

How to pay your bill

Mail: Please mail your check or money order payment using the return envelope that is provided with your bill. Include your payment stub to ensure proper credit.

Internet/Online: You can pay via the OneSource E-Billing web site (requires online registration at www.1scom.com).

- Credit Card (one-time) – make a one-time payment with a credit card – Visa or MasterCard only
- Credit Card (recurring) – initiate automatic monthly credit card charge – Visa or MasterCard only
- Bank Draft – initiate automatic monthly bank debit effective with next bill cycle

Telephone: Call our Customer Service Department during business office hours* at (817) 745-3000 – Visa or MasterCard only.

In Person: Make a payment in person at our business office during business office hours.*

- Check
- Money order / cashiers' checks
- Cash
- Credit Card (one-time) – make a one-time payment with a credit card – *Visa or MasterCard only*
- Credit Card (recurring) – initiate automatic monthly credit card charge – *Visa or MasterCard only*
- Bank Draft – initiate automatic monthly bank debit effective with next bill cycle

If you are paying in person, please bring your entire bill including your payment stub to our business office.* Be sure to write your billing and/or account number on your check.

Drop Box: Leave your check or money order payment in the drop box at our business office.* The drop box is accessible 24 hours a day. Include your payment stub to ensure proper credit.

Questions about your bill

If you have questions about your bill, please call our Customer Service Department at 817-745-3000. You may send correspondence to OneSource Customer Service, 4700 Keller Hicks Road, Keller, Texas 76248.

Understanding your first month's bill

OneSource, like most other communications and cable TV companies, bills for services one month in advance. Your first bill has charges from the day you were connected until the date printed on the top of the bill. It also includes the next full-month's service. For example, if your bill date is the 5th of the month and local phone service was connected on 7/29/07, you would be billed from 7/29/07 through 8/4/07. Recurring charges would be from 8/5/07 through 9/4/07. Therefore, the amount due would include charges from 7/29/07 through 9/4/07. Applicable installation fees will also be reflected on this bill. If you have any questions about your bill, please call our Customer Service Department at 817-745-3000.

**OneSource business office hours are Monday through Friday, 8:00 AM to 6:00 PM and Saturday 9:00 AM to 1:00 PM, excluding holidays. Our business office is located at 4700 Keller Hicks Road, Keller, Texas (2 blocks west of Highway 377).*