

Understanding Your Monthly Bill



Current Account Information

This section includes the current Billing Telephone Number, Account Number, Account Name and Bill Date.

VTX
1

Billing Telephone Number: 000-000-1234
Account Number/Ebill ID: 99999999
Billing Date: February 1, 2012
Due Date: February 17, 2012

Important Messages
Helpful Information
If your payment is not received by the due date listed, your account will be considered delinquent and eligible for suspension. View and pay your bill online at www.vtx1.net. Dial *300 from your home phone to speak to a Customer Service Representative.
For Billing Questions Call 800-446-2031

Summary of Charges

Previous Charges and Credits	
LAST BILL	105.17
TOTAL PAYMENTS	-105.17
Balance Forward	0.00
Current Charges	
Valley Telephone Cooperative Inc.	41.34
VTX Communications	2.13
INTERNET	55.95
Federal Excise Tax	1.23
Texas State Tax	4.63
Current Charges Due by Feb 17	105.28
Total Amount Due	\$105.28

Your Primary IntraLATA Long Distance Company as of 04/12/2004 is Valley Telephone Cooperative
Your Primary InterLATA Long Distance Company as of 04/12/2004 is VTX Communications 800-446-2031

Billing Account Numbers
000-000-1234
* D = Disconnected Billing account number

Please note this is a sample bill only.

page 1 If you pay by check, this is notification that the check may be converted to an electronic deposit. Please detach and return below portion with your payment.

Invoice

Billing Telephone Number:	000-000-1234
Account Number/Ebill ID:	99999999
Billing Date:	February 1, 2012
Due Date:	February 17, 2012
Total Amount Due:	\$105.28
Remit Amount:	\$ _____

Please make checks payable to:
VTX
 Check here for change of address (see reverse for details)

John Doe
1234 Alphabet Street
Austin, TX 78749

VTX
480 S. 6th Street
Raymondville, TX 78580

0340100000010528001111114

Important Messages

This section may contain important billing messages and helpful information regarding the telephone bill.

Summary of Charges

This section contains the previous balance, payments received, current charges by service providers & total amount due.

Billing Account Numbers

This section lists all billed Telephone Numbers for the account.

Customer Billing Address Information

This section lists the current Billing Address for the account.

Return Invoice

The invoice stub displays information in order to apply payments to the account. Detach this section and return it with the payment.

NOTE: If the account is set up on bank/auto draft it will be noted on the bill.



Connect. Select. Enable.

Account Information

This section appears on every page of your bill. It includes your Billing Telephone Number, Account Number, Account Name and Bill Date.

Payments & Adjustments


This section contains the applied payment date, the amount of the payment and the adjustments made to the account.

Current Charges

This section lists your current service charges in detail.

Optional Local Service

This section lists your additional service charges in detail.

		Billing Telephone Number: 000-000-1234 Account Number/Ebill ID: 99999999 Account Name: John Doe Bill Date: February 1, 2012
Payments And Adjustments Check Payment 01/16/2012 -105.17 Total Payments Applied -105.17		Customer Information IF YOU BELIEVE THAT THE LOCAL EXCHANGE PROVIDER OR THE INTEREXCHANGE CARRIER NAMED IN THE BILL IS NOT YOUR CHOSEN LOCAL PROVIDER OR INTEREXCHANGE CARRIER, THEN YOU MAY CONTACT: PUBLIC UTILITY COMMISSION OF TEXAS, OFFICE OF CONSUMER AFFAIRS, P.O. BOX 13326, AUSTIN, TEXAS 78771-3326, (512) 936-7120 OR IN TEXAS (TOLL FREE) 1-888-782-8477, HEARING AND SPEECH IMPAIRED INDIVIDUALS WITH TEXT TELEPHONES (TTY) MAY CONTACT THE COMMISSION AT (512) 936-7136. SI USTED CREE QUE EL PROVEEDOR DEL SERVICIO LOCAL O EL INTERCAMBIO PORTADOR MENCIONADO EN LA CUENTA NO ES EL PROVEEDOR LOCAL QUE USTED ESCOGIO, ENTONCES USTED PUEDE COMUNICARSE CON LA COMISION DE UTILIDAD PUBLICA DE TEJAS, OFICINA DE CONSUME AFFAIRS, P.O. BOX 13326, AUSTIN, TEXAS 78711-3326, (512)936-7120 O EN TEJAS (LLAMADA GRATIS) 1-888-782-8477. PARA IMPEDIDOS DEL OIDO O DEL HABLAR (SERVICIO TTY) LLAME A SU OFICINA DE COMISION AL (512) 936-7136. YOUR RIGHTS AS A CUSTOMER In compliance with Public Utility Commission of Texas Substantive Rule 26.33 (c) (2) customers' right to know information concerning rates and services is in your Telephone Directory on Page 16 through 21. Information is available from the cooperative both by mail and at the business office 1.800.446.2031. SUS DERECHOS COMO CLIENTE En cumplimiento de publica Los clientes de utilidad Comision de Texas sustantivo Regla 26.31 (c) (2) derecho a conocer informacion sobre servicios y las tasas esta en tu telefono directorio en pagina 16 al 21. Hay informacion de la Cooperative por correo y en la oficina de negocios 1.800.446.2031. 9-1-1 - Equalization Fee Effective March 1, 2012, a change has been made to the 9-1-1 Equalization Fee. The Texas Legislature changed the fee from being a percentage of your intrastate long distance service to a flat monthly amount of \$0.06 applied to each access line or non-prepaid wireless connection to which a customer subscribes. This fee, set by the Texas Commission on State Emergency Communications, provides financial support for Texas regions where the monthly 9-1-1 fee does not fully offset the cost of 9-1-1 service. If you have any questions about this charge or how it is calculated, please call the business office.
Current Charges for Feb 1 - Feb 29 Basic Local Service - 1 Business Local Service 14.15 Online Bill Payment Available! Visit our website at www.vtx1.net - 1 Concepcion Extended Local Call Service 7.00 - 1 Fed Subscriber Line Chg 9.20 - 1 9-1-1 Fee 0.50 - Texas Universal Service 0.91 - Fed Universal Svc Fee 1.65 Subtotal 33.41		
*Local Service can be disconnected for non-payment of these items Optional Local Service - 4 Business Off Premise Extension 7.60 - Texas Universal Service 0.33 Subtotal 7.93		
Local Service Taxes (Basic & Optional) Fed Excise Tax 1.23 State Tax 2.56 Subtotal 3.79		
Local Service Total 45.13 Local Service can be disconnected for non-payment of Local Service Total.		
Valley Telephone Cooperative Inc. Total 45.13 Bill Questions: 800-446-2031		
page 2 D = Day E = Evening N = Night		
Have you moved or changed your phone number? Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.		
Effective Date: _____	Account Name: _____	
New Address: _____	City: _____	State: _____ Zip: _____
Contact Name: _____	Phone Number: _____	
Work Number: _____	Signature: _____	
How to reach Customer Care • By Phone: 800-446-2031 • For Inquiries By Mail: VTX 480 S. 6th Street Raymondville, TX 78580-2434 • For Payments By Mail: VTX 480 S. 6th Street Raymondville, TX 78580-2434		

Your Rights As A Customer & 9-1-1 Equalization Fee



This section provides information about "Your rights as a Customer" and the 9-1-1 Equalization Fee.



Connect. Select. Enable.

“Cramming”

This section provides informative information about “Cramming”.

	Billing Telephone Number: 000-000-1234 Account Number/Ebill ID: 99999999 Account Name: John Doe Bill Date: February 1, 2012																																										
	Customer Information Cramming <p>Placing charges on your phone bill for products or services, without your authorization is known as “cramming” and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies’ charges may appear on your telephone bill.</p> <p>If you believe you were “crammed,” you should contact the telephone company that provides your telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of the unauthorized charge:</p> <ul style="list-style-type: none"> * Notify the service provider to cease charging you for the unauthorized product or service; * remove any unauthorized charge from your bill; * refund or credit all money to you that you have paid for an unauthorized charge; and * on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill. <p>If the company fails to resolve your request; or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, P. O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll free at (888) 782-8477. Hearing and speech-impaired individuals with text phones (TTY) may contact the commission at (512) 936-7136.</p> <p>Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges.</p> <p>You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights.</p> <p>Cargos en su factura telefonica</p> <p>“Cramming” es la practica de incluir cargos en su factura telefonica por prohibido o servicios sin su autorizacion y es prohibido bajo la ley. Su compania telefonica podria estar ofreciendo servicios de facturacion por otras companias y es posible que por eso aparezcan cargos de otras companias en su factura telefonica.</p> <p>Si usted cree haber sido victima de la practica de “cramming”, debe comunicarse con la compania telefonica que le cobra por su servicio telefonico y pedir que haga alas correcciones correspondientes. La Comision de Empresas de Servicio Publico de Texas exige que la compania haga lo siguiente dentro de 45 dias de saber sobre el cargo no autorizado.</p> <ul style="list-style-type: none"> * notificar a la proveedora de servicio que deje de cobrarle por el producto o servicio no autorizado; * retirar cargos no autorizados de su factura; * reembolsarle o darle credito por todo el dinero que usted haya pagado por un cargo no autorizado; y * a su solicitud, entregarle todos los registros de facturacion relacionados con cualquier cargo no autorizado dentro de 15 dias habiles despues de que se retire el cargo de su cuenta telefonica. <p>Si la compania no resuelve su solicitud o si usted quiere hacer una demanda, por favor escriba o llame a la Comision de Empresas de Servicio Publico de Texas, P. O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 o gratis en Texas al (888) 782-8477. La personas con impedimentos auditivos o del habla con telefonos de texto (TTY) se pueden comunicar con la commission al (512) 936-7136.</p> <p>Su servicio telefonico no se puede desconectar debido a una disputa o rechazo a pagar cargos no autorizados.</p> <p>Usted podria tener mas derechos bajo la ley estatal y federal. Si quiere mas informacion sobre sus posibles derechos, por favor comuniquese con la Comision Federal de Comunicaciones, el Procurador General de Texas o la Comision de Empresas de Servicio Publico de</p>																																										
	Customer Information Texas																																										
	Current Charges for Feb 1 - Feb 29 Long Distance Service - 1 Long Distance Chg VTX - Bus 1.95 - Itemized Calls 0.10 - Texas Universal Service 0.08 Subtotal 2.13 Other Service Taxes State Tax 0.14 Subtotal 0.14 VTX Communications Total 2.27 Bill Questions: 800-446-2031																																										
	Itemized Calls 0010 VTX Communications <table border="1"> <thead> <tr> <th>No</th> <th>Date</th> <th>Time</th> <th>Min</th> <th>Place Called</th> <th>Number</th> <th>Rate</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td colspan="8">Calls For 000-000-1234</td> </tr> <tr> <td>1</td> <td>Dec 22</td> <td>9:37pm</td> <td>1</td> <td>GRANDPRARI TX</td> <td>999-999-9999</td> <td>D</td> <td>0.10</td> </tr> <tr> <td>1</td> <td colspan="7">Calls Summary of usage for 000-000-1234</td> <td>0.10</td> </tr> <tr> <td>1</td> <td colspan="7">Calls VTX Communications LONG DISTANCE SERVICE</td> <td>0.10</td> </tr> </tbody> </table>	No	Date	Time	Min	Place Called	Number	Rate	Charge	Calls For 000-000-1234								1	Dec 22	9:37pm	1	GRANDPRARI TX	999-999-9999	D	0.10	1	Calls Summary of usage for 000-000-1234							0.10	1	Calls VTX Communications LONG DISTANCE SERVICE							0.10
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	Current Charges for Feb 1 - Feb 29 Internet Service - 1 VTX Velocity 2M/512K 55.95 Are you experiencing trouble with your internet service? Dial *321 from home phone to reach Technical Support! Subtotal 55.95 Other Service Taxes State Tax 1.93 Subtotal 1.93 INTERNET Total 57.88 Bill Questions: 800-446-2031																																										

Long Distance Charges

This section lists your Long Distance services.

Itemized Calls

This section lists the calls billed to your account number in detail.

Internet Service

This section lists your Internet Services.