problem should be reported promptly to our Repair Service. These telephone numbers are listed below.

Business Office.....1-479-846-7200 or 1-800-235-6565
Repair Service.....1-479-846-4161 or pgrepair@pgtelco.com

If you are not satisfied, feel free to ask for the supervisor. If your problem can't be solved by the supervisor, ask for the manager.

If we are unable to resolve the matter to your satisfaction, you may contact the Arkansas Public Service Commission by phone or in writing:

Arkansas Public Service Commission
P.O. Box 400
1000 Center Building
Little Rock, AR 72203
1-800-482-1164 or 1-501-682-1718

The Americans with Disabilities Act, signed into law in July 1991, requires that all telecommunications utilities provide access to their services by telecommunication devices for the deaf (TDD). To make a Voice to TDD or a TDD to Voice call, a Relay Service must be available. PGTelco provides this Relay Service with no direct cost to any end user for local calls.

TDD.....1-800-285-1131
Voice.....1-800-285-1121

Customer Service
and Repair.....1-800-285-7192

TDD Operator Assistance.....1-800-855-1151

When ordering services from PGTelco you may inform the Customer Service Representative of any disability you, or the person with whom you represent, may have so that special action can be taken to appropriately inform you of your rights.

Should you, or someone you care for, develop a disability that requires the addition of services to assist you in your communication efforts, please call our Business Office so our Customer Service Representatives can inform you of the services that are available.