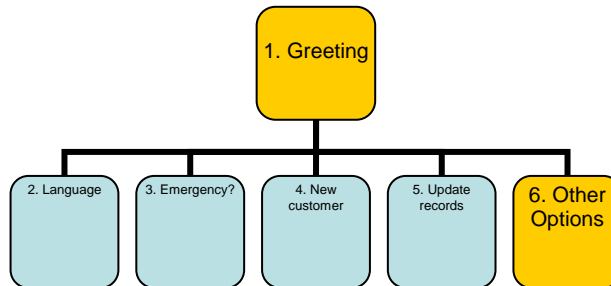




Phone system SHORTCUT

To make a residential **BANK DRAFT** payment fast over the phone

Atmos Energy's automated phone system starts with a greeting. Customers in a hurry to make a payment may *interrupt* the phone system and say, "Other Options."



The phone system requests the customer's zip code.

- Customer may say or enter zip code.

The phone system confirms the zip code. Customer responds.

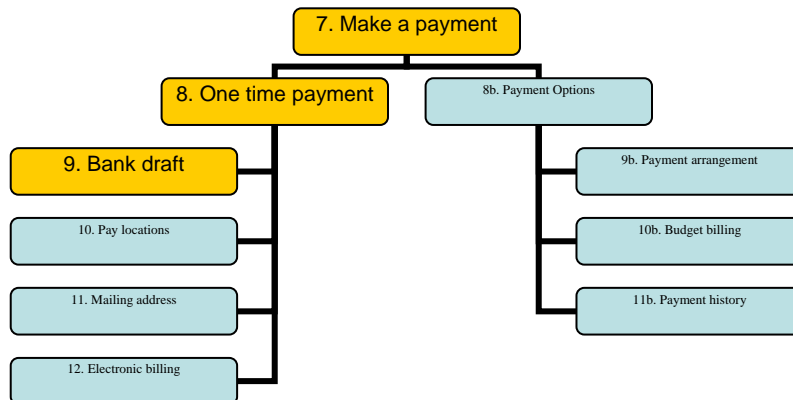
The phone system automatically matches the customer's phone number history with an address then asks for address confirmation. Customer responds.

Phone system lists options.

- Customer may *interrupt* and say, "Make a payment."

Phone system lists types of payments.

- Customer may *interrupt* and say, "One-time payment."



Phone system tells amount owed and gives options on payment methods.

- Customer may *interrupt* and say, "Bank draft."

Phone system launches the bank draft payment process. Customer will receive a confirmation number.