



## 2600Hz Rural Call Completion Website Notice

2600Hz is committed to addressing issues that impair completion of calls to rural areas. If you suspect rural call completion issues on the 2600Hz network, please report the issue to 2600Hz through one of the two methods below.

Toll Free: (855) 464-2600 option 2 for support.

Email: [support@2600Hz.com](mailto:support@2600Hz.com)

Please Note: when contacting us regarding a rural call completion issue, please be prepared to provide the following information:

- To and from telephone numbers;
- Date and time of the call during which the issues were experienced;
- A description of the issue or concern;
- The customer Account ID and Device ID you used to place the call
- A description of any testing the rural carrier has already conducted with their customer to rule out local network or tandem issues, or issues at the end-user's premise; and
- Contact information for a rural carrier representative that 2600Hz can contact to obtain more information, provide updates, or engage in troubleshooting or cooperative testing. (2600Hz will retain this contact information and may provide it to the FCC.)