

# Welcome



**WK&T**<sup>®</sup>



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# Welcome

## *to the WK&T family!*

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Welcome to the WK&T family! Thank you for choosing us and becoming part of our member-owned cooperative. You now have a vested interest in the unmatched products and services from WK&T. Likewise, we have a vested interest to provide you with state-of-the-art technology and friendly, local customer service only available from your community cooperative.

WK&T is here to serve your advanced internet, security, voice and video service needs. We currently have more than 16,000 residential and business members in Kentucky and Tennessee.

Our mission is to offer leading-edge technology, excellent customer service and support to our members with a goal to achieve complete customer satisfaction. We pledge to continue building on our strong historical foundation and offering you the best technology and customer service available anywhere.

This packet will explain everything you need to know about WK&T, our services and ways we are striving to improve the lives of our members.

Thanks again for choosing WK&T!



# OVERVIEW OF SERVICES



## FIBER INTERNET

Fiber optic internet is the fastest, most reliable technology available. We have fiber-fast upload and download speeds for smooth streaming and seamless online gaming. We have plans to fit any budget and any need.

**Connected Home**  
300/300 Mbps

**WK&T Professional Choice**  
1,000/1,000 Mbps

**Accelerated Home**  
1,000/1,000 Mbps

**WK&T Corporate Broadband**  
Speeds up to 10/10 Gbps  
Quoted on an individual case basis

**WK&T Business Classic**  
300/300 Mbps



## SECURITY

We have security plans for your home or business, with door and window sensors, cameras, motion detectors, remote viewing and more.



## VOICE

WK&T phone service is affordable and includes all the extra features — voicemail, call forwarding, caller ID, call return, three-way calling and much more.



## WK&T TV STREAMING

WK&T offers the perfect plan to fit your viewing pleasure. The economical Basic Service includes 30 channels with local programming, while Expanded Service includes more than 145 channels. With an internet connection and a smart TV or other smart device, Over The Top (OTT) streaming options allow you to view video content and bypass traditional distribution using your fiber internet connection. No clunky set-top boxes! No installation fees! No contracts.



# WAYS TO PAY

## SmartHub

With SmartHub, you can manage your account securely from a mobile phone or computer.

- » **View and pay your bill.**
- » **Monitor usage.**
- » **Report service issues.**



## Secure Pay

This option allows you to securely pay your bill over the phone using your banking information or a debit card. To pay by phone call, **855-385-9908**.



## Scheduled/Recurring Payments

By scheduling bill payments or setting up recurring payments, you can have your bill payments automatically drafted from your account using either your banking account information or a debit card.



## Pay Now

You can pay your bill through Pay Now, a secure online portal you can access at **[www.mywkt.net](http://www.mywkt.net)**.

***Pay Now***



# EXPLANATION OF BILLING

## HOW TO READ YOUR BILL

000010041400

**WK&T**  
WEST KENTUCKY AND TENNESSEE  
TELECOMMUNICATIONS COOPERATIVE

P.O. Box 649  
237 North 8th Street  
Mayfield, KY 42066-0033

TELEPHONE NO: (270)856-4848 ACCOUNT NO: 0000000000

Previous Bill	Payment/Adj	Current Billing	Total Due
\$99.00	\$99.00CR	\$91.87	\$91.87

**MESSAGE CENTER**

Effective July 1, 2017, the Access Recovery Charge (ARC) on your monthly bill will increase. The ARC has been authorized by the FCC and will be up to an additional \$.50 for residential consumers per line per month. More information can be found at [www.wktelecom.coop](http://www.wktelecom.coop) or please feel free to contact our office with any questions you might have.

Bill is due upon receipt and all payments received after 5:30 PM CST on 07-11 will be considered late payments subject to a penalty.

FOR BILLING INQUIRIES, PLEASE CALL (270)856-1000 MONDAY THROUGH FRIDAY FROM 8:00 AM TO 5:30 PM AND SATURDAY 8:00 AM TO 4:00 PM.

The total amount of your bill will be paid automatically on June 21, 2017.

Thanks to the combined efforts of cooperative telephone companies across the country, an FCC order requiring us to increase your local service rates has been suspended. We are happy to announce that WK&T is withdrawing its rate filing with the Kentucky PSC and will not be imposing the \$2 increase that was scheduled to become effective June 1st.

**Bill At A Glance 06/11/2017**

PREVIOUS BALANCE 99.00  
PAYMENT(S) RECEIVED - THANK YOU 05-22 99.00CR  
PREVIOUS BALANCE DUE .00

**SUMMARY BY SERVICE**

TELEPHONE Service For:	(270)8	32.37
TV Service For:	996-8	47.00
Internet Service For:	995-8	.00
Security Service For:	997-8	12.50
<b>CURRENT BILLING AMOUNT</b>		<b>91.87</b>
Credit Card Payment -- Do Not Pay		91.87

**Get gig internet. Upgrade now!**

Download a full HD movie faster than it takes to microwave a bag of popcorn!

Call today and get the details!  
877-954-8748

Please return lower portion with your payment...retain upper portion for your records

**WK&T**  
WEST KENTUCKY AND TENNESSEE  
TELECOMMUNICATIONS COOPERATIVE

P.O. Box 649  
237 North 8th Street  
Mayfield, KY 42066-0033

Payment Due	Total Due
07/11/2017	\$91.87

06/11/2017 000100  
ACCOUNT NO: 0000000000  
TELEPHONE NO: (270)856-4848

Enter Amount Paid	Credit Card

**MONTHLY USAGE FOR TELEPHONE NO: (270)856-4848**

Description	Date	Quantity	Amount
PREVIOUS BALANCE DUE			.00
<b>LOCAL SERVICE DEREGULATED</b>			
GRAVES COUNTY E911 RESIDENCE FEE	06/11-07/10	1 @	1.00
<b>LOCAL SERVICE DEREGULATED SUBTOTAL</b>			<b>1.00</b>
Nonpayment of these items will not result in the disconnection of Local Service.			
<b>LOCAL SERVICE REGULATED</b>			
SUBSCRIBER LINE CHARGE - KY	06/11-07/10	1 @	6.50
FEDERAL UNIVERSAL SERVICE CHARGE		1 @	1.57
INTERNATIONAL TOLL BLOCK			
KENTUCKY LIFELINE SUPPORT		1 @	0.14
KY TELECOMMUNICATIONS RELAY SERVICE/TDD		1 @	0.04
R1 FULL CONCESSION			
RESIDENCE VOICE LINE ACCESS CHARGE		1 @	18.00
ACCESS RECOVERY CHARGE - KY		1 @	2.50
FEDERAL EXCISE TAX			.82
KENTUCKY SALES TAX			1.21
SCHOOL TAX			.59
<b>LOCAL SERVICE REGULATED SUBTOTAL</b>			<b>31.37</b>
Disputed amounts must be reported to this Office to avoid disconnection.			
SUB-TOTAL			32.37
CURRENT BILLING AMOUNT			32.37
Credit Card Payment -- Do Not Pay			32.37

The carrier you have chosen for your long distance (InterLATA) calls is WK NETWORKS LD.

**1 ACCOUNT NUMBER:** Your account number is conveniently located at the top right of your bill. If you choose to enroll in online payments, you will need to have your account number in hand.

**2 TOTAL DUE:** Located under your account number, the total due amount is how much is currently due. The total due should be paid as soon as the bill is received.

**3 BILL AT A GLANCE:** This is a brief summary of your bill, with services, account information and primary contact on the account listed. This portion is located on the lefthand side of the bill adjacent to the message center.

**4 MESSAGE CENTER:** This section of your bill displays important information from WK&T, such as billing updates, FCC news and how to reach WK&T.

**5 MONTHLY PROMOTION:** This bill image keeps you informed about the latest promotions at WK&T.

**6 PAYMENT DUE:** Located at the bottom right of your bill, you will find the date your monthly payment is due.

**7 MONTHLY USAGE DESCRIPTIONS:** This section includes descriptions of services and charges for services you are enrolled in.

**8 DETAIL OF ITEMIZED CALLS:** Here, you will find a breakdown of each of your calls during this billing cycle.



# CALLING FEATURES — KENTUCKY

## VOICEMAIL

With voicemail, messages are taken even while you're on another call, not just when you're unavailable or can't answer the phone. It's simple, convenient and reliable. And with quick dialing access, you can check your voicemail from your phone while at home or from another location.

- » Dial \*98 from your home line, or area code + prefix + 9586 (wkvm).
- » Enter your password followed by the # key.
- » Press 1 to retrieve your messages. Your password is "0000" by default. You are encouraged to change this default password. You may also have submailboxes.

## AUTOMATIC CALLBACK

If the number you call is busy, have your phone notify you when the line is free. Lift the handset to initiate a call to the number.

- » Activate: Press \*64 (1166 on a rotary dial).
- » Deactivate: Press \*86 (1186 on a rotary dial).

## AUTOMATIC RECALL

If you miss a call, have your phone automatically recall the last number that called you.

- » Activate: Press \*69.
- » If the line is busy, hang up the handset. Your phone will continue trying the line for 30 minutes and notify you when it is free. Lift the handset to initiate a call to the numbers.
- » Deactivate: Press \*89 (1189 on a rotary dial).

## CALLER ID

This feature allows you to view the name and number of the caller before answering the call. (Additional equipment or a phone equipped with an ID display may be required.)

## CALL FORWARDING

Transfer any incoming calls to another telephone number.

- » Activate: Press \*72.
- » Listen for the dial tone.
- » Dial the number where you want your calls sent.
- » Listen for two short tones, then press the # key. Call forwarding is in effect once the line is answered.
- » If there is no answer or if the line is busy, hang up and repeat these steps. Note: An answer is not necessary on the second attempt.
- » Deactivate: Press \*73.

## CALL FORWARD DON'T ANSWER

If you do not answer within four rings, the call will be forwarded to another number.

- » Activate: Press \*92.
- » Listen for the dial tone.
- » Dial the number where you want your calls sent.
- » Listen for two short tones, then press the # key.
- » Deactivate: Press \*93.



# CALLING FEATURES — KENTUCKY

## THREE-WAY CALLING

Add a third person to your conversation.

- » Once you establish a call with the first party, firmly press the switchhook for half a second and release. This puts the call on hold.
- » Listen for three short tones, then a dial tone.
- » Dial the number you want to add.
- » Once you establish a call with the third party, complete the three-way conversation by depressing the switchhook for half a second and release.

If you get a busy signal or the third party doesn't answer, depress the switchhook again to return to the original call.

## SPEED CALLING

Program the numbers you call most into your phone to call them with a one-digit code.

### To set up a speed dial number

- » Activate: Press \*74.
- » Listen for a second dial tone.
- » Dial the speed dial code (2-9) you wish to use for the number.
- » Dial the number you wish to add.
- » Two short tones indicate the number was added.

### To place a speed dial call:

- » Dial the speed dial code, then press #.

## CALL WAITING

Answer a second call while you are on another call.

- » A tone will alert you that you have an incoming call.
- » Press and release the switchhook.
- » The first caller will be placed on hold, and you will be connected to the incoming caller.
- » To switch between calls, press and release the switchhook.
- » To end one call, simply hang up. Your phone will ring. When you answer you will be connected to the remaining caller.

## ANONYMOUS CALL REJECTION

Anonymous Call Rejection (ACR) allows subscribers to reject calls from parties who have activated a privacy feature on their telephone

- » Activate: Press \*77. (On a rotary phone, dial 1177.)
- » Deactivate: Press \*87. (On a rotary phone, dial 1187.)

## SELECTIVE CALL REJECTION

Block delivery of calls, up to six numbers.

- » Press \*60 and follow prompts.





# STANDARD PHONE FEATURES — TENNESSEE

## VOICEMAIL

With voicemail, messages are taken even while you're on another call, not just when you're unavailable or can't answer the phone. It's simple, convenient and reliable. And with quick dialing access, you can check your voicemail from your phone while at home or from another location.

- » Dial \*98 from your home line, or area code + prefix + 9586 (wkvm).
- » Enter your password followed by the # key.
- » Press 1 to retrieve your messages. Your password is "0000" by default. You are encouraged to change this default password. You may also have submailboxes.

## AUTOMATIC CALLBACK

If the number you call is busy, have your phone notify you when the line is free. Lift the handset to initiate a call to the number.

- » Activate: Press \*66 (1166 on a rotary dial).
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- » If the line is busy, hang up the handset. Your phone will continue trying the line for 30 minutes and notify you when it is free. Lift the handset to initiate a call to the number.
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## CALLER ID

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## CALL FORWARDING

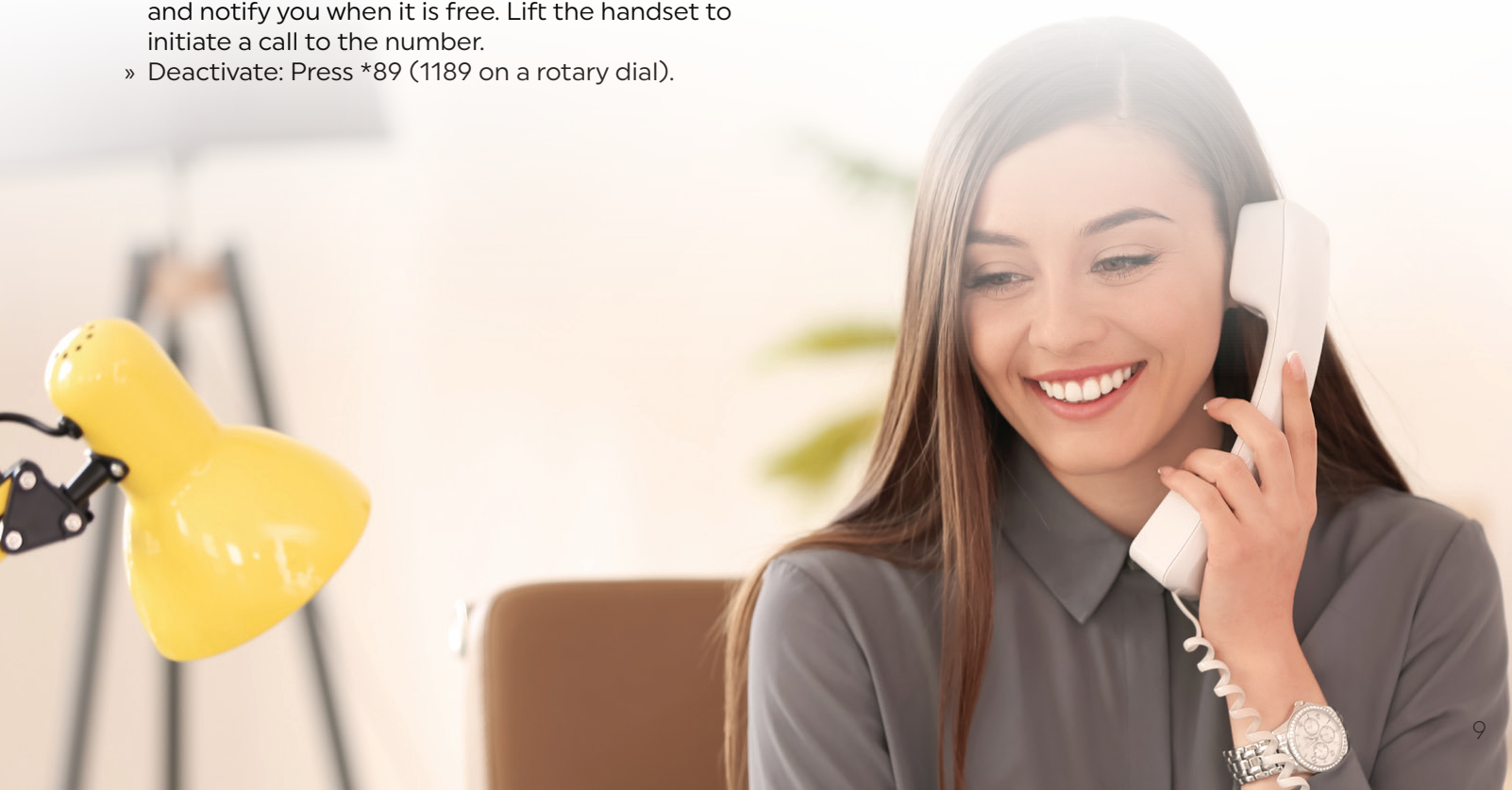
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# VOIP FEATURES — TENNESSEE

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- » Dial the number you want to add.
- » Once you establish a call with the third party, complete the three-way conversation by depressing the switchhook for half a second and release.

If you get a busy signal or the third party doesn't answer, press the switchhook again to return to the original call.

## CALLING FEATURE CODES

- » \*72..... Activate Call Forwarding
- » \*73..... Deactivate Call Forwarding
- » \*90..... Activate Call Forwarding Busy
- » \*91..... Deactivate Call Forwarding Busy
- » \*92..... Activate Call Forwarding No Answer
- » \*93..... Deactivate Call Forwarding No Answer
- » \*67..... Calling ID Delivery Blocking Per Call
- » \*65..... Calling ID Delivery Per Call
- » \*68..... Call Park
- » \*88..... Call Park Retrieve
- » \*98..... Call Pickup
- » \*11..... Call Retrieve
- » \*69..... Call Return
- » \*70..... Cancel Call Waiting
- » \*99..... Clear Voice Message Waiting Indicator
- » \*55..... Direct Voicemail Transfer
- » \*78..... Activate Do Not Disturb
- » \*62..... Deactivate Do Not Disturb
- » \*66..... Last Caller Redial

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Block delivery of calls, up to six numbers.

- » Press \*60 and follow prompts.





# LOCAL CALLING EXTENSIONS

## **SEDALIA (270) 328**

Farmington (270) 345  
Wingo (270) 376  
Lynnville (270) 382  
Mayfield\*

## **FARMINGTON (270) 345**

Sedalia (270) 328  
Farmington (270) 345  
Wingo (270) 382  
Mayfield\*

## **FAIRDEALING (270) 354**

Fairdealing (270) 357  
Hardin (270) 437  
Hardin (270) 530  
Benton\*

## **WINGO (270) 376**

Sedalia (270) 328  
Farmington (270) 345  
Wingo (270) 376  
Lynnville (270) 382  
Mayfield\*

## **LYNNVILLE (270) 382**

Sedalia (270) 328  
Farmington (270) 345  
Wingo (270) 376  
Lynnville (270) 382  
Mayfield\*

## **LYNN GROVE (270) 435**

Kirksey (270) 489  
Hazel (270) 492  
South Hazel (731) 498  
Kirksey (270) 578  
Lynn Grove (270) 636  
Hazel (270) 961  
Murray\*

## **NEW CONCORD (270) 436**

Hazel (270) 492  
South Hazel (731) 498  
New Concord (270) 848  
Hazel (270) 961  
Murray\*

## **HARDIN (270) 437**

Fairdealing (270) 354  
Fairdealing (270) 357  
Hardin (270) 437  
Hardin (270) 530  
Benton\*  
Murray\*

## **KIRKSEY (270) 489**

Lynn Grove (270) 435  
Kirksey (270) 489  
Kirksey (270) 578  
Lynn Grove (270) 636  
Murray\*

## **HAZEL/S. HAZEL**

(270) 492  
(731) 498  
Cypress (731) 232  
Puryear (731) 247  
Lynn Grove (270) 435  
New Concord (270) 436  
Hazel (270) 492  
South Hazel (731) 498  
Lynn Grove (270) 636  
Cottage Grove (731) 782  
New Concord (270) 848  
Hazel (270) 961  
Murray\*

## **FANCY FARM (270) 623**

Cunningham (270) 642  
West Plains (270) 658  
Lowes (270) 674  
Folsomdale (270) 856  
Mayfield\*

## **CUNNINGHAM (270) 642**

Fancy Farm (270) 623  
Cunningham (270) 642  
Lowes (270) 674  
Bardwell\*

## **WEST PLAINS (270) 658**

Fancy Farm (270) 623  
West Plains (270) 658  
Lowes (270) 674

Folsomdale (270) 856  
Mayfield\*

## **LOWES (270) 674**

Fancy Farm (270) 623  
Cunningham (270) 642  
West Plains (270) 658  
Lowes (270) 674  
Folsomdale (270) 856  
Mayfield\*

## **FOLSOMDALE (270) 856**

Fancy Farm (270) 623  
West Plains (270) 658  
Lowes (270) 674  
Folsomdale (270) 856  
Mayfield\*

## **CYPRESS (731) 232**

Puryear (731) 247  
Hazel (270) 492  
South Hazel (731) 498  
Cottage Grove (731) 782  
Hazel (270) 961  
Paris\*

## **PURYEAR (731) 247**

Cypress (731) 232  
Puryear (731) 247  
Hazel (270) 492  
South Hazel (731) 498  
Cottage Grove (731) 782  
Hazel (270) 961  
Paris\*

## **COTTAGE GROVE (731) 782**

Cypress (731) 232  
Puryear (731) 247  
Hazel (270) 492  
South Hazel (731) 498  
Cottage Grove (731) 782  
Hazel (270) 961  
Paris\*

## **MAYFIELD\***

(270) 247  
(270) 248  
(270) 251

(270) 356  
(270) 416  
(270) 650  
(270) 705  
(270) 727  
(270) 804  
(270) 916  
(270) 964  
(270) 970

## **MURRAY\***

(270) 226  
(270) 227  
(270) 293  
(270) 638  
(270) 661  
(270) 708  
(270) 752  
(270) 753  
(270) 759  
(270) 761  
(270) 762  
(270) 767  
(270) 768  
(270) 809  
(270) 873  
(270) 917  
(270) 978

## **BENTON\***

(270) 205  
(270) 252  
(270) 410  
(270) 460  
(270) 493  
(270) 527  
(270) 573  
(270) 583  
(270) 703  
(270) 906  
(270) 912

## **PARIS\***

(731) 231  
(731) 641  
(731) 644  
(731) 407  
(731) 642

## **BARDWELL\***

(270) 267  
(270) 562  
(270) 445  
(270) 628

*\*Subject to change periodically. Please call the office for further information.*

# ROBOCALL MITIGATION

WK&T is helping to reduce the amount of illegal robocalls that could possibly come from our network.

WK&T is monitoring our network's volume to identify any suspicious activity we would consider to be illegal robocalls. WK&T is utilizing data to detect and investigate suspected robocall activity. Data we gather will be used to identify suspected illegal robocalls based on key factors as reported to the Federal Communications Commission (FCC), Federal Trade Commission (FTC) and other carriers.

WK&T will investigate any suspicious telephone numbers deemed fraudulent and suspend or terminate the telephone number per WK&T's terms of service. The terms of service apply to all new and existing WK&T members. Visit [www.mywkt.net](http://www.mywkt.net) for more info.

If you have any questions, about robocall mitigation services or need to report any illegal/unwanted calls or incorrectly blocked calls, please contact WK&T at 877-954-8748.





# WK&T TV



Sit back and relax with your favorite shows. WK&T offers the perfect plan to fit your viewing pleasure.

## BASIC SERVICE

- » 30 channels
- » Local affiliate channels
- » Retransmission fee

## EXPANDED SERVICE

- » 145 channels
- » Local affiliate channels
- » Music channels
- » Retransmission fee

Watch your favorite shows with WK&T TV using your fiber-fast\* internet connection!

Check out our WK&T TV streaming plans that are heavy on entertainment. Enjoy up to 50 hours of DVR\*\* and watch recordings from any device in the home with Network DVR, Catch-Up and Live Restart TV, three HD simultaneous streams, closed captions and subtitles, parental controls and a program guide. In order to have the best viewing experience, this service requires a smart device capable of downloading an app from Google Play or Apple Store.

\*WK&T TV subscribers must have WK&T fiber-fast internet with a minimum 50 Mbps required. There is an additional fee for DVR service.

\*\*DVR service is \$9.90 up to 50 hours. It's \$3 per 50-hour block after that.





# WK&T TV SERVICE NOTICES

WK&T provides this information as a service to our customers and in accordance with applicable federal law and FCC regulations. We encourage you to review the following information and to contact WK&T with any questions. The cooperative will send customers a TV privacy notice each year with the most up-to-date information.

## WK&T TV SERVICE

- » Basic Service
- » Expanded Service

## SERVICE, MAINTENANCE & EQUIPMENT ADD-ONS

- » Whole-Home DVR
- » Variety Channels

## PREMIUM CHANNELS

## FOR MORE INFORMATION

about WK&T's video products, services and pricing, please visit our website at [www.mywkt.net](http://www.mywkt.net).

## INSTALLATION

- » Installation time frame is 10 working days to establish new service and five working days for service reconnection at a location.
- » New services requiring significant engineering builds could take up to 30 days.
- » New service construction schedules will be released on our website, via newsletters, etc.

## SET-TOP BOXES

Leased and customer-owned STBs require a monthly software maintenance fee.





# CONNECT CARE



We've got your back with our new broadband maintenance plan — **CONNECT CARE!**

Get the support you need when you need it.

- » One FREE scheduled technician visit per year
- » Assistance with connecting new devices
- » Professional recommendations for enhancing wireless experience
- » Unlimited 24/7 remote technical support
- » Discounted fees if a second technician visit is required

## RESIDENTIAL

\$9.90/month\*

## BUSINESS

\$14.90/month\*\*

\*\$3 monthly managed Wi-Fi subscription required.

\*\*There is a two-hour service limit for businesses.

# AFFORDABLE CONNECTIVITY PROGRAM

**You may qualify for Lifeline AND the Affordable Connectivity Program!**

GET UP TO \$30\* a month off your internet!

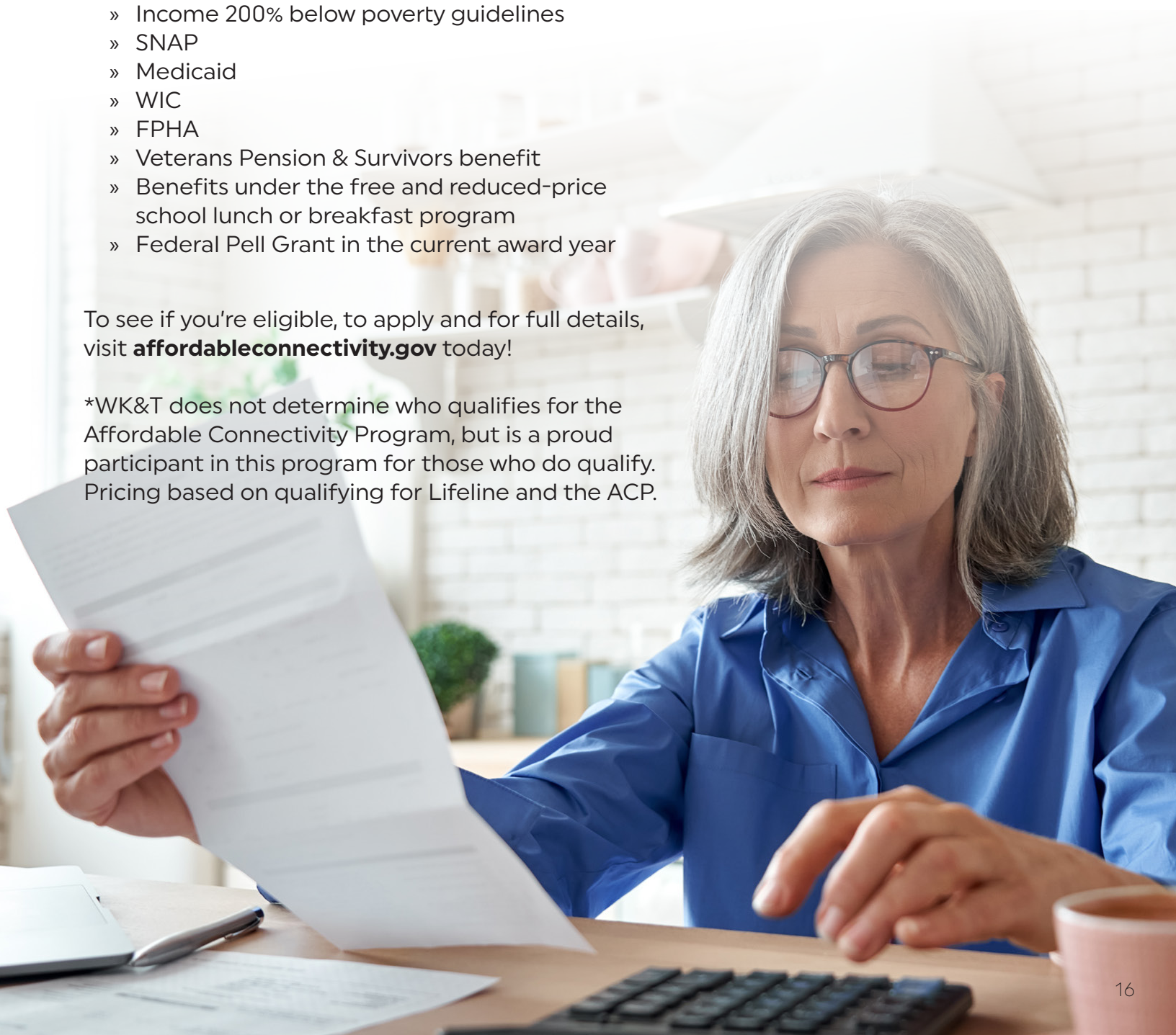
Through the Affordable Connectivity Program, you may qualify for a monthly discount on your internet.

**You may be eligible if you or a member of your household has:**

- » Income 200% below poverty guidelines
- » SNAP
- » Medicaid
- » WIC
- » FPHA
- » Veterans Pension & Survivors benefit
- » Benefits under the free and reduced-price school lunch or breakfast program
- » Federal Pell Grant in the current award year

To see if you're eligible, to apply and for full details, visit **[affordableconnectivity.gov](https://affordableconnectivity.gov)** today!

\*WK&T does not determine who qualifies for the Affordable Connectivity Program, but is a proud participant in this program for those who do qualify. Pricing based on qualifying for Lifeline and the ACP.





# BATTERY BACKUP

Your home phone and/or internet service is provided with WK&T's fiber optic network and requires electric power to operate. To avoid disruption of home voice service during a power outage — and to maintain the ability to connect to 911 emergency services — an eight-hour battery backup is provided to you at no charge. If you do not have landline service, WK&T makes a battery backup power supply available for purchase.

Backup batteries are expected to last up to eight hours on standby power. This means the backup battery should give you approximately six hours of voice service. If you feel that is not enough time, you may extend your standby battery by purchasing additional batteries to supply backup power for as long as 24 hours. Please call WK&T's customer service for more information. Note: Although the battery backup can support WK&T internet and/or video services for a short time, the backup is intended to support voice services only.



**EIGHT-HOUR  
BATTERY  
BACKUP**

# NONDISCRIMINATION STATEMENT

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Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).

To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Ave. SW, Washington, DC 20250-9410, or call toll free 866-632-9992 (voice) or 800-877- 8339 (TDD) or 866-377-8642 (relay voice users). USDA is an equal opportunity provider and employer. The person responsible for coordinating this organization's nondiscrimination compliance efforts is Trevor Bonnstetter, CEO.





# REPORTING ISSUES



Report issues or contact Customer Tech Support at [www.mywkt.net/support-service](http://www.mywkt.net/support-service).

Email Tech Support at [support@wk.net](mailto:support@wk.net) or call Customer or Tech Support at **877-954-8748**.



# OFFICE LOCATIONS & HOURS



**CUSTOMER SERVICE**  
877-954-8748



**SALES**  
866-777-1090

## **PAY BILL BY PHONE:**

855-385-9908

## **MAYFIELD BUSINESS HOURS:**

8 a.m.-5:30 p.m. (Mon - Fri)

8 a.m.-4 p.m. (Sat)

Martin and Murray office locations close at 4:30 p.m.  
and are closed on Saturday.

## OFFICE LOCATIONS

### **CORPORATE OFFICE**

100 WK&T Technology Drive  
Bldg. 100  
Mayfield, KY 42066  
877-954-8748

### **MARTIN OFFICE**

207 S. Lindell St.  
Martin, TN 38237  
877-954-8748

### **MURRAY OFFICE**

1900 N. 12th St., #K  
Murray, KY 42071  
270-492-1000

