

SUNDAY TRIBUNE-REVIEW CUSTOMER SERVICE AND CONTACT INFORMATION

Sunday 6:30am until 11:00am
(800) 909-TRIB

You may also contact the Daily Courier staff, Monday through Saturday, concerning delivery of your Sunday Tribune-Review.

CUSTOMER EXPECTATIONS

As a customer it is your right to count on the Daily Courier staff and carriers to exceed all expectations!

CONDITION & COMPLETENESS OF NEWSPAPER

Your newspaper should be delivered folded or rolled and secured with a rubber band. Once unfolded it should lay flat without curling pages or rips and creases making for difficult reading. During inclement weather the paper should be delivered to a dry location or bagged to protect it from rain or snow.

READABILITY, QUALITY OF PAPER, INK & TYPE

Photos should be in focus and type easily readable. Printing should be consistently dark without smudges or light areas.

DELIVERY TIME

Monday through Friday	No later than 5pm
Saturday	No later than 9am
Sunday	No later than 7am

Mail subscriptions are delivered to the post office on same day of publication. The U.S. Postal Service makes every effort to deliver newspapers in a timely manner, however day of delivery cannot be guaranteed.

New customers should expect delivery the next day following order confirmation. Sunday delivery is guaranteed for orders placed before Thursday.

DELIVERY LOCATION

Daily Courier carriers deliver newspapers to the location of your choice including porch or delivery

tube locations. Call our office to request a delivery tube.

Tribune-Review carriers put the Sunday newspaper in a delivery tube or bag and drop in a convenient location next to your driveway or sidewalk.

ACCURACY OF BILLING

All subscriptions and payments are recorded in our computer system so we have exact records for review.

Subscriber renewal letters are mailed 28 days prior to expiration. Additional renewal notices are mailed 14 days prior and 7 days after expiration.

New subscriber invoices are mailed the first day of delivery.

To accommodate late payments while insuring uninterrupted service we continue newspaper delivery for six-weeks after expiration. Cost of delivery after expiration is deducted from your payment when received.

COST OF SUBSCRIPTION

All subscriptions include Sunday Tribune-Review delivery.

Less than 13-weeks	\$2.60 per week
13-weeks	\$2.30
26-weeks	\$2.10
52-weeks	\$2.00
Mail subscriptions	Call for prices

From time-to-time discounts are offered to encourage new subscriptions or as an incentive to renew. Be assured that we make every effort to accommodate current customers as necessary.

All payments must be received at the Daily Courier office. Carriers **do not** collect. We accept cash (in-person), checks, money orders, credit or bankcards.

ABOUT OUR CARRIERS

Carriers, youth or adult, are not employees. They are independent contractors receiving per copy compensation for delivery. Our staff works very

closely with them to meet your expectations. To correct delivery problems it is important we receive your comments about delivery (bad or good). Accordingly it is common to tip carriers for good service. Customers choosing to do so can include a tip with their payment or deal directly with the carrier.

WHEN DELIVERY OR SERVICE DOES NOT MEET EXPECTATIONS

OUR 30 MINUTE GUARANTEE

Call our staff immediately if you experience the following:

1. Did not receive a newspaper
2. Late delivery or delivery to inconvenient location
3. Condition or printing of newspaper makes for difficult reading

Call our staff at one of the numbers listed in this guide and we will personally deliver a newspaper to your door within 30 minutes.

OUR SUNDAY GUARANTEE

If the Sunday Tribune-Review is not delivered as scheduled, please call (800) 909-TRIB. A copy will be delivered by 11:00am. If you have not received a copy by Monday morning call us and we'll deliver it within 30 minutes.

PAYMENT & BILLING QUESTIONS

Service is just a phone call away and employees are empowered to make all necessary decisions to insure your continued satisfaction.

We appreciate full payment for 13, 26 or 52-week subscriptions. However, subscribers can pay any convenient amount.

Customers having difficulty making payments to our office are welcome to call our staff to arrange for pick up.

DAILY COURIER CONTENT

WHAT YOU CAN EXPECT TO READ IN THE COURIER

The Daily Courier is a "community newspaper" with news and information about people like you. Our goal is to provide local news not available in other daily newspapers. We cover these areas:

- ▶ Acme
- ▶ Connellsville
- ▶ Dawson
- ▶ Dunbar
- ▶ Mill Run
- ▶ Mount Pleasant
- ▶ Normalville
- ▶ Perryopolis
- ▶ Scottdale
- ▶ Vanderbilt

Additional content includes county, state, national and world news relating to area residents.

QUESTIONS, COMMENTS OR COMPLAINTS ABOUT NEWS COVERAGE

Without your input we cannot effectively cover your community. We encourage you to direct comments, questions and complaints to our editor, Roxanne Abramowitz at (724) 626-3530 or by email at rabramowitz@tribweb.com

Due to the nature of breaking news and deadlines you may not always find news department staff in the office. Our staff works various times from 5:30am until late in the evening. The main news department number is (724) 626-3541 and answered by Linda Keffer. Leave a voice mail message if no one is available.

HOW TO SUBMIT A NEWS ITEM FOR PUBLICATION

We encourage and want all types of community news, commentary and letters to the editor. Materials are accepted by mail, fax, phone and e-mail. Forms are available for commonly published items. For more information contact Linda Keffer.

ADVERTISING CONTENT

Using Daily Courier advertising makes your subscription more valuable. Regular advertisers include grocery stores, restaurants, clubs, social organizations and local businesses offering a variety of goods and services. Additionally you'll find offers and bargains from automobile dealers and Realtors.

The Daily Courier also carries sale fliers from large, national retailers including Kmart, JC Penney, Sears, Busy Beaver, Home Depot, Lowes and Gander Mountain.

On Sunday you will receive two large coupon books.

TO PLACE A CLASSIFIED AD

Call (724) 626-3515 Monday through Friday between the hours of 8am and 5pm.

Classified ads for merchandise are FREE to private individuals.

TO PLACE A DISPLAY AD

Call Kathi Traynor at (724) 626-3518 Monday through Friday between the hours of 8am and 5pm.

WHEN ALL ELSE FAILS

Everyone at the Daily Courier goes out of their way to ensure customer satisfaction. However there may be occasions when you feel the need to discuss problems with someone else. Calls to the Daily Courier General Manager are welcomed. Contact Barry Martin directly at (724) 626-3500.



127 West Apple Street
Connellsville, PA 15428
(724) 628-2000
(800) 801-9000

dailycourier@tribweb.com
www.dailycourier.com

"We Cover Your Corner of the World"



SUBSCRIBER GUIDE

Your guide to communicating with the Daily Courier staff to ensure complete satisfaction and receive the most value from your subscription.

DAILY COURIER CUSTOMER SERVICE HOURS AND CONTACT INFORMATION

Monday through Friday 8am until 7pm
Saturday 8am until Noon

Judy Johnson, Customer Service	(724) 626-3552
Vicky Haggerty, Customer Service	(724) 626-3551
James Smith, District Manager	(724) 626-3554
Michelle Hodor, District Manager	(724) 626-3553
Kevin Greenawalt, District Manager	(724) 626-3556
Dave Behary, Sales Manager	(724) 626-3550
Mark Malone, Circulation Manager	(724) 626-3555
Barry Martin, General Manager	(724) 626-3500
Direct Line	(724) 628-2000
E-mail	dailycourier@tribweb.com