



Although there are many ways to navigate within the My Account application, this tutorial will provide basic navigation to the most popular functions.

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HOW TO REGISTER

To register as a new My Account user, click on “Register Now” from the My Account home page. Complete the online form including the selection of a unique user name, billing name, account number, amount of current bill, and the pin from the current bill.

The screenshot shows the HTC My Account website interface. At the top left is the HTC MY ACCOUNT logo. To the right, a banner reads "HTC is your complete communications company offering" with links for NetRacer, Horizon Wireless, Digital Cable, and Local & Long Distance. Below this is a navigation bar with the date "Friday, October 27, 2006" and the text "Access your accounts online with HTC's My Account service." The main content area is divided into several sections: 1. "Login to My Account" on the left, featuring input fields for "Customer ID:" and "Password:", a "Login" button, and a "Verified by GeoTrust" security seal. 2. A central text block stating "HTC My Account is a safe and secure way to manage your accounts and pay your bills online. Online bill payment is fast, free, and easy!" followed by a list of services: "View payment and usage history", "Print out past bills", "Make a payment online", and "Enroll in automatic bill payment". 3. Two buttons: "Register Now" (with a mouse cursor over it) and "Recover Password". 4. A "Navigating Through HTC My Account" section with a link to a tutorial. On the right side, there are two promotional banners: "HTC Rewards" (It All Adds Up... Get More. Save More. Bundle your HOME PHONE, WIRELESS PHONE, DIGITAL CABLE TV, and HIGH SPEED INTERNET and save with HTC Rewards! See if you qualify and get all the details. Call 365-2154. More Details >>) and "HTC DVR Power Package" (Sign up for the HTC DVR Power Package. TV with more functionality. Pause! Rewind! Record! LIVE TV! More Details >>). At the bottom, there is a footer with navigation links (Contact Us, Help, Privacy Policy, Security Information, Terms and Conditions, Get Adobe Reader), contact information (HTC - 3480 Hwy. 701 North, Conway, SC 29526 - 1820; Office: 843.365.2151 - Technical Support: 1.888.781.2006), and a copyright notice (Copyright © 2006. All Rights Reserved.).

After completing the registration process, the 1st page you will come to is the “Account Summary” page which shows all the HTC accounts you have registered or associated with your user id.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.

HOW TO RECOVER OR RESET A LOST OR STOLEN PASSWORD

To recover or reset a lost or forgotten password, click on the “Recover Password” or “Reset Password” link on the login page of HTC My Account as illustrated below.

HTC comm. UNITY MY ACCOUNT

Wednesday, May 20, 2009

Access your accounts online with HTC's My Account service.

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Login to My Account

Customer ID:

 Password:

VERIFIED BY GeoTrust
 Horry Telephon...
 click 20.05.09 17:15 UTC

Click the Geotrust logo to view HTC's commitment to protecting your security and personal information.

My Account Alert!

Effective April 20, 2009 HTC My Account will discontinue storage of payment card information as a result of new Payment Card Industry guidelines regarding the storage of payment card numbers.

Credit and debit cards can continue to be used for payments; however, this information must be entered on a monthly basis.

Scheduled recurring payments can be established using checking account routing and account numbers. HTC apologizes for the inconvenience to existing scheduled payment customers.

HTC My Account is a safe and secure way to manage your accounts and pay your bills online. Online bill payment is fast, free, and easy!

It's just one more innovative service designed to make HTC's services more flexible and convenient.

- View payment and usage history
- Print out past bills
- Make a payment online
- Enroll in automatic bill payment

ibundle
and save with HTC Rewards

Bundle your HOME PHONE, WIRELESS PHONE, DIGITAL CABLE TV, and HIGH SPEED INTERNET and save with HTC Rewards! See how you can ibundle and save with HTC Rewards. Call 365-2154.

[More Details >>](#)

Register Now

Don't have a Customer ID and Password? Create one now!

[Register Now!](#)

Recover Password

Forgotten your password? Retrieve your password with the following options.

- [Recover Lost Password](#)
- [Reset Lost Password](#)

Do you Karaoke?

The Karaoke Channel on HTC OnDemand

HTC Digital Cable Video On Demand offers Karaoke On Demand. To access, press the VOD button on your HTC Digital Cable remote or tune to Channel 1, then visit Music under the FREE ZONE.

[More Details >>](#)

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



INTRODUCING THE ACCOUNTS SUMMARY PAGE

From the “Accounts Summary” page, you can view your summary of registered accounts. By clicking on a specific account, you will be directed to the “Account Detail” page for that account where in-depth information is available such as payment options, usage, services, etc.

HTC MY ACCOUNT

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Accounts Summary | Manage Accounts | History | Customer Service | Log-Out

Good afternoon, [myaccountuser!](#) Your last login was on Thursday, October 26 2006 @ 3:30 PM.

Accounts Summary - Click each account number to view the account details.

Account #	Billing Name	Amount Due	Bill Date	Due Date	Pay Now By
843-555-1234-0	Mr. HTC Customer	\$102.01	10/24/06	11/24/06	Check Credit Card View Bill

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INTRODUCING THE ACCOUNT DETAIL PAGE

From the “Account Detail” page, you can view details for each of your registered accounts.

HTC MY ACCOUNT

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Accounts Summary | Manage Accounts | Payments | History | Customer Service | Log-Out

Good afternoon, [myaccountuser!](#) Your last login was on Thursday, October 26 2006 @ 3:30 PM.

Account Detail - View the current services for the account you selected.

Account: 843-555-1234-0 Billing Name/Address: Mr. HTC Customer
 Total Due: \$102.01 0000 New Street
 Pay By: [Check](#) | [Credit Card](#) Conway, SC 29526

[Accounts Summary](#) → [Account Detail](#)

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills ▾ View Usage ▾
	→ Cable Television	View Services
→ 843-555-4321-0		
	→ Horizon Wireless	View Services

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INTRODUCING THE VIEW SERVICES PAGE

To view your HTC services, click on the "View Services" link under your HTC account(s) on the "Account Details" page. From the "View Services" page, you can view each of your current service item(s) associated with cable television, wireless, telephone, internet, etc.

HTC MY ACCOUNT

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Accounts Summary | Manage Accounts | Payments | History | Customer Service | Log-Out

Good afternoon, [myaccountuser!](#) Your last login was on Thursday, October 26 2006 @ 3:30 PM.

View Horizon Wireless Services - View the services on the selected account.

Account: 000-000-0000-0 Billing Name/Address: Mr. HTC Customer
 Total Due: \$35.45 0000 New Street
 Pay By: [Check](#) | [Credit Card](#) Conway, SC 29526

[Accounts Summary](#) → [Account Detail](#) → View Cable Television Services

Welcome to the largest digital voice and data network in America! In affiliation with Cingular Wireless, HTC Horizon offers Cingular's exclusive Rollover Minutes and the very latest in wireless phone technology. As a licensed provider of Cingular Wireless, you can enjoy nationwide coverage as well as the very best in local customer service.

Current Service Item(s)	Qty	SubTotal
→ DCS: Federal Regulatory Fee	1	\$0.02
→ DCS 9-1-1 Funding Fee	1	\$0.61
→ DCS: Voice Mail Basic	1	\$1.99
→ DCS: Safe Guard	1	\$3.95
→ DCS: CING GSM Nation 900 9-6 NW -0905	1	\$59.99
Total Cost:		\$66.56

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HOW TO ADD OR DELETE AN HTC ACCOUNT

To add or delete an HTC account, click on the “Manage Accounts” drop down menu, select “HTC My Account” and choose “Add” or “Delete” as illustrated below.

The screenshot shows the HTC My Account website. At the top, there is a navigation bar with the HTC logo and 'MY ACCOUNT' text. Below this is a banner for 'ibundle' with icons for various services. The main navigation menu includes 'Accounts Summary', 'Manage Accounts', 'Payments', 'History', 'Customer Service', and 'Log-Out'. The 'Manage Accounts' dropdown menu is open, showing 'Manage Bank Accounts', 'HTC My Account', and 'Mail Printed Bill Status'. The 'HTC My Account' option is selected, and a sub-menu is visible with 'Add' and 'Delete' options. A mouse cursor is pointing at the 'Add' option. Below the navigation, there is a greeting 'Good afternoon, myaccountuser!' and a message from June 1, 2009. The 'Account Detail' section shows account information for 843-555-1234-0, including account number, total due (\$158.44), and billing name/address. Below this is an 'Accounts Summary' table with columns for Account #, Billing Name / Services, and Options. The table lists two accounts: 843-555-1234-0 and 843-555-4321-0, both billed to Mr. HTC Customer. The first account has services for Cable Television and Internet / Broadband. The second account has a service for Horizon Wireless. At the bottom, there is a footer with contact information and copyright notice.

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills ▼ View Usage ▼
	→ Cable Television	Add Services Report Trouble
	→ Internet / Broadband	View Services Report Trouble
→ 843-555-4321-0	Mr. HTC Customer	
	→ Horizon Wireless	View Services Report Trouble

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO ADD A CHECKING ACCOUNT OR CREDIT CARD

To add a checking account to your account, click on the “Manage Accounts” drop down menu, choose “Manage Bank Accounts” and choose the option to “Add” or “Delete” as shown below.

The screenshot shows the HTC My Account website. At the top, there is a navigation bar with the HTC logo and 'MY ACCOUNT' text. Below this is a banner for 'ibundle' with icons for various services. The main navigation menu includes 'Accounts Summary', 'Manage Accounts', 'Payments', 'History', 'Customer Service', and 'Log-Out'. The 'Manage Accounts' dropdown menu is open, showing options for 'Manage Bank Accounts', 'HTC My Account', and 'Mail Printed Bill Status'. A mouse cursor is pointing at 'Manage Bank Accounts'. Below the navigation, there is a greeting 'Good afternoon, myaccountuser!' and a timestamp 'ay, June 1, 2009 @ 10:49 AM.' with a 'View Messages (0 Unread)' link. The 'Account Detail' section shows account information for '843-555-1234-0' and '843-555-4321-0'. A table lists services and options for each account.

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills ▼ View Usage ▼
	→ Cable Television	Add Services Report Trouble
	→ Internet / Broadband	View Services Report Trouble
→ 843-555-4321-0	Mr. HTC Customer	
	→ Horizon Wireless	View Services Report Trouble

At the bottom of the page, there is a footer with contact information and a copyright notice: 'HTC - 3480 Hwy. 701 North, Conway, SC 29526. Office: 843.365.2154 - Repair: 843.365.2186 - Internet Technical Support: 1.888.781.2006. Copyright © 2006 - 2009. All Rights Reserved.'

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.

HOW TO VIEW YOUR USAGE

To view your usage, click on the "View Usage" link associated with the particular account as illustrated below.

- i. The "Billed Call Details" option provides detailed calling information about landline phone charges that have already been billed on your current and prior statements. Individual calls will be listed. This option is similar to the "Call Detail" option from e-Bill.
- ii. The "Billed Wireless Details" provides detailed calling information on wireless charges that have been billed on your current or prior statements. Individual calls will be listed. This option is similar to the "Horizon Detail" option from e-Bill.
- iii. The "Unbilled Call Summary" provides information on landline phone charges that have been incurred but not yet billed to your statement. This is a summary only and does not provide a detailed list of each call. This option is equivalent to the "Unbilled Call Summary" from e-Bill.
- iv. The "Unbilled Wireless Summary" provides information on wireless charges that have been incurred but not yet billed to your statement. This is a summary only and does not provide a detailed list of each call. This option is similar to the "Unbilled Wireless Usage" option from e-Bill.

The screenshot shows the HTC My Account website. At the top, there is a navigation bar with links for Accounts Summary, Manage Accounts, Payments, History, Customer Service, and Log-Out. Below this, a greeting message says "Good afternoon, myaccountuser! Your last login was on Thursday, October 26 2006 @ 3:30 PM." The main content area is titled "Account Detail" and shows information for account 843-555-1234-0, including the total due (\$102.01) and billing address. A table lists services with options to view bills and services. A dropdown menu is open over the "View Bills" link for the first service, showing options for "View Usage", "Billed Call Details", "Billed Wireless Details", "Unbilled Call Summary", and "Unbilled Wireless Summary".

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer → Cable Television	View Bills ▾ View Usage Billed Call Details Billed Wireless Details Unbilled Call Summary Unbilled Wireless Summary
→ 843-555-4321-0	→ Horizon Wireless	View Services

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO MAKE A CHECK OR CREDIT CARD PAYMENT

To make a check or credit card payment, click on the “Payments” drop down menu, select “Make Payments” and choose check or credit card as illustrated below.

The screenshot shows the HTC My Account interface. At the top, there is a navigation bar with 'Accounts Summary', 'Manage Accounts', 'Payments', 'History', and 'Customer Service'. The 'Payments' menu is open, showing options: 'Make Payments', 'View Payments', and 'View Bills'. The 'Make Payments' option is selected, and a sub-menu is displayed with 'Pay By Credit Card', 'Pay By Check', and 'Schedule a Payment'. A mouse cursor is pointing at 'Pay By Check'. Below the navigation bar, the user is logged in as 'myaccountuser'. The 'Account Detail' section shows account information: Account # 843-555-1234-0, Total Due: \$102.01, and Billing Name/Address: Mr. HTC Customer, 0000 New Street, Conway, SC 29526. Below this is a table of services:

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills ▾ View Usage ▾
	→ Cable Television	View Services
→ 843-555-4321-0		
	→ Horizon Wireless	View Services

At the bottom of the page, there is a footer with contact information: HTC - 3480 Hwy. 701 North, Conway, SC 29526 - 1820. Office: 843.365.2151 - Technical Support: 1.888.781.2006. Copyright © 2006. All Rights Reserved.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO SCHEDULE A PAYMENT

To schedule a payment, click on the “Payments” drop down menu, select “Make Payments” and choose schedule a payment as illustrated below.

The screenshot shows the HTC My Account interface. At the top, there is a navigation bar with links for [Accounts Summary](#), [Manage Accounts](#), [Payments](#), [History](#), and [Customer Service](#), along with a [Log-Out](#) button. The 'Payments' dropdown menu is open, showing options for [Make Payments](#), [View Payments](#), [View Bills](#), [Pay By Credit Card](#), [Pay By Check](#), and [Schedule a Payment](#). A mouse cursor is pointing at the 'Schedule a Payment' option.

Below the navigation bar, the user is greeted with "Good afternoon, myaccountuser! Your last login was". The main content area is titled "Account Detail - View the current services for" and includes the following information:

- Account: 843-555-1234-0
- Total Due: \$102.01
- Pay By: [Check](#) | [Credit Card](#)
- Billing Name/Address: Mr. HTC Customer
0000 New Street
Conway, SC 29526

Below the account details, there is a table with the following structure:

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills View Usage
	→ Cable Television	View Services
→ 843-555-4321-0		
	→ Horizon Wireless	View Services

At the bottom of the page, there is a footer with links for [Contact Us](#), [Help](#), [Privacy Policy](#), [Security Information](#), [Terms and Conditions](#), and [Get Adobe Reader](#). The footer also contains the address: HTC - 3480 Hwy. 701 North, Conway, SC 29526 - 1620, Office: 843.365.2151 - Technical Support: 1.888.781.2006, and Copyright © 2006. All Rights Reserved.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO VIEW SCHEDULED, ONLINE, OR POSTED PAYMENTS

To view scheduled, online, or posted payments, click on the “Payments” drop down menu, select “View Payments” and choose “Scheduled”, “Online”, or “Posted” as shown below.

The screenshot shows the HTC My Account website. At the top, there is a navigation bar with tabs for "Accounts Summary", "Manage Accounts", "Payments", "History", "Customer Service", and "Log-Out". The "Payments" tab is selected, and a dropdown menu is open, showing options: "Make Payments", "View Payments", "View Bills", "Active/Scheduled Payments", "Online Payments", and "Posted Payments". A mouse cursor is pointing at "Active/Scheduled Payments".

Below the navigation bar, the user is logged in as "myaccountuser". The "Account Detail" section shows account information for 843-555-1234-0, including a total due of \$102.01 and payment options for check or credit card. A table below lists services: Cable Television and Horizon Wireless, each with a "View Services" link.

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer → Cable Television	View Bills ▾ View Usage ▾ View Services
→ 843-555-4321-0	→ Horizon Wireless	View Services

At the bottom of the page, there is a footer with contact information: HTC - 3480 Hwy. 701 North, Conway, SC 29526 - 1820. Office: 843.365.2151 - Technical Support: 1.888.781.2006. Copyright © 2006. All Rights Reserved.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO VIEW A CURRENT OR PRIOR BILL

To view a current or prior bill, click on the “Payments” drop down menu, select “View Bills” and choose the bill(s) you wish to view as illustrated below.

The screenshot shows the HTC My Account website. At the top left is the HTC MY ACCOUNT logo. To the right, a banner reads: "HTC is your complete communications company offering > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance". Below the banner is a navigation bar with tabs: Accounts Summary, Manage Accounts, Payments, History, Customer Service, and Log-Out. The Payments tab is selected, and a dropdown menu is open showing: Make Payments, View Payments, View Bills, and Billing Har. The View Bills option is highlighted, and a sub-menu is open showing: Current Bill Summary, Current Bill Summary (with a hand cursor icon), and Prior Bills. The main content area shows account details for account 843-555-1234-0, including a total due of \$102.01 and payment options for Check and Credit Card. Below this is a table of services with columns for Account #, Billing Name / Services, and Options. The table lists Cable Television and Horizon Wireless services. At the bottom, there is a footer with contact information and a copyright notice for 2006.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO UPDATE YOUR PROFILE

To update your profile as an existing user, login using your username and password. Click on the "Customer Service" drop down menu, select "Update Profile" and complete the online form.

The screenshot shows the HTC My Account interface. At the top left is the HTC logo and 'MY ACCOUNT'. To the right is a banner: 'HTC is your complete communications company offering > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance'. Below this is a navigation bar with tabs: 'Accounts Summary', 'Manage Accounts', 'Payments', 'History', 'Customer Service', and 'Log-Out'. The 'Customer Service' dropdown menu is open, showing options: 'Contact Us', 'Update Profile' (highlighted with a mouse cursor), 'Get Acrobat Reader', 'Help/FAQ', 'Navigating HTC My Account', 'Newsletters', 'Privacy Policy', 'Security Information', and 'Terms & Conditions'. The main content area shows 'Account Detail' for account 843-555-1234-0, with a table of services and a 'View Bills' button.

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills
	→ Cable Television	View Services
→ 843-555-4321-0		
	→ Horizon Wireless	View Services

At the bottom of the page, there is a footer with contact information: 'HTC - 3480 Hwy. 701 North, Conway, SC 29526 - 1820', 'Office: 843.365.2151 - Technical Support: 1.888.781.2006', and 'Copyright © 2006. All Rights Reserved.'

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO VIEW CUSTOMER NEWSLETTERS

To view customer newsletters, click on the “Customer Service” drop down menu and select “Newsletters” as illustrated below.

The screenshot shows the HTC My Account website. At the top left is the HTC MY ACCOUNT logo. To the right, a banner reads: "HTC is your complete communications company offering > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance". Below the banner is a navigation bar with tabs: Accounts Summary, Manage Accounts, Payments, History, Customer Service, and Log-Out. The Customer Service dropdown menu is open, showing options: Contact Us, Update Profile, Get Acrobat Reader, Help/FAQ, Navigating HTC My Account, Newsletters (highlighted with a mouse cursor), Privacy Policy, Security Information, and Terms & Conditions. The main content area shows account details for account # 843-555-1234-0, including billing name (Mr. HTC Customer) and services (Cable Television and Horizon Wireless). A footer contains contact information and copyright notice.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



HOW TO VIEW CALLING FEATURE INSTRUCTIONS

To view calling feature instructions, click on the “Customer Service” drop down menu and select “Feature Guide” as illustrated below.

The screenshot shows the HTC My Account interface. At the top, there is a navigation bar with tabs for Accounts Summary, Manage Accounts, Payments, History, Customer Service, and Log-Out. The Customer Service dropdown menu is open, showing options like Contact Us, Update Profile, Get Acrobat Reader, Help/FAQ, Feature Guide (highlighted with a mouse cursor), International Calling Rates, Navigating My Account, Newsletters, Privacy Policy, Security Information, and Terms & Conditions.

Below the navigation bar, the account details are displayed for Mr. HTC Customer. The account number is 843-555-1234-0, and the total due is \$102.01. The account is billed by check or credit card. The account is associated with services like Cable Television, Telephone / Long Distance, and Horizon Wireless.

Account #	Billing Name / Services	Options
843-555-1234-0	Mr. HTC Customer	View Bills
	→ Cable Television	Manage Services
	→ Telephone / Long Distance	Manage Services
→ 843-555-4321-0		
	→ Horizon Wireless	View Services

At the bottom of the page, there is a footer with contact information: HTC - 3480 Hwy. 701 North, Conway, SC 29528 - 1820. Office: 843.365.2151 - Technical Support: 1.888.781.2006. Copyright © 2006. All Rights Reserved.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.

INTRODUCING THE MANAGE SERVICES PAGE

To manage your HTC services, click on the “Add Services” link under your HTC account(s) on the “Account Details” page. From the “Manage Services” page, you can add/view/upgrade available service features for your cable television, telephone, or internet service.

HTC MY ACCOUNT

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Accounts Summary | Manage Accounts | Payments | History | Customer Service | Log-Out

Good afternoon, myaccountuser! Your last login was on Thursday, October 26 2006 @ 3:30 PM.

Manage Telephone / Long Distance Services

- Manage the services on the selected account.

Account: 843-555-1234-0 Billing Name/Address: Mr. HTC Customer
 Total Due: \$102.01 0000 New Street
 Conway, SC 29526

Accounts Summary → Account Detail → Manage Telephone / Long Distance Services

HTC is your hometown choice for world-class service for over 50 years. HTC offers a variety of long distance calling plans, custom calling features, and voice mail options with individual customers in mind. With HTC local and long distance service, your phone will work for you!

Calling Features

HTC offers a variety of calling features designed for the simplest to the most sophisticated user. These features enhance and add convenience to your telephone service. They can help turn your phone into a more effective communications and monitoring tool, and make it easier for you to keep in touch with friends and loved ones. Plus, check out the Rewards telephone packages and get many of HTC's most popular calling features in a convenient bundle with local phone service and 5,000 minutes of long distance calling.

Qty	Service	Price
0	Automatic Busy Redial (*66) Automatically redials busy numbers for up to 30 minutes and will ring you when the called party's line is free. Note: W... more details »	\$1.25
1	Automatic Call Return (*69) Automatically calls the last person who called you but did not get an answer. There's no need to run to answer a ringing... more details »	\$1.25
0	Call Forwarding Automatically forwards your calls to a designated alternate number and you have the ability to activate and deactivate t... more details »	\$1.00

Selected Services

Service	Qty	Price
Automatic Call Return (*69)	1	1.25
Total Cost: \$		1.25

Continue Clear

Current Services

Service	Qty	Price
TELE: Federal Universal Service Charge	1	\$0.00
Telephone Relay Service	1	\$0.15
9-1-1 Funding Fee - Horry County	1	\$0.50
Inside Wire Maintenance - Residence	1	\$1.00
Interstate Access	1	\$6.50


For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.



MANAGING SERVICES: ATTRIBUTES

After selecting services on the Manage Services Page, you will be directed to a Confirm Services page. On this page, in the Order Details section, some of the items you selected may require you to enter specific details (attributes) such as phone numbers, pin numbers, etc. If applicable, you will be required to enter in this information before you will be able to continue.

Some services and equipment may require additional information to complete your order.




Confirmations:
If applicable, please read the confirmation agreement located below each item(s). Click the circle labeled 'Yes, I agree' or 'No, I decline' to acknowledge you've read the agreement.

Attributes:
Some items require that you enter specific details such as phone numbers, pin numbers, etc. If applicable, please enter the requested information in the text box below each item(s).

Order Details			
Service	Qty	Price	SubTotal
Call Forwarding - Busy Line	1	\$1.00	\$1.00
Please Refer to the Feature Guide Found on the 'Customer Service' menu for Instructions on Calling Features			
Details for Call Forwarding - Busy Line #1			
→ Call Forward When Busy Number: <input style="width: 150px;" type="text" value="8435554321"/> 10 digits only • Ex. 8433652151			
Total Cost:			\$1.00

Contact Information

Please enter your contact information in the fields below. An HTC Customer Service Representative may use this information to contact you in case of any service related issues that arise when processing this order.



→ Name: * required field

→ Daytime Phone: - - * required field - (10 digits)

→ Comments:

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MANAGING SERVICES: LETTER OF AGREEMENT

After selecting services on the Manage Services Page, you will be directed to a Confirm Services page. On this page, in the Order Details section, some of the items you selected may require you to read and acknowledge an HTLD agreement. If applicable, you will be required to click the circle labeled "Yes, I agree" or "No, I decline" before you are able to continue.

Some services and equipment may require additional information to complete your order.



Confirmations:
If applicable, please read the confirmation agreement located below each item(s).
Click the circle labeled 'Yes, I agree' or 'No, I decline' to acknowledge you've read the agreement.

Attributes:
Some items require that you enter specific details such as phone numbers, pin numbers, etc.
If applicable, please enter the requested information in the text box below each item(s).

Order Details			
Service	Qty	Price	SubTotal
Unlimited Calling Plan	1	\$49.99	\$49.99
<p>By Accepting this, I authorize Horry Telephone Long Distance to handle my international, interstate and intrastate long distance calls.</p> <p><input checked="" type="radio"/> Yes, I agree. <input type="radio"/> No, I decline.</p> <p> provides up to 5,000 minutes of MEAS, MRS, and USA toll. Overage is billed at \$0.15/minute.</p>			
Total Cost:			\$49.99

Contact Information

Please enter your contact information in the fields below. An HTC Customer Service Representative may use this information to contact you in case of any service related issues that arise when processing this order.



→ Name: * required field

→ Daytime Phone: - - * required field - (10 digits)

→ Comments:

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MANAGING SERVICES: CONTACT INFORMATION

On the Confirm Services page, after you have reviewed the Order Details, you will notice a section labeled "Contact Information". Here you will be required to enter information that will be used to contact you in case of any service related issues that may arise when processing the order.

Some services and equipment may require additional information to complete your order.



Confirmations:

If applicable, please read the confirmation agreement located below each item(s). Click the circle labeled 'Yes, I agree' or 'No, I decline' to acknowledge you've read the agreement.

Attributes:

Some items require that you enter specific details such as phone numbers, pin numbers, etc. If applicable, please enter the requested information in the text box below each item(s).

Order Details			
Service	Qty	Price	SubTotal
Unlimited Calling Plan	1	\$49.99	\$49.99

By Accepting this, I authorize Horry Telephone Long Distance to handle my international, interstate and intrastate long distance calls.

Yes, I agree. No, I decline.

Plan provides up to 5,000 minutes of MEAS, MRS, and USA toll. Overage is billed at \$0.15/minute.

Total Cost: \$49.99

Contact Information

Please enter your contact information in the fields below. An HTC Customer Service Representative may use this information to contact you in case of any service related issues that arise when processing this order.

→ Name: * required field

→ Daytime Phone: - - * required field - (10 digits)

→ Comments:

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.

HOW TO VIEW ORDER HISTORY

To view online order history, click on the “History” drop down menu and select “Order History” as illustrated below. If you do not see the history drop down menu please make sure you have selected an account first.

HTC MY ACCOUNT

HTC is your complete communications company offering
 > NetRacer, > Horizon Wireless, > Digital Cable, > Local & Long Distance

Accounts Summary | Manage Accounts | Payments | **History** | Customer Service | Log-Out

Good Afternoon myaccountuser! Your last login was on Thursday, 10/27/06 @ 3:19 PM

Order History

→ Account: 843-555-1234-0 → Billing Name/Address: Mr. HTC Customer
 → Total Due: 102.01 → 0000 New Street
 Conway, SC 29526 29569

Accounts Summary → Account Detail → Order History

Summary of service orders that were entered online within the last 6 months. This includes pending and non-posted orders that were entered online.

Order Number: 11282274 Created On: Thursday, October 26, 2006 @ 3:19 PM

Account Number:	Service Type:	Order Type:	Status:	Date Completed:
84355512340	Telephone	Change	Active	10/27/06
Action	Equipment/Service(s)	Price		
Added	Call Trace (*57)	\$4.00		
Added	Call Waiting	\$1.50		
Added	Voice Mail - Plus	\$5.50		
Added	Voice Mail - Pager Alert	\$1.50		
	→ MAILBOX: 12345			
	→ VM_Pager: 1234567890			

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HOW TO VIEW SUPPORT HISTORY

To view online support case and contact us history, click on the “History” drop down menu and select “Support History” as illustrated below. If you do not see the history drop down menu please make sure you have selected an account first.

The screenshot shows the HTC My Account interface. At the top, there is a navigation bar with tabs for Accounts Summary, Manage Accounts, Payments, History, and Customer Service. The History tab is selected, and a dropdown menu is open, showing options for Order History, Scheduled Payment History, and Support History. A mouse cursor is pointing at the Support History option. Below the navigation bar, there is a section for Support History with a summary of support cases. The summary includes account information, total due amount, and payment options. Below this, there is a section for a specific support case with details such as Support Case ID, Account Number, Problem Description, Status, and Action. The case details include contact information and a description of the issue.

HTC MY ACCOUNT

Pay-Per-Use Calling Features ... Three Way Calling
Now available when you need them! ... Automatic Busy Redial
Only \$0.50 per use! ... Automatic Call Return

Accounts Summary | Manage Accounts | Payments | **History** | Customer Service | Log-Out

Good morning, **htcuser1!** Your last login was on Thursday, March 1, 2007 @ 10:21 AM

Support History - Summary of support cases that were entered into the system in the last 12 months.

→ Account: 000-000-000'-0
→ Total Due: \$68.51
→ Pay By: [Check](#) | [Credit Card](#)

→ Billing Name/Address: Mr. HTC Customer
0000 New Street
Conway, SC 29526

[Accounts Summary](#) → [Account Detail](#) → Support History

Support Case ID: SRS-0305712 Created On: Thursday, March 22, 2007 @ 10:21 AM

Account Number:	Problem Description:	Status:	Action:
000-000-000'-0	Other	In Progress	Cancel

Case Details:
Contact Number: 8433652151 | Email Address: yahooohoo@yahoo.com | Case Details: my Cable Went Down on Thursday. Could You Please Look Into Why It is not Working. Thanks.

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HOW TO REPORT A TROUBLE

To report a trouble with your HTC service, click on the “Report Trouble” link under your HTC account(s) on the “Account Details” page for the service in question. From the “Report Trouble” page, you can create a support case simply by completing the form and clicking the “Submit Case” button.

HTC MY ACCOUNT | HTC Wi-Fi Hot Spots | Stop by and surf on us! | Available at all HTC branch offices and at the Coastal Grand Mall food court.

Accounts Summary | Manage Accounts | Payments | History | Customer Service | Log-Out

Good afternoon, **htcuser!!** Your last login was on Monday, April 9, 2007 @ 9:14 AM.

Report Trouble - Report a trouble using the form below regarding any assistance you may need with your service.

Account: 000-000-0000-0 | Billing Name/Address: Mr. HTC Customer
 Total Due: \$68.51 | 0000 New Street
 Pay By: [Check](#) | [Credit Card](#) | Conway, SC 29526

[Accounts Summary](#) → [Account Detail](#) → Report Trouble

HTC is committed to providing excellent customer service and we will make every effort to respond to your question in a timely fashion. To report a service outage after 5:00pm or on the weekend please call 843.365.2186.

Problem Description
 Use the dropdown to select a general problem description.

→ **Account Number:** 000-000-0000-0
 → **Category:** Service Outage
 → **Problem Type:** Cable Television
 → **Problem Description:** Other
 → **Daytime Contact Number:** 843 - 365 - 2151
 → **Case Detail:** My cable went down on Thursday. Could you please look into why it is not working. Thanks. (350 character limit)

By submitting this form you grant us permission to access and review your account as necessary to respond to your inquiry.

For further assistance navigating through My Account, call a customer service representative Monday through Friday from 8:00 AM to 5:00 PM.