



# One Call PC Solutions



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Bits and Bytes...

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## Special Alert!

### Phone Problems...

It has been brought to my attention that many people are having trouble contacting us by phone. I'm not sure yet what the problem is but I have Verizon checking into it. I can't seem to reproduce the problem but I know we have missed many calls from you guys.

### 682? Where are you guys anyway?

Verizon suggested that the problem may be in the way the number is being dialed. When calling the 682 area code from 817, 972, 214, and many other north Texas area codes it is not necessary to dial a 1 before the number. In fact dialing a 1 first will get you a message that the number is invalid or incorrectly dialed.

### And if that doesn't work?

We have a backup number that you can try if the normal office number fails. You can reach Clint on his cellular number at (817)455-5419. Again, this number is metro as well so I don't think you have to dial a 1 before it either. If this number proves the same difficulties we will be switching phone companies pretty fast.

### All I ever get is voice mail...

I do apologize about this. It's a good thing/bad thing. The good news is that we are growing at a rate we never imagined and will soon be hiring more techs. The bad news is that in the mean time while we are searching for a qualified applicant Heather has found herself working in the field quite a bit. If you leave a message we will make sure that it gets returned as soon as possible.

### Final Bits...

If all else fails, try sending us an email. I know that the communication problems are an inconvenience to us all. I'm working with the phone company to get to the bottom of it and I assure you it will be fixed as soon as possible.