

2018

DIRECTORY



VTX1 Companies

Internet • TV • Phone • Security

Agua Dulce	El Sauz	Jourdanton	Orange Grove	San Perlita
Annarose	Encino	Lasara	Port Mansfield	Santa Rosa
Artesia Wells	Falfurrias	Lyford	Premont	Sebastian
Charlotte	Fowlerton	McCook	Raymondville	Stillman
Concepcion	George West	Millett	San Isidro	Three Rivers
Dilley	Hargill	Mirando City	San Miguel	Tilden

EMERGENCY

DIAL 9-1-1

FIRE (Bomberos) POLICE (Policia) AMBULANCE (Ambulancia) SHERIFF (Alguacil)

POISON CENTER (Centro De Control De Venenos).....800-222-1222

IMPORTANT NUMBERS

Crime Stoppers.....	1-800-252-TIPS / 1-800-252-8477
National Center for Missing & Exploited Children.....	1-800-843-5678
(TTY Customers).....	1-800-826-7653
National Hopeline Network Suicide Prevention Hotline.....	1-800-SUICIDE / 1-800-784-2433
National Response Center.....	
Report Chemical/Oil Spills and Chemical/Biological Terrorism (Voice/TTY).....	1-800-424-8802
Texas Department of Public Safety.....	
Roadside Assistance.....	1-800-525-5555
Austin Headquarters.....	512-424-2000
Texas Health and Human Services Commission.....	211 / 1-877-541-7905
Texas Abuse Hotline.....	1-800-252-5400
Texas Youth Hot Line & Runaway Hot Line.....	1-800-989-6884
Missing & Exploited Children.....	1-800-THE-LOST / 1-800-843-5678
FBI.....	210-225-6741
State Capitol / Information.....	512-463-4630
U.S. Department of Homeland Security.....	202-282-8000 / 1-800-BE-READY / 1-800-237-3239
U.S. Secret Service.....	361-888-3401
San Antonio Office.....	210-308-6220
McAllen Office.....	956-994-0151

DIALING AND DIRECTORY ASSISTANCE

Assistance in Dialing.....	Dial 0 for OPERATOR
Directory Assistance.....	
Your Local Calling Area*.....	Dial 1+411
Within & Outside Your Area Code*.....	Dial 1 + Area Code + 555-1212

(*Applicable Charges Apply)

SERVICE CALLS

Business Office: Monday - Friday 8:00a.m. to 5:00p.m.....	1-800-446-2031
Customer Service: Monday - Friday 8:00a.m. to 7:00p.m.....	
Technical Support: Monday - Friday 8:00a.m. to 9:00p.m. • Sat & Sun 10:00a.m. to 7:00p.m....	1-800-446-2031
Wireless Technology Support: 24/7.....	

For Help Desk dial *321
For Customer Service dial *300



VTX1 Companies

881 E. Hidalgo Ave. • Raymondville, Texas 78580
Phone: (800) 446-2031 • Fax: (956) 642-1051
www.vtx1.net

EMERGENCY

OTHER IMPORTANT NUMBERS County Sheriffs' Offices

Atascosa County	Jourdanton	830-769-3434
Brooks County	Falfurrias	361-325-3696
Cameron County	Brownsville & Harlingen	956-554-6700
Dimmit County	Carrizo Springs	830-876-3508
Duval County	Benavides & San Diego	361-279-3351
Frio County	Pearsall	830-334-3311
Hidalgo County	Edinburg, McAllen, Mission	956-383-8114
Jim Hogg County	Hebbronville	361-527-3710
Jim Wells County	Alice	361-668-0341
La Salle County	Cotulla	830-879-3041
Live Oak County	George West	361-449-2271
McMullen County	Tilden	361-274-3311
Starr County	Rio Grande City	956-487-5571
Webb County	Laredo	956-523-4500
Willacy County	Raymondville	956-689-5576
	Port Mansfield	956-944-2276
Zapata County	Zapata	956-765-9960
Zavala County	Crystal City	830-374-3615 Or 830-374-2559 Or 830-374-3105



VTX1 Companies

About US



VTX1 Companies

Connect to VTX1

It is difficult to imagine our world without phone service, but that was once a reality in rural South Texas. Fortunately, a group of dedicated and hard working individuals from our communities came together for the common goal of providing telephone service and succeeded. Their shared success establishing Valley Telephone Cooperative, Inc. was the beginning of many more great accomplishments for the company and our communities.

The Cooperative was established on April 22, 1952 with the purpose of providing telephone service to rural subscribers deemed unfeasible by the larger companies. The idea began in the 1950s when rural homes received electrical service by cooperatives funded by Rural Electrification programs. As the number of homes with this commodity increased, rural residents across the country began to express interest in receiving telephone service. To increase economic opportunities and improve the quality of life in the rural areas, the Rural Electrification Administration (REA), currently known as Rural Utilities Service, a division of the U.S. Department of Agriculture, created a telephone branch to provide low interest loans to telephone cooperatives so they could provide service.

On September 28, 1950 in Monte Alto, Texas, a local task force called a meeting to formally organize a telephone cooperative. At this meeting, a cooperative name was selected, directors were elected, an application for a charter was completed, and bylaws were adopted.

Since then, our Cooperative has grown to become VTX1 Companies, a leading broadband service provider offering Internet, television entertainment and telephone services to approximately 4,000 member-owners in South Texas. VTX1 covers approximately 7,300 square miles with 5,200 route miles of buried fiber optic and copper cable from Rio Grande City to Brownsville to the northern areas located southwest of San Antonio.

VTX1 Companies continues to expand its broadband network to enable greater bandwidth capacity and improve capabilities. VTX Communications, LLC and VTX Telecom, LLC were established to reach new communities and diversify the original product line, telephone service, to other lines of business such as wireless Internet and data transport. These subsidiary companies currently serve an additional 4,000 customers with broadband service. One of VTX Telecom's ongoing projects is to expand the company's current broadband network to serve twelve additional communities surrounding the existing service area.

More than sixty years ago, Valley Telephone Cooperative was established to serve its rural communities on the principals of service, excellence and value. Today, as VTX1 Companies, we are growing stronger than ever before, moving forward to an exciting future, creating dynamic opportunities along the way and upholding our mission to serve others and provide them with a friendly and quality experience.

Contact Us

VTX1 Companies

881 E. Hidalgo Ave.

Raymondville, TX 78580

1-800-446-2031 • www.vtx1.net

Board of Directors

The Board of Directors (BoD) is responsible for the Cooperative's activities, strategies, and performance. They are elected at-large by all the members of VTCL. The CEO of VTCL reports to the BoD and the BoD, in turn, reports to the members at our annual meetings.

Dave Osborn - CEO

Idalia (Dolly) Villarreal - President

Hilario Alvarado, Jr. - Vice President

Margie Pollock - Secretary

Frank Weaver - Treasurer

George Bennack - Director

Charles Fred Hillje - Director

Arline Harris - Director

James Mann - Director

Matthew L. Kiefer - Director

J.T. Mayo, Jr. - Director

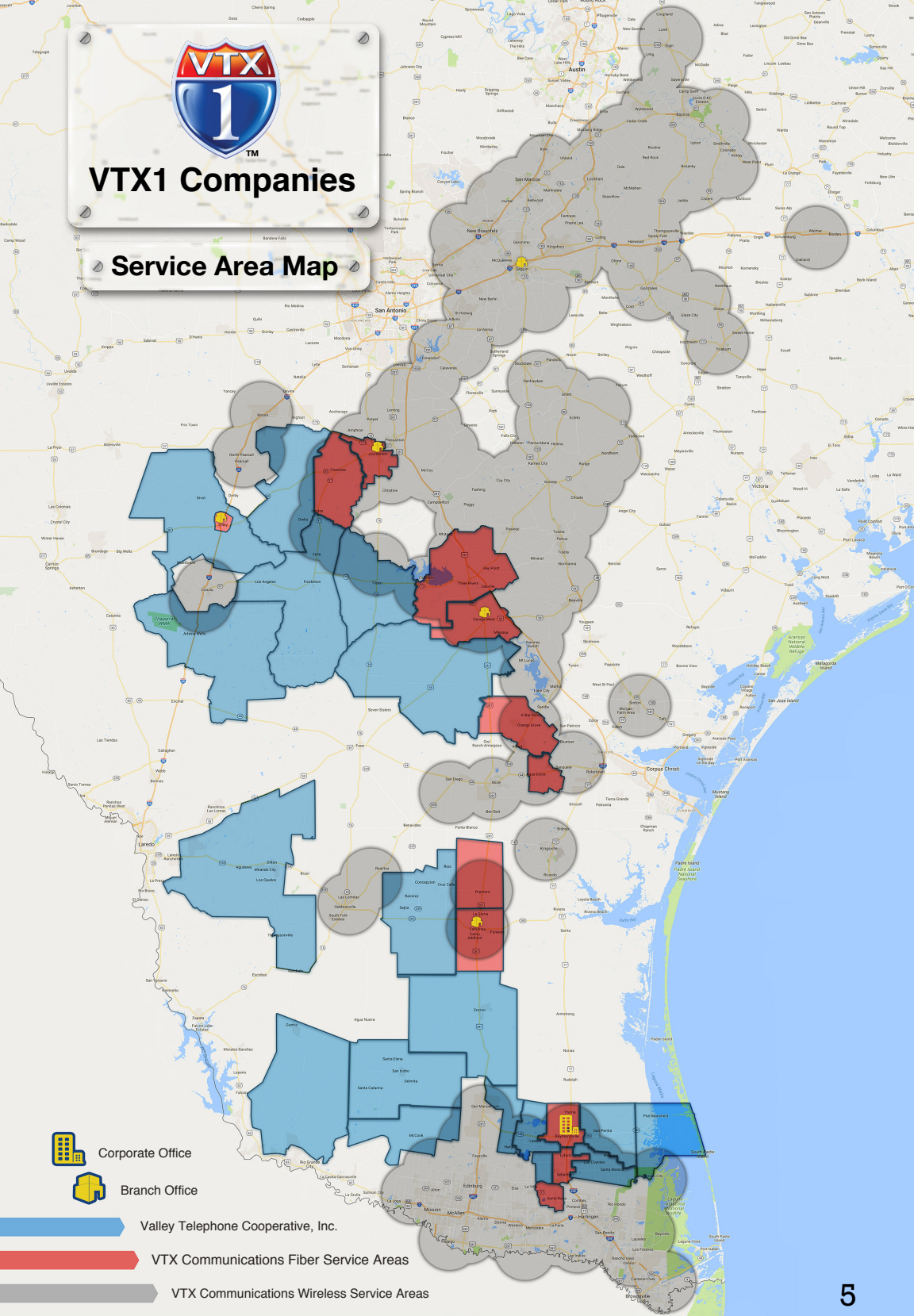
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VTX1 Companies

Service Area Map



Corporate Office



Branch Office

Valley Telephone Cooperative, Inc.

VTX Communications Fiber Service Areas

VTX Communications Wireless Service Areas

General INFORMATION

RESPONSIBILITY FOR CHARGES

Subscribers assumes responsibility for all charges for telephone service rendered at their premise, both exchange and toll, including charges for toll messages dialed directly from that telephone without the subscriber's knowledge and toll messages received at the subscriber's telephone on which charges have been reversed, i.e., sent collect.

All bills are due and payable 16 days after issue, in the office of VTX1 Companies. 881 E. Hidalgo Ave., Raymondville, Texas 78580. VTX1 also assumes no liability in case of damage to lines or facilities temporarily causing inoperative telephone service.

BUSINESS OFFICE LOCATIONS

VTX1 has local offices located in Dilley, Falfurrias, George West, Jourdanton and Raymondville which are open Monday - Friday from 8:00 a.m. to 5:00 p.m. Requests for new telephone service, changes or additions to existing service / equipment may be made by contacting us toll free at **1-800-446-2031**. You may also make a request by visiting our website at **www.vtx1.net** or visit the nearest local office in your area.

MOVING?

Keep us informed of your current address. If you are a Valley Telephone member, you are entitled to capital credits, when applicable. If the Cooperative is unable to locate members after three years of capital credits becoming payable and a voluntary capital credit assignment form was signed, the bylaws provide that the capital credits become a gift to the Cooperative and will be returned to the general funds of our total membership. If no voluntary capital credit assignment has been designated, the capital credits will then be forwarded to the state. Contact our office with your most current address.

DIRECTORY USAGE

The primary purpose of this directory is to furnish a means of obtaining telephone numbers of subscribers in VTX1's service area.

DIRECTORY ACCURACY

The company cannot and does not assume any liability because of errors or omissions in compiling this directory. Despite careful attention, errors may occur. If your listing is incorrect, please contact our office so it may be updated in the next issue. VTX1 will furnish one directory per customer only.

HOW TO HANDLE ANNOYANCE CALLS

1. When answering your telephone, say hello twice. If no answer, hang up.
2. Do not give information until you are absolutely certain you know who is speaking.
3. Instruct children not to give any information to strangers over the phone.
4. Hang up when you hear something off-color or obscene.
5. Never reveal the fact that you are alone.
6. If annoyance calls persist, contact our business office.
7. Calls of a threatening nature should be reported to the local law enforcement agency immediately.

EXTENDED Area Service

Extended Area Service (EAS) – is an optional telephone service available which allows subscribers in one exchange to call another participating service provider's subscribers of a reciprocating exchange without a toll charge for an additional monthly charge to the telephone rate. As of the date of this publication, only *Verizon™* and *AT&T™* have chosen to participate in the *EAS* to *VTCl* exchanges. *ELCS* supersedes any *EAS*. The following NPA-NXX combinations at the To: exchanges are classified as local for customers who reside in these From: *VTCl* exchanges. **Dial all ten (10) digits** when calling from one of these *VTCl* exchanges to one of the *EAS* exchanges listed.

From: Annarose (361-566) To: No EAS	From: Hargill (956-845) To: Edinburg (956) - 287, 289, 292, 316, 318, 380, 381, 383, 384, 385, 386, 387, 388, 393, 587 LaSara (956) - 642	From: Millett (830-378) To: Dilley (830) - 965	From: San Perlita (956-248) To: Port Mansfield (956) - 944 Stillman (956) - 743 Raymondville (956) - 689, 699, 690, 389
From: Artesia Wells (830-676) To: Cotulla (830) - 879	From: LaSara (956-642) To: Hargill (956) - 845 Raymondville (956) - 689 699	From: Mirando City (361-586) To: No EAS	From: Stillman (956-743) To: San Perlita (956) - 248 Raymondville (956) - 689, 699, 690, 389 Lyford (956) - 347
From: Concepcion (361-539) To: No EAS	From: McCook (956-842) To: El Sauz (956) - 486 San Isidro (956) - 481	From: Port Mansfield (956-944) To: San Perlita (956) - 248	From: Tilden (361-274) To: No EAS
From: El Sauz (956-486) To: McCook (956) - 842		From: San Isidro (956-481) To: McCook (956) - 842	
From: Encino (361-568) To: Falfurrias (361) - 325		From: San Miguel (830-466) To: Pearsall (830) - 334	
From: Fowlerton (830-373) To: No EAS			

Expanded Local Calling Service (ELCS) – is a mandatory telephone service which allows subscribers in one exchange to call another participating service provider's subscribers of a reciprocating exchange without a toll charge. Members petitioned for and approved *VTCl* extending the local calling area to include these exchanges as an additional monthly charge to the telephone rates for the respective exchange. As of the date of this publication, only *AT&T™* and *Verizon™* have chosen to participate in the *ELCS* to *VTCl* exchanges. The following NPA-NXX combinations at the To: exchanges are classified as local for customers who reside in these From: *VTCl* exchanges. **Dial (7) digits** when calling from one of these *VTCl* exchanges to one of the *ELCS* exchanges listed.

From: Annarose (361-566) To: ELCS Not Petitioned	From: Hargill (956-845) To: Edcouch-Villa-Elsa (956) - 262 McAllen (956) - 217, 429, 578, 618, 630, 631, 632, 661, 664, 668, 682, 683, 686, 687, 688, 843, 872, 926, 928, 971, 972, 984, 992, 994 Pharr (956) - 283, 702, 781, 782, 783, 787 Westlaco (956) - 447, 647, 968, 969, 973	From: Millett (830-378) To: Dilley (830) - 963, 965 Pearsall (830) - 334	From: San Miguel (830-466) To: Devine (830) - 663, 665 Jourdanton (830) - 767, 769
From: Artesia Wells (830-676) To: ELCS Not Petitioned		From: Mirando City (361-586) To: Bruni (361) - 747 Hebbronville (361) - 527 Laredo (956) - 315, 523, 693, 712, 717, 718, 721, 722, 723, 724, 725, 726, 727, 728, 729, 753, 764, 790, 791, 794, 795, 796	From: San Perlita (956-248) To: Harlingen (956) - 228, 291, 364, 365, 366, 389, 392, 412, 421, 423, 425, 427, 428, 430, 440, 444, 577, 610, 730, 752, 760 Lyford (956) - 347
From: Concepcion (361-539) To: Alice (361) - 396, 660, 661, 664, 668 Benevides (361) - 256 Falfurrias (361) - 325 Premont (361) - 348 San Diego (361) - 279	From: LaSara (956-642) To: Edcouch-Villa-Elsa (956) - 262 Harlingen (956) - 228, 291, 364, 365, 366, 389, 392, 412, 421, 423, 425, 427, 428, 430, 440, 444, 577, 610, 730, 752, 760 Lyford (956) - 347	NOTE: Calls placed from Mirando City to Laredo require 10 digit dialing.	From: Stillman (956-743) To: Harlingen (956) - 228, 291, 364, 365, 366, 389, 392, 412, 421, 423, 425, 427, 428, 430, 440, 444, 577, 610, 730, 752, 760
From: El Sauz (956-486) To: Edinburg (956) - 287, 289, 292, 316, 318, 380, 381, 383, 384, 385, 386, 387, 388, 393, 587, 665 McAllen (956) - 217, 429, 578, 618, 630, 631, 632, 661, 664, 668, 682, 683, 686, 687, 688, 843, 872, 926, 928, 971, 972, 984, 992, 994 Mission (956) - 205, 323, 424, 519, 580, 581, 583, 584, 585 Rio Grande City (956) - 487, 488, 716 Roma (956) - 847, 849	From: McCook (956-842) To: Edinburg (956) - 287, 289, 292, 316, 318, 380, 381, 383, 384, 385, 386, 387, 388, 393, 587, 665 McAllen (956) - 217, 429, 578, 618, 630, 631, 632, 661, 664, 668, 682, 683, 686, 687, 688, 843, 872, 926, 928, 971, 972, 984, 992, 994 Mission (956) - 205, 323, 424, 519, 580, 581, 583, 584, 585 Pharr (956) - 283, 702, 781, 782, 783, 784, 787	From: Port Mansfield (956-944) To: ELCS Rejected by Members	From: Tilden (361-274) To: Annarose (361) - 566 George West (361) - 449 Jourdanton (830) - 767, 769 Pleasanton (830) - 281, 569 Three Rivers (361) - 786 NOTE: Calls placed from Tilden to Jourdanon or Pleasanton require 10 digit dialing.
From: Encino (361-568) To: Concepcion (361) - 539 Kingsville (361) - 221, 516, 592, 593, 595 Premont (361) - 348		From: San Isidro (956-481) To: Edinburg (956) - 287, 289, 292, 316, 318, 380, 381, 383, 384, 385, 386, 387, 388, 393, 587 McAllen (956) - 217, 429, 578, 618, 630, 631, 632, 661, 664, 668, 682, 683, 686, 687, 688, 843, 872, 926, 928, 971, 972, 984, 992, 994 Mission (956) - 205, 323, 424, 519, 580, 581, 583, 584, 585 Rio Grande City (956) - 487, 488, 716	
From: Fowlerton (830-373) To: ELCS Rejected by Members			

EXPANDED Local Calling Service (ELCS)

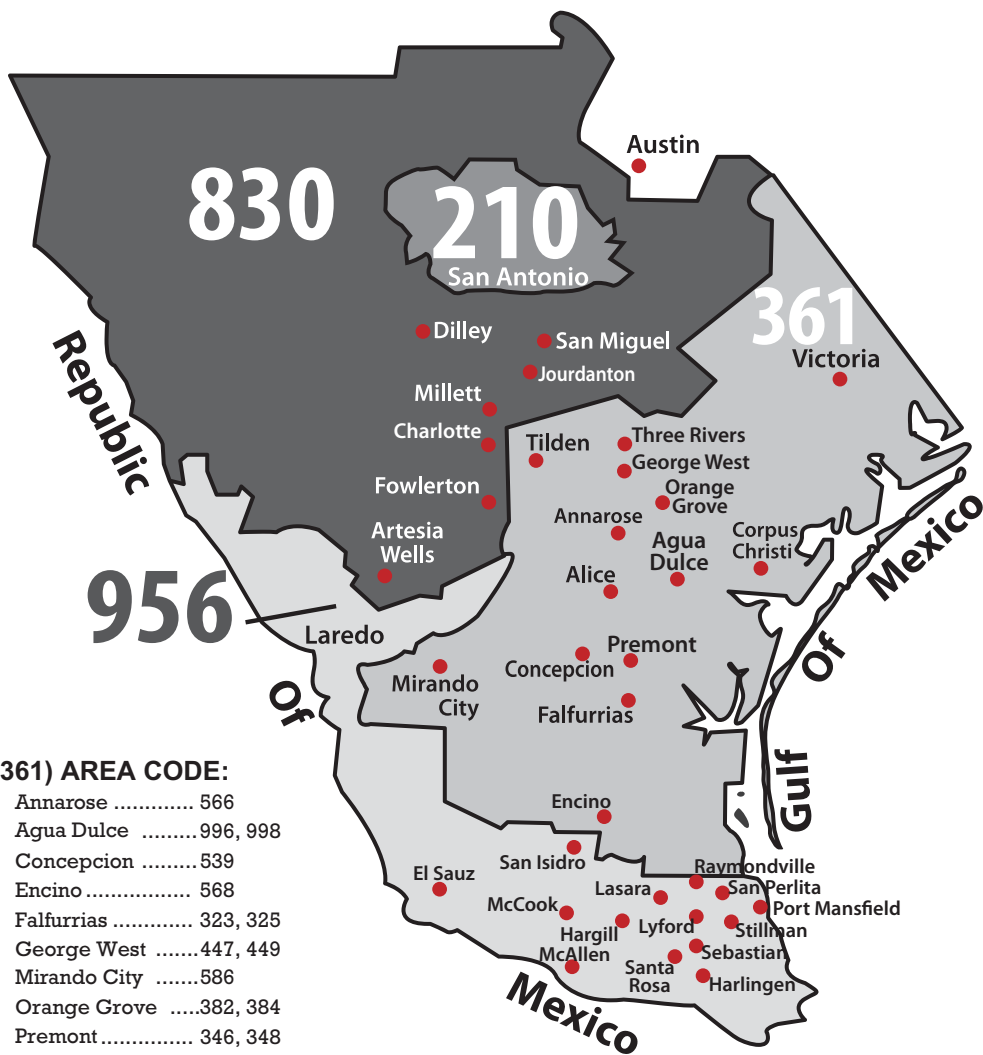
WHAT IS EXPANDED LOCAL CALLING SERVICE (ELCS)?

Expanded Local Calling Service (ELCS) is a service that eliminates long distance fees to neighboring towns. If the majority of VTCI members in a given exchange approve, they can call and be called by other surrounding exchanges on a local call basis (no toll charges).

All exchanges that pass the ballot and are approved will be added to your local calling area.

 VTCI Local Exchange Service Rates					
FEES & CHARGES <i>per Line (Required)</i>		RESIDENTIAL <i>Single Line</i>		BUSINESS <i>Single Line / Multi Line</i>	
911 Fee		\$0.50		\$0.50	
Subscriber Line Charge		\$6.50		\$6.50 / \$9.20	
EXCHANGE	Abbr	NPA	NXX	RESIDENTIAL (Monthly)	BUSINESS (Monthly)
Annarose (Copper/Future Fiber)	ANRS	361	566	\$23.50	\$26.50
Artesia Wells (Copper/Future Fiber)	ARWL	830	676	\$23.50	\$26.50
Concepcion (Copper/Fiber)	CNCP	361	539	\$23.50	\$26.50
El Sauz (Copper/Fiber)	ELSZ	956	486	\$23.50	\$26.50
Encino (Copper/Fiber)	ENCN	361	568	\$23.50	\$26.50
Fowlerston (Copper/Fiber)	FWTN	830	373	\$23.50	\$26.50
Hargill (Fiber)	HRGL	956	845	\$23.50	\$26.50
Lasara (Fiber)	LASR	956	642	\$23.50	\$26.50
McCook (Copper)	MCKK	956	842	\$23.50	\$26.50
Millet (Copper/Fiber)	MLET	830	378	\$23.50	\$26.50
Mirando City (Copper/Fiber)	MRCY	361	586	\$23.50	\$26.50
Port Mansfield (Copper/Fiber)	PTMN	956	944	\$23.50	\$26.50
San Isidro (Copper/Fiber)	SISD	956	481	\$23.50	\$26.50
San Miguel (Copper/Fiber)	SMNG	830	466	\$23.50	\$26.50
San Perlita (Copper/Fiber)	SPRL	956	248	\$23.50	\$26.50
Stillman (Copper/Fiber)	STLMN	956	743	\$23.50	\$26.50
Tilden (Copper/Fiber)	TLDN	361	274	\$23.50	\$26.50
Connecting You Since '52! 1.800.446.2031 www.vtx1.net					
Restrictions may apply. Eligibility is based on service address. This institution is an equal opportunity provider and employer.					
   					

AREA CODE Boundaries



(361) AREA CODE:

Annarose	566
Agua Dulce	996, 998
Concepcion	539
Encino	568
Falfurrias	323, 325
George West	447, 449
Mirando City	586
Orange Grove	382, 384
Premont	346, 348
Three Rivers	784, 786
Tilden	274

(830) AREA CODE:

Artesia Wells	676
Charlotte	277, 771
Dilley	326, 963, 965
Fowlerton	373
Jourdanton	769, 770
Millett	378
San Miguel	466

(956) AREA CODE:

El Sauz	486	San Perlita	248
Hargill	845	Santa Rosa	633, 636
Lasara	642	Sebastian	347, 349
Lyford	347, 349	Stillman	743
McCook	842		
Port Mansfield	944		
Raymondville	689, 690, 699		
San Isidro	481		

Please Refer To The ELCS Or EAS Offering On Page 7
For Additional Local Calling Options

TYPES of Calls

OPERATOR ASSISTANCE

An operator-assisted station call requires operator assistance for completion.

Customers may place calls and transfer the charge to another telephone. This service requires operator assistance. The call may be either station or person.

COIN TELEPHONES

From coin telephones, see instruction card on or near the phone, or dial the operator.

COLLECT

You can call collect if the person or business you are calling agrees to pay the charge. If you want to make a collect call, please be sure to tell the operator when you place the call.

CONFERENCE

You can talk with several people in different places at the same time. Tell the operator you wish to make a conference call. A special charge will be made for this type of call.

INWARD WATS

Station-to-Station Long Distance calls may be made without charge to you or to those customers who have Inward Wide Area Telephone Service. This service is offered to customers calling from specific locations. Dial the Access Code plus Area Code 800 plus the special numbers of customers with this service. To reach Directory Assistance for **Inward WATS**, dial the Access Code plus Area Code **800** plus **555-1212**.

PERSON-TO-PERSON

Place a person-to-person call when you wish to talk to a particular person or extension number. Tell the operator you wish to make a person-to-person call. Charging begins with the start of conversation.

STATION

Place a station call if you wish to talk with anyone who answers. Charging begins when the called telephone is answered.

TIME AND CHARGES

When placing calls, a customer may request from the operator the amount of time charged to the call and the cost associated with the call. This service requires operator assistance and the call may be either station or person-to-person.

VTX1 INTRA LATA RATES

	M	T	W	T	F	S	S
8a.m. to 5p.m.							
5p.m. to 11p.m.							
11p.m. to 8a.m.							
Direct Dialed	DAY RATE			EVENING RATE		NIGHT RATE	
	8a.m.-5p.m. Mon. - Fri.			5p.m.-11p.m. Sun. - Fri.		11p.m.-8a.m. Daily, All day Sat. & Sun. Until 5p.m.	

Local Access Transport Areas



DIRECT Distance Calling

With Direct Distance Dialing (DDD), you can dial your own station-to-station long distance calls. To make Direct Distance Dialing possible, the nation has been divided into more than 120 geographic areas.

You can dial direct to almost any telephone with a seven-figure number.

HOW TO CALL

First, get the correct local number and the area code of the city you wish to call. Then dial the DDD code, and follow the example as shown below.

EXAMPLES FOR CALLS INSIDE AND OUTSIDE THE 956/830/361/210 AREA

DDD Code	Area Code	Telephone Number
1	312	258-2241

DIRECTORY ASSISTANCE CALLS

Dial 1+411 or 1-(area code) 555-1212 when you need numbers inside or outside your area code. There may be a charge for these calls.

HOW TO REACH WATS (800) DIRECTORY ASSISTANCE

Dial "1" where required, then 800-555-1212.

"BUSY" SIGNALS AND "NO ANSWERS"

If you get a busy signal or if no one answers the telephone you are calling, hang up and try the call later.

LONG DISTANCE DIALING

If you have contracted with a company to provide long distance calling services to you, please follow the dialing instructions they have provided you.

ALASKA, HAWAII, CANADA, MEXICO AND OVERSEAS CALLS

The operator can provide you with station-to-station and/or person-to-person rate information.

FOR CARRIER IDENTIFICATION

Dial 1+700-555-4141

INTERNATIONAL Calling

DIALING INSTRUCTIONS FOR INTERNATIONAL CALLS

DIALING INSTRUCTIONS

STATION-TO-STATION CALLS

You can dial many international calls direct.

To dial international calls, dial in sequence: International Access Code - 011; Country Code - a two or three-digit number; City Routing Code - a one to four-digit number; and the local telephone number.

FOR EXAMPLE:

To place a call to Paris, France, to telephone number 123456, you would dial:

International Access Code	+	Country Code	+	City Routing Code	+	Local Number
011		33		1		123456

You can direct dial international calls on either rotary dial or Touch Tone phones.

COUNTRY & CITY CODES (PARTIAL LISTING)

Numbers adjacent to countries are "Country Codes." Numbers adjacent to cities are "Routing Codes." For all other international points not listed in this section, dial "0" and tell the operator the country and city you are calling.

Argentina 54	France 33	Italy 39	Saudi Arabia 966
Buenos Aires 11	Marseille 491	Rome 06	Riyadh 3
Australia 61	Nice 493	Venice 41	South Africa 27
Melbourne 39	Paris 1	Japan 81	Cape Town 21
Sydney 2	Germany 49	Tokyo 3	Spain 34
Austria 43	Berlin 30	Korea, North 850	Madrid 91
Vienna 1	Bonn 228	All Points -	Sweden 46
Belgium 32	Frankfurt 69	Korea, South 82	Stockholm 8
Brussels 2	Munich 89	Seoul 2	Switzerland 41
Brazil 55	Greece 30	Mexico 52	Geneva 22
Rio De Janeiro 21	Athens 1	Acapulco 74	Zurich 1
Chile 56	Guatemala 502	Mexico City 5	Taiwan 886
Santiago 2	Guatemala City 2	Monterrey 81	Taipei 2
China 86	Haiti 509	San Luis Potosi 444	United Kingdom ... 44
Beijing 10	Port Au Prince 1	Tijuana 66	Belfast 2890
Colombia 57	Honduras 504	Netherlands	Edinburgh 131
Bogota 1	All Points -	Holland 31	London
Costa Rica 506	Hong Kong 852	Amsterdam 20	Inner 207
All Points-	Iceland 354	Norway 47	Outer 208
Ecuador 593	Iran 98	Oslo 2	Uruguay 598
Quito 2	Tehran 21	Panama 507	Mercedes 532
El Salvador 503	Ireland,	All Points -	Montevideo 2
All Points-	Republic Of 353	Peru 51	Vatican City 39
Finland 358	Dublin 1	Lima 11-18	All Points -
Helsinki 9	Israel 972	Philippines 63	Venezuela 58
	Jerusalem 2	Manila 2	Caracas 2
	Tel Aviv 3	Portugal 351	
		Lisbon 1	

LOCAL DIALING

ALL Local Dialing within the LATA

Dial 7 digits
NXX-XXXX

ALL Local Dialing from one LATA to another

Dial 10 digits
NPA-NXX-XXXX

ALL VTX1 Exchange Local Dialing within the same LATA

Dial 7 digits
NXX-XXXX



VTX1 Companies

CALLER ID Services

CALLER ID SERVICES

Caller ID Services are designed to protect your privacy and give you more control over how you use your phone. These services include Calling Number Delivery, Calling Name Delivery and Anonymous Call Rejection.

CALLING NUMBER DELIVERY & CALLING NAME DELIVERY

Caller ID is an optional service that lets the subscriber know who is calling even before picking up the phone. Caller ID allows you to see the date, time and phone number (Calling Number Delivery) and/or name (Calling Name Delivery) of most direct-dialed local calls and some long distance calls on a special display unit. A display unit is required, which stores the number and name, as well as the date and time of the call. The stored numbers will permit you to return calls. This also works with answering machines or voice messaging systems even if the caller doesn't leave a message.

BLOCKING DELIVERY OF YOUR NUMBER

If you should ever want to **“block”** or prevent sending your number and name to Caller ID subscribers, you need only dial ***67** (on a touch-tone phone) before dialing the telephone number. Then you will hear a “stutter” tone which tells you “per-call” blocking is working. Calls blocked on a per-call basis will be displayed on the Caller ID display unit as “anonymous” or “private.” Per-call blocking is free of charge and automatically available on everyone's line wherever Caller ID is available. There is no need to subscribe to Caller ID to have per-call blocking.

It is important to keep in mind that even if you have a non-published or non-listed number your number will be passed along unless you choose to block on a per-call or per-line basis.

Per-line blocking automatically blocks a customer's number on every call without the need to dial *67. Calls placed from a line that subscribes to per-line blocking will be displayed on the Caller ID display unit as “anonymous” or “private.” Customers who subscribe to per-line blocking can unblock their name and/or number on a call-by-call basis. To **“turn off”** per-line blocking on a specific call dial ***82** (on a touch-tone phone) before dialing the phone number. This feature turns off per-line blocking for only the call placed after *82 is dialed, and will result in your name and/or number being received by subscribers of Caller ID. Once the call is ended, per-line blocking will be restored. If you select per-line blocking, then calls to Anonymous Call Rejection customers will not be completed.

CALLER ID Services

ANONYMOUS CALL REJECTION (ACR)

Anonymous Call Rejection (ACR) is a Caller ID service that allows a subscriber to automatically reject all calls that have been marked anonymous, or blocked. It is not necessary to subscribe to Calling Number Delivery or Calling Name Delivery to subscribe to ACR, nor is a display unit necessary. With ACR, the telephone will not ring if the person calling you has blocked his or her number through per-call or per-line blocking. The caller will receive a message that the party he or she is trying to reach is not accepting calls from a blocked number. The caller will be instructed to redial without blocking the number or be asked to call the operator for assistance in completing the call. (An operator-handling charge will apply.) ACR service also allows you the flexibility to turn on or off your ACR service by dialing a code, which will be provided upon subscription to ACR.

It is important to remember that both per-call and per-line blocking will not block your billing telephone number to emergency 9-1-1, nor will it currently prevent your number from being transmitted on 700, 800, 888, or 900 calls. Also, calls made from a pay phone cannot be blocked.

NO CHARGE FOR BLOCKING 900/976 CALLS

If calls to 900/976 programs are a problem due to unwanted charges, or if a customer wishes to avoid the potential of uncontrolled usage, customers may request 900/976 Call Restriction, which is free upon the initial request, and the telephone company will block access to all 900/976 numbers. Calls to 900/976 services cannot be blocked separately. When access is blocked to one service, the other is automatically blocked also. Some customers' telephone numbers do not have access to 900/976 calls at all. To request the blocking service, dial **1-800-446-2031**. Some restrictions may apply. In addition to the blocking service, the company can require mandatory blocking of 900/976 programs for non-payment of long distance charges incurred by a customer.

NOTICE:

Automatic Number Identification Per-line or per call blocking does not prevent transmission of your telephone number when you call a company using an 800, 888, or 900 number or other toll-free number. Therefore, your number may be available to that company's service representative before your call is answered.

Cellular 9-1-1 Calls When calling 9-1-1 on a cellular phone, be prepared to provide the following information: your name, cellular phone number, nature of the emergency, and the location of the incident. Please note: your call may be answered by a telephone company operator or a 9-1-1 dispatcher outside of your area.

Privacy Considerations The 9-1-1 emergency telephone number quickly summons emergency service in a crisis. When you report an emergency by dialing 9-1-1, your telephone number (including non-published numbers) and address may be automatically displayed on a viewing screen located at the 9-1-1 answering centers and your call may also be recorded. This display of the calling number and address enables the emergency agency to quickly locate the caller if the call is disrupted by the crisis.

CALLING FEATURES

HOW TO USE CUSTOM CALLING FEATURES

If you would like to subscribe to any of the following features, contact us at **1-800-446-2031**.

FEATURE	HOW IT WORKS	HOW TO USE
Caller I.D. Blocking	This allows you to block your phone number from being available to the party you're calling for the duration of one call.	• Dial *67 to activate • Dial *82 to deactivate
Anonymous Call Rejection	Allows a customer to reject calls from persons who have activated a blocking option to prevent the display of their name and phone number. All blocked calls will be intercepted by a recording that will give the caller information on options to complete their call.	To Turn On: • Lift the handset and listen for dial tone. • Press *77. A recording or confirmation tone will tell you that your Anonymous Call Block is on. To Turn Off: • Lift the handset and listen for dial tone. • Press *87 • A recording or confirmation tone will tell you that your Anonymous Call Block is off.
Call Waiting with Caller I.D.	Don't miss another important phone call. With a tone, call waiting will inform you that there is another incoming call.	You can answer the second line by depressing the switchhook.
Cancel Call Waiting	Don't worry about being interrupted on a long distance call. You can temporarily cancel the call waiting feature for the duration of your call.	• Dial *70 to cancel call waiting.
Auto Recall	If you walk in and the phone stops ringing, use Auto Recall to return the call.	• Dial *69 to dial the last number that called. • Dial *89 to deactivate.
Three-Way Calling	You can add a third party to an existing phone conversation with Three-Way Calling.	Complete the first call, then depress the switchhook for dial tone and make the second call. Depress the switchhook again to tie both calls together.
Auto Call Back	Auto Call Back allows you to continue dialing a number that is busy. (Available in certain areas only.)	• Dial *66 to activate and hang up the receiver. When the other party becomes available, the phone will ring back. • Dial *86 to cancel all attempts.

CALLING FEATURES

FEATURE	HOW IT WORKS	HOW TO USE
Call Forwarding	Call forwarding will transfer your calls wherever you go.	• Dial *72 to activate the number you want to forward your calls to; wait for a click and hang up. • Dial *73 to deactivate; wait for the click and hang up.
Selective Call Acceptance	This feature will accept only specified numbers that you have selected on a list.	• Dial *84 to activate.
Selective Call Forwarding	This feature allows you to create a list of numbers that are to be forwarded to another number.	• Dial *63 to activate.
Selective Call Rejection	Selective Call Rejection gives you the capability of rejecting a list of numbers that you create or the last number that called you.	• Dial *60 to activate. • Dial *80 to deactivate.
Priority Call	Distinctive ringing gives you the ability to select a list of phone numbers that you want to prioritize with a special ring. This feature also gives you a distinctive call waiting tone for the same listing.	• Dial *81 to activate.
Voice Mail Service	Reliable service with no special equipment required. Retrieve your messages, anytime... anywhere.	Detailed information will be provided upon ordering Voice Mail Service.
Speed Dial 8	Speed Dial 8 lets you create a list of 8 of your most frequently dialed numbers by dialing a one-digit code from 2-9.	• Dial 74# and wait for the dial tone. Dial a code number from 2-9. Then xxx-xxxx (number you want to store); wait for click, then hang up the phone. • Dial the appropriate code number from 2-9 that you assigned to reach the corresponding number that you stored in step one.

CALLING FEATURES

FEATURE	HOW IT WORKS	HOW TO USE
Speed Dial 30	Speed Dial 30 lets you create a list of 30 of your frequently dialed numbers by dialing a two digit code.	• Dial *75 and wait for dial tone. Dial a code number from 20-49. Then xxx-xxxx (number you want to store); wait for click, then hang up the phone. • Dial the appropriate code number from 20-49 that you assigned to reach the corresponding number that you stored in step one.
SIRA	Subscriber Identified Ringing Assignment is a second number assigned to the line that will automatically ring twice.	Detailed information will be provided upon ordering SIRA.
Toll Control With PIN #	You can control your long distance calls with this feature that only allows the individuals who have access to the Personal Identification Number (PIN) to make toll calls.	The following steps will allow you to insert your own PIN. • All PIN numbers start with a default PIN Code of 0000. • To change your own PIN Code, dial *319 then 0000#. A voice prompt will ask you to type your new 4-digit PIN followed by #. • Your PIN Code has now been changed. • To make a call, dial the number you want to call, wait for the stutter tone and enter your 4-digit PIN.
Customer Originated Trace (COT)	COT allows you to initiate a trace of the last incoming call. By dialing the activation code after a nuisance call has been received, you can have the calling party's number printed at VTX1 which may only be retrieved through the Sheriff's Department. Should the situation be an emergency, call your local law enforcement agency. If the number cannot be traced, an error announcement will be received. There is a \$10.00 charge for each COT.	• Hang up, pick up the receiver and get dial tone. • Dial *57 to activate and a recording will ask you to dial 1 if you would like to trace the call. • Note: If the number is unknown or unavailable, the service charge will still be applied.

CUSTOMER Rights



VTX1 Companies

YOUR RIGHTS AS A CUSTOMER

The following information is to acquaint you with some of the rules and practices of the company and your rights as a customer. Services are provided without discrimination regarding race, nationality, color, religion, sex or marital status. "Your Rights as a Customer" information is available in English and Spanish. For more information about "Your Rights as a Customer", contact or visit the nearest business office.

HOW TO CONTACT OUR BUSINESS OFFICE

If you wish to contact our business office for any reason concerning your services or to arrange for additional services, we will be glad to assist you in any way. Our customer representatives can be reached by dialing **1-800-446-2031**. You can also visit our website at www.vtx1.net or use our Mobile Site on your smart device at <http://mobile.dudamobile.com/site/vtx1>.

PAYMENT METHODS

Make payments by accessing your account online at www.vtx1.net. To save time and money, set up **"Auto Pay"** with a customer service representative at **1-800-446-2031**. You can also dial ***300** from your home phone or use our Mobile Site on your smart device at <http://mobile.dudamobile.com/site/vtx1>. You may also pay your bill over the phone or in person during the business office hours of 8:00 A.M. - 5:00 P.M. Monday - Friday, at most of our locations.

881 E. Hidalgo Ave. Raymondville, TX
1489 W. FM 117, Dilley, TX
300 North St. Mary Street, Falfurrias, TX
510 Bowie St., George West, TX
511 Main St., Jourdanton, TX

TARIFFS/SERVICE RATES/TERMS & CONDITIONS

The services provided to you by VTX1 Companies are public utility services. The rules, regulations and charges for these services are shown in the Cooperative's Tariffs. The tariffs are changed from time to time, and where there is a conflict between the tariffs and the information in this notice, the tariffs will apply. The Tariffs, Service Rules and Terms & Conditions are available to you on our website or visit any one of our local business offices. At any time, you may request to view or obtain a copy.

If you are applying for residential service, you will be informed of the lowest priced services we have available. We will explain the alternatives available at your location, discuss any installation charges and discuss equipment choices which may be available to you.

CREDIT History & Deposits

CREDIT HISTORY AND DEPOSITS

It is company policy to apply a customer's credit history equally for a reasonable period of time to a spouse or former spouse who shared the service, without modification and without additional qualifications that are not normally required of the customer.

If you are applying for residential service you must establish satisfactory credit before we can accept your application. Credit may be established in several ways:

- (a) Prior Residential Telephone Service – You can provide us with sufficient information to verify that you were a residential customer of a telephone company during the preceding two years; you are not delinquent in payment of your account with that telephone company; you did not have more than one past-due monthly bill with that telephone company during the last 12 consecutive months; and that you never had service disconnected for non-payment.
- (b) Credit References – You can provide us with appropriate credit references, including but not limited to acceptable credit cards, letters of credit, names of credit references which we can contact quickly and inexpensively, or proof of ownership of substantial equity.
- (c) Letter of Guarantee – You can furnish, in writing, a satisfactory guarantee from a third party to secure payment of your telephone bills. The third party guarantor has to have established satisfactory credit of their own, and can never have been disconnected for non-payment of their account.
- (d) Credit Due to Your Age – You can provide proof that you are 65 years of age or older, without an outstanding account balance for residential service with any telephone company which accrued within the last two years.

DEPOSITS FOR APPLICANTS AND CUSTOMERS

If a residential or business applicant does not establish credit as described above, a deposit may be required by VTX1. A deposit or an additional deposit may also be required before services are restored after suspension for non-payment. We may not require a deposit in excess of one-sixth of your estimated annual billing.

DEPOSITS FOR RESIDENTIAL CUSTOMERS

We may require an initial deposit from residential customers when:

- (a) You have been delinquent in paying a bill for telephone service on more than one occasion during the last 12 months of service, or if your service was disconnected for non-payment. You must pay the deposit or furnish a letter of guarantee within 10 days after VTX1 issues a written termination notice and request for deposit.

We may require an additional deposit from residential customers when:

- (b) Your actual usage is three times your original estimated usage, or three times the average usage of your most recent three bills and your current usage exceeds \$150 and 150% of the initial deposit during the first 12 months of service. You must pay the deposit within 10 days after VTX1 issues a written termination notice and request for deposit.
- (c) Your actual billings are at least twice the amount of estimated billings after two billing periods and a suspension notice has been issued on a bill within the previous 12 months. You must pay the deposit within 15 days after VTX1 issues a written termination notice and request for deposit.

In each of the above cases, you may choose to pay the current bill instead of paying the deposit, if you have not chosen this option in the last 12 months.

CREDIT History & Deposits

DEPOSITS FOR BUSINESS SERVICE CUSTOMERS

If a business customer's actual billings are at least twice the amount of estimated billings and a suspension notice has been issued on a bill within the previous 12 months, you may be required to pay a new deposit. You must pay the deposit within 15 days after VTX1 issues you a notice. You may choose to pay the current bill instead of paying the deposit, that is, if you have not chosen this option in the previous 12 months.

During the first 12 months you receive service, VTX1 may also ask you to pay an additional deposit prior to issuance of your bill, if your actual usage is 3 times your estimated usage, or 3 times the average usage of your most recent 3 bills, and your current usage exceeds \$150 and 150% of the deposit you have paid. You must pay the additional deposit or the current usage within 10 days after VTX1 issues you a notice.

In either of the above cases, VTX1 will send you a written termination notice and a request for deposit.

DEPOSITS FOR WEEKEND RESIDENCES, TEMPORARY, OR SEASONAL SERVICE

VTX1 may require a sufficient deposit to protect it against the assumed risk for weekend residences, temporary or seasonal service. These deposits will be returned under the guidelines set out under "Return of your Deposit."

INTEREST ON DEPOSITS

VTX1 pays interest on deposits at a rate between 11% and 18% which is set annually by the Public Utility Commission of Texas, effective January 1st of each year.

No interest will be paid if a refund of the deposit is made within 30 days of receipt of the deposit by VTX1. If we keep the deposit for more than 30 days, the interest is calculated from the date of payment of the deposit.

You may request payment of interest annually, or at the time the deposit is returned to you. The deposit will not draw interest after the date it is returned to you, or credited to your account.

DEPOSIT REIMBURSEMENT

If the service is not connected, or after the service is disconnected, we will refund your deposit and interest, or the balance of the deposit, if any, in excess of any unpaid bills for service furnished to you, promptly and automatically.

When you have paid bills for residential service for 12 consecutive billings, or for business service for 24 consecutive billings without having service disconnected for non-payment, and without having more than 2 occasions in which a bill was delinquent, and when your current bill is not delinquent, we will refund your deposit and interest, or void any guarantee of payment, promptly and automatically. The refund may be made in the form of cash or credit to your bill. If you do not meet these refund criteria, the deposit and interest may be retained by VTX1, in accordance with the rules requiring the deposit.

COMPLAINTS

APPLICANT OR CUSTOMER COMPLAINTS AND DISPUTED BILLS

A customer service representative is available to answer your questions and resolve your problems. If you are not satisfied, you have the right to ask for a supervisory review which will be provided within 10 days of your request. If your problem cannot be satisfied by the supervisor, you may ask for the CEO. If you prefer you may write to:

VTX1 Companies
881 E. Hidalgo Ave.
Raymondville, Texas 78580

When you are making a complaint, an investigation will be made by VTX1 and the results will be reported to you. You are not required to pay for disputed charges, and we will not disconnect service for non-payment while these charges are being investigated, or up to 60 days, whichever is less. You must pay all undisputed charges by the due date. If the dispute cannot be resolved, we will inform you of the complaint procedures of the Public Utility Commission, as described below.

YOUR RIGHT TO REGISTER A COMPLAINT WITH THE PUBLIC UTILITY COMMISSION OF TEXAS

You have the right to file a formal or informal complaint or pursue any matter with the Public Utility Commission of Texas at this address:

Public Utility Commission of Texas
Customer Protection Division
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
Telephone: (512) 936-7120 or (Toll Free) 1-888-782-8477
(512) 936-7136 (TTY/TDD Users)
Fax: (512) 936-7003
E-Mail: customer@puc.state.tx.us

PAYMENT of Bills

PAYMENT OF BILLS

All bills for local, toll and miscellaneous services are due 16 days after the postmark date, or the issuance date on the bill if there is no postmark. If the normal due date falls on a holiday or weekend, the due date will be the next work day. If the bill is not paid by the due date, it is delinquent. If you do not receive a bill or a disconnect notice, you are still responsible for payment of your bill. You may pay your bill at our business office for your convenience.

You are responsible for payment of all charges for local service furnished to you and any long distance calls (including special service billing charges) that you make from your phone, as well as collect calls. Charges for local monthly service are billed one month in advance. Charges for long distance calls, or any special service billings are based on actual use up to the date your bill is prepared. Charges for installing or changing your monthly service usually appear on the first bill after your order is completed. If necessary, VTX1 may send special bills for long distance calls; these are due 16 days after issuance.

Charges for long distance calls are shown in detail on each bill. An itemized list of local service charges will be provided when you initially install or modify your service. We will provide you with this listing on a monthly or annual basis, if you request it.

PAYMENT ASSISTANCE PLANS

If you cannot pay your bill by the due date, please call our business office. We may be able to make payment arrangements. We offer a deferred payment plan for residential customers who have not been issued more than two termination notices at any time during the preceding 12 months. However, we are not required to enter into a deferred payment plan with any customer who has had telephone services for three months or less if the customer does not have sufficient credit or a satisfactory history of payment for previous service. A deferred payment plan will allow you to pay an outstanding balance in monthly installments. The monthly payment will be in addition to that month's current bill, which cannot be more than 1/3 of the total deferred amount, and may include a 5% penalty for late payment. A deferred payment plan may be made in person at our business office or by telephone. In either case, we will provide a written copy of the agreed plan.

If you have entered into a deferred payment plan and do not meet the terms, we may disconnect your service after proper written notice. VTX1 is not required to offer subsequent negotiation of a deferred payment plan prior to disconnection.

Please call your service representative for more information about this plan. You have the right to request these alternative payment plans if you meet the requirements explained in this section.

OVERBILLING OR UNDERBILLING

If your bill for telephone services differs from VTX1's lawful rates for the services you have purchased, a billing adjustment will be calculated by VTX1. If you are due a refund, we will make an adjustment for the entire period that you were overcharged.

If you were undercharged, the Cooperative may backbill for a period up to six months prior to the time we notified you for the amount of the undercharge and the total additional amount that will be due. This amount shall be added to the next regular billing. We can offer you a deferred payment plan for the same length of time as that of underbilling, if the backbilling is \$50 or more.

TERMINATION of Service

TERMINATION OF SERVICE

VTX1 Companies will not disconnect service on a day, or on a day immediately preceding a day when our employees are not available to the public for purposes of making collections and reconnecting service, unless a dangerous condition exists or the customer requests the disconnection.

TERMINATION WITH NOTICE

VTX1 must give you at least 10 days written notice before disconnecting your telephone service. Service may be disconnected with notice for the following reasons:

- You do not pay a delinquent account for telephone service, or you do not comply with the terms of a deferred payment agreement. This includes failure to reimburse or make good a check or monies not honored by the bank on which issued.
- You do not comply with deposit or guarantee arrangements where required.
- You do not pay the account of another customer you co-sign as a guarantee for payment of bills as a condition for service.
- You violate VTX1's rules concerning the use of service in a manner which interferes with the service of others, or you operate nonstandard equipment, when a reasonable attempt has been made to notify you and given you a reasonable opportunity to fix the problem.

TERMINATION WITHOUT NOTICE

VTX1 may disconnect telephone service without prior notice, for the following reasons:

- Where a known and dangerous condition exists.
- If you tamper with VTX1's equipment. VTX1 may suspend or terminate service where service is connected without authority and application for service, or where service has been reconnected without authority following termination of service for non-payment.

HOW TO RESTORE SERVICE AFTER INVOLUNTARY TERMINATION

All outstanding charges due to VTX1 must be paid or a deferred payment agreement must be entered before service will be restored. We will also charge a reconnection fee. We require that you either submit cash, money order, or a cashier's check as payment for outstanding bills or reconnect fees.

If your service has been terminated and your deposit was applied to the balance of the account, you are no longer a subscriber of VTX1, and you will have to reapply for telephone service as a new applicant and re-establish credit.

No credit will be given for loss of service during the period service is disconnected for nonpayment if payment is made and service reconnected before the completion of an order to terminate the service.

SUSPENSION OR DISCONNECTION OF SERVICE

To avoid disconnection of your local service, you must pay the total amount due for basic local services. If this payment is not received by the final date for payment, your services will be subject to disconnection without further notice. If you do not pay the total amount due and only pay your basic local services, your basic local service will not be disconnected. However, please be advised that your long distance service may be subject to toll blocking until full payment of your long distance charges is received.

SERVICES (Disabilities)

SERVICE FOR CUSTOMERS WITH A DISABILITY

Many services have been developed specifically by the telephone industry to help those with hearing, sight, speech or motion impairments. If you have difficulty using the telephone, perhaps one of our special services can help. Please contact our business office for further information.

RELAY TEXAS is a service that relays calls between a person using a Telecommunications Device for the Deaf (TDD) or other assistive devices and any other telephone user within the state. The service also allows a person without a TDD to call a TDD user. The service is available 24 hours a day, 7 days a week. There is no extra charge for this service. Calls placed to destinations within the state of Texas will be billed at discounted rates. Long distance calls placed through RELAY TEXAS will be billed at US Sprint rates. To use RELAY TEXAS or obtain more information, call toll free:

TDD USERS:.....1-800-735-2989 (1-800-RELAY-TX)

OTHER USERS:.....1-800-735-2988 (1-800-RELAY-VV)

SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAMS (STAP)

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities in purchasing basic specialized equipment of services needed to access the telephone network. For more information, contact the **Texas Office for Deaf and Hard of Hearing Services** at **512-407-3250** or **800-628-5115** or **TTY (512-407-3251)** or **www.dars.state.tx.us/dhhs/**. This program is open to all individuals who are residents of Texas and have a disability.

[illegible]

Federal TELEPHONE PROGRAMS

To assist qualified low-income customers obtain and maintain local telephone service, discount assistance programs are available from local exchange telephone companies. Under these assistance plans, qualified low-income applicants may receive a 50% discount off telephone service installation charges for new service installation. Customers that qualify are also eligible for a discount off their monthly local telephone bill.

Lifeline

Is a federal program that helps eligible individuals pay for Internet and Basic Telephone services. Eligible households can receive Lifeline discounts up to \$9.25 per month or may be more depending on your state. Additional state support may be available.

You may be eligible for Lifeline if:

You or someone in your household participates in a federal assistance program(s): Federal Public Housing Assistance (FPHA) or Section 8, Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps, Medicaid, Supplemental Security Income (SSI), and the Federal Veterans Pension or Survivors Benefit, any additional qualifying program established by your state; or if your household income is at or below 135% of the federal poverty guidelines. Discounts will now be applicable to Basic Telephone Service, Broadband, and Wireless services.

USAC

General Inquiries
2000 L Street NW, Suite 200
Washington, DC 20036

Phone: (202) 776-0200
Fax: (202) 776-0080
www.usac.org

Reduces the cost of hook-up charges for customers receiving federal aid benefits or who are at or below the federal poverty level. The program may reduce the deposit depending on the customer's past credit history.

Contact the Cooperative for more information concerning Lifeline.

**Call The Texas Low-Income Discount Administrator At
Toll-Free 1-866-454-8387 (4-Lite-Up)
Or Contact Your Local Phone Company To Find Out If You Qualify**

If you think you may qualify for these Lifeline Discounts or if you know someone who may qualify, please call the toll-free number above or call our local business office at **1-800-446-2031** and let one of our service representatives assist you.

NOTICE

§23.40 (h) (2) AND (3)

Valley Telephone Cooperative Inc., offers Prepaid Local Telephone Service, or PLTS, which gives eligible customers an opportunity to manage outstanding telephone balances. PLTS is available as a **one-time** option for eligible customers. If you are a residential customer whose service has been suspended or disconnected for non-payment of charges, and you have never received PLTS from Valley Telephone Cooperative, Inc., you can subscribe to PLTS.

PLTS customers receive a flat rate for basic local telephone service with touch tone, access to 911, access to the VTCI's repair and business services offices, a white pages directory listing or non-published service if requested, and toll blocking. The charges for these services will be at the VTCI's tariffed rates. Applicable surcharges or fees must also be paid. Normal service connection and restoral fees may apply. PLTS customers must make an advance payment for up to two months of PLTS service and any applicable service charges. Subsequent payments are billed one month in advance, and must be paid by the due date.

PLTS does not include long distance calling, collect calling, access to directory assistance, or access to usage sensitive services such as call return, call trace, and auto redial. Other services provided by VTCI are not available to PLTS customers.

PLTS service will be disconnected immediately without notice for violation of the PLTS requirements and the customer will not be eligible for PLTS service again with VTCI.

A PLTS customer can return to basic local telephone service when the customer has a zero balance on the PLTS account and has paid all outstanding debt owed to Valley Telephone Cooperative, Inc., including toll charges.

Eligible customers may subscribe to PLTS or obtain further information by contacting Valley Telephone Cooperative, Inc. business office at (800) 446-2031 during normal business hours.

§23.40 (h) (2) Y (3)

Valley Telephone Cooperative Inc. ofrece Servicio Prepagados Locales, ó PLTS da a los clientes elegibles la oportunidad de manejar balances excepcionales del teléfono. PLTS está disponible **una sola vez** para clientes elegibles. Si usted es un cliente residencial y su servicio ha sido suspendido ó desconectado debido a cuentas delincuentes, y si usted nunca ha recibido PLTS de Valley Telephone Cooperative, Inc., puede inscribirse a PLTS.

Clientes del PLTS reciben una tarifa única para servicios básico de teléfono locales con teléfonos de teclas, acceso al 911, a las oficinas de comerciales y de reparación de VTCI, y de los servicios de negocios, un listado del directorio de paginas blancas, ó servicio no publicado si es solicitado, y bloqueo del peaje. Los cargos por estos servicios serán de acuerdo con las tarifas de VTCI. Las sobrecargas aplicables ó los honorarios deben también ser pagados. Los honorarios normales de la conexión y de la re-conexión del servicio pueden aplicarse. Los clientes de PLTS deberían hacer un pago anticipado de dos meses de servicio de PLTS y de cualquier precio de servicio aplicable. Cargos posteriores serán cobrados con un mes de anticipación y tienen que pagarse para la fecha de vencimiento.

PLTS no incluye llamadas de larga distancia, llamadas por cobrar, acceso al directorio de asistencia, acceso a servicios como regreso de llamadas, llamada automática, ó rastro de llamadas. Otros servicios disponibles por VTCI no son disponibles para los clientes de PLTS.

El servicio de PLTS será desconectado inmediatamente sin previo aviso por violación de los requisitos de PLTS y el cliente ya no será elegible para recibir el servicio de PLTS con VTCI.

Un cliente de PLTS puede regresar al servicio básico de teléfono cuando el cliente obtiene un balance de cero en la cuenta de PLTS y ha pagado toda deuda pendiente a Valley Telephone Cooperative, Inc., incluyendo cargos de peaje.

Clientes elegibles podrán subscribirse a PLTS y obtener más información llamando a la oficina de Valley Telephone Cooperative, Inc. al (800) 446-2031 durante horas de oficina normales.

SUS DERECHOS Como Cliente



VTX1 Companies

SUS DERECHOS COMO CLIENTE

La siguiente información le ayudara a conocer algunos reglamentos y prácticas de la Compañía, y sus derechos como cliente. Nuestra política es proporcionar nuestros servicios sin discriminación contra su raza, nacionalidad, color, religión, sexo ó estado civil. "Sus Derechos como Cliente" están disponibles en español por correo y en la oficina principal.

COMO PONERSE EN CONTACTO CON NUESTRA OFICINA

Si desea ponerse en contacto con nuestra oficina, en respecto a su servicio actual ó para solicitar nuevos servicios, será muy bien atendido. Se puede comunicar con nuestros representantes de servicios marcando el **1-800-446-2031**, ó por el sitio web a **www.vtx1.net** o use y salve(ahorre) VTX1 sitio web móvil - **<http://mobile.dudamobile.com/site/vtx1>** a su dispositivo elegante(listo).

MÉTODOS DE PAGOS

Usted puede pagar sus cuentas por correo, la letra bancaria automática ó pago electrónico teniendo acceso a su cuenta en **www.vtx1.net**. Para más información por favor marque ***300** desde su teléfono de casa ó llame al **1-800-446-2031** o use y salve(ahorre) VTX1 sitio web móvil **<http://mobile.dudamobile.com/site/vtx1>** a su dispositivo elegante(listo).

Las cuentas se pueden pagar en persona entre las 8:00 A.M. y 5:00 P.M. de Lunes a Viernes, en cualquiera de nuestras oficinas:

881 E. Hidalgo Ave. Raymondville, TX
1489 W. FM 117, Dilley, TX
300 North St. Mary Street, Falfurrias, TX
510 Bowie St., George West, TX
511 Main St., Jourdan, TX

SU DERECHO DE INSPECCIONAR LAS TARIFAS Y LAS REGLAS DE LA COOPERATIVA

Los servicios brindados a usted por la Compañía son servicios de utilidades públicas. Las reglas, regulaciones, y tarifas de estos servicios se encuentran en la lista de tarifas de la Compañía. Las tarifas cambian en ocasiones, y donde hay conflicto entre las tarifas y la información en este aviso, serán aplicadas a las tarifas. Estos documentos están archivados en nuestra oficina principal y puede pedirlos durante horas normales.

Si usted desea copias, las proporcionaremos por un costo razonable. Si esta solicitando servicio residencial, le informaremos de los servicios más económicos que están disponibles. Le explicaremos todas las alternativas disponibles en su localización, y le informaremos sobre los cargos de instalación, y los equipos que pueden estar disponibles para usted.

HISTORIA De Crédito Y Depósito

HISTORIA DE CRÉDITO Y DEPÓSITO

La póliza de la cooperativa tiene que solicitar la historia de crédito de un cliente, y por un periodo razonable, igualmente que a un esposo ó excónyuge con quien compartió el servicio, sin modificaciones y sin calificaciones adicionales normalmente no requeridas.

Si esta solicitando servicio residencial, necesita establecer crédito satisfactorio antes de que aceptemos su solicitud. El crédito se puede establecer en varias maneras:

- (a) Servicio previo de teléfono residencial – esa información nos ayuda a verificar si tuvo servicio con una compañía de teléfono durante los últimos dos años; y sin ninguna cuenta delinciente con una compañía de teléfono, sin tener ni un pago mensual atrasado durante los últimos 12 meses consecutivos; y que su servicio no haya sido desconectado debido a una cuenta atrasada.

Puede requerirse un deposito adicional si es que:

- (b) Referencias financieras – Puede proporcionarnos con referencias apropiadas financieras, incluyendo, pero no limitadas a: tarjetas de crédito, cartas de crédito, nombres de referencias financieras con las cuales nos podemos comunicar rápidamente y económicamente, ó prueba de propiedad de un capital substancial.
- (c) Carta de Garantía – Usted puede proporcionar, por escrito, una garantía de otra persona para asegurar liquidación de su cuenta telefónica. La persona garantizando su cuenta tiene que ser miembro de la Compañía por lo menos un año, debe haber establecido un buen y satisfactorio crédito, sin haber tenido su servicio desconectado a causa de cuentas atrasadas.
- (d) Crédito debido a su edad – Puede mostrarnos que tiene por lo menos 65 años de edad ó más, sin ningún balance atrasado que se ha acumulado durante los últimos dos años, en cualquier compañía de servicio residencial.

DEPÓSITOS PARA SOLICITANTES Y CLIENTES EXISTENTES

Si un solicitante de servicio residencial ó servicio comercial no establece un crédito satisfactorio como se menciona anteriormente, la Compañía requiere un depósito. Un depósito adicional puede también ser requerido antes de restaurar los servicios causados por no pagar la cuenta a tiempo. No se requiere un depósito superior a una sexta parte de su cuenta anual.

DEPÓSITOS PARA CLIENTES RESIDENCIALES

Podemos requerir un depósito inicial de clientes residenciales cuando:

- (a) Si es delinciente por no pagar su servicio telefónico más de una ocasión durante los 12 meses mientras tenia el servicio, ó si su servicio fue desconectado debido a falta de pago. Deberá pagar el depósito ó proporcionar una Carta de Garantía 10 días antes que la Cooperativa envíe un aviso de terminación por escrito y solicitud de depósito.

Podemos requerir un depósito adicional de clientes residenciales cuando:

- (b) Su uso real es tres veces mas que el uso original ó tres veces de sus tres cuentas mas recientes ó su uso actual excede de \$150 y de 150% del depósito inicial durante los primeros 12 meses del servicio. Usted debe pagar el depósito en un plazo de 10 días después de que la Cooperativa envíe una carta de terminación y solicitud de enganche.

HISTORIA De Crédito Y Depósito

- (c) Sus facturas reales son por lo menos dos veces la cantidad de facturaciones estimadas después de dos periodos de servicio y un aviso de suspensión se ha publicado en su cuenta en el plazo de los 12 meses anteriores. Usted debe pagar el depósito en un plazo de 16 días después de que la Compañía envíe una carta de terminación y solicitud de enganche.
- (d) En cada uno de los casos previamente mencionados, puede elegir pagar la cuenta corriente en lugar de pagar el enganche, si es que no ha elegido esta opción durante los últimos 12 meses.

DEPÓSITOS PARA CLIENTES CON SERVICIO COMERCIAL

Si las cuentas de un cliente son por lo menos dos veces la cantidad de las facturas proyectadas y un aviso de suspensión ha sido publicado durante los 12 meses anteriores, el cliente tiene que pagar un depósito nuevo. Tiene que pagar el depósito durante los 15 días después de que la Compañía envíe el aviso. Puede elegir pagar la cuenta corriente en vez de pagar el depósito, si no ha elegido esta opción durante los últimos 12 meses.

Durante los primeros 12 meses de servicio, la Compañía también puede pedir que se pague un depósito adicional antes de emitir su primera cuenta si su gasto verdadero es 3 veces lo que usted proyectó, ó tres veces el promedio de sus tres cuentas más recientes, y su gasto corriente es más de \$150 y 150% del depósito que ha pagado. Tendrá que pagar el depósito adicional ó la cuenta corriente dentro de los 10 días siguientes después de que la Compañía envíe el aviso.

En cualquiera de los casos antedichos, la Compañía le enviará una carta de terminación y una solicitud de depósito.

DEPÓSITOS PARA RESIDENCIAS POR EL FIN DE SEMANA, SERVICIO TEMPORAL, Ó SERVICIOS POR ESTACIÓN

La Compañía puede requerir un depósito que sea suficiente para protegerse de los riesgos asociados con residencias de fin de semana, residencias temporales y servicio por estación. Estos depósitos serán retornados bajo los reglamentos otorgados en la sección llamada "Devolución de su Depósito".

INTERESES EN LOS DEPÓSITOS

La Compañía paga intereses en depósitos en un índice de 6% y el 12% de cual es fijado anualmente por la Comisión de Utilidad de Texas, comenzando el día 1 de enero de cada año.

Ningún interés será pagado si hay un reembolso hecho en el plazo de 30 días después que reciba el depósito de la Compañía. Si guardamos el depósito por más de 30 días, el interés se calcula a partir de la fecha del pago del depósito.

Se puede solicitar el pago del interés anualmente, ó cuando le devuelvan el depósito. El depósito no ganará interés después de la fecha que se lo regresen, ó que sea acreditado a su cuenta.

QUEJAS

HISTORIA DE CRÉDITO Y DEPÓSITO (CONT.)

REEMBOLSO DEL DEPÓSITO

Si su servicio no esta conectado, ó después que se desconecte, consolidaremos su depósito, interés ó el balance del deposito, si lo hay, en exceso de cualquier cuenta que no se pago mientras tenia los servicios, automáticamente y puntualmente.

Cuando usted ha pagado sus cuentas de servicio residencial por 12 periodos consecutivos, ó el servicio comercial por 24 periodos consecutivos sin interrupción alguna debido a falta de pago de su cuenta, si tiene mas de 2 pagos delincuentes, y el pago actual no debe estar delinciente, en ese caso se le reembolsara el depósito mas el interés, ó anularemos cualquier garantía sobre la cuenta, puntualmente y automáticamente. El reembolso puede ser en efectivo ó a través de un crédito a su cuenta.

Si usted no califica bajo este criterio, la Compañía se quedara con el depósito y el interés, de acuerdo con los requisitos especificados referente a los depósitos.

QUEJAS DE SOLICITANTES Ó CLIENTES Y CUENTAS DISPUTADAS

Su representante/delegado técnico está disponible a contestar sus preguntas y resolver sus problemas. Si todavía no está satisfecho, tiene el derecho de pedir que un supervisor revise su caso la cual será proporcionada en el plazo de 10 días de su petición. Si el supervisor no puede resolver el problema, por favor, pregunte por el Gerente de la Compañía. Si gusta, escriba a la dirección siguiente:

**Valley Telephone Cooperative, Inc.
881 E. Hidalgo Ave.
Raymondville, Texas 78580**

Cuando usted tenga una queja, la Compañía hará una investigación y los resultados serán reportados a usted, durante la investigación, usted no tendrá que pagar los cargos disputados, ni desconectaremos su servicio mientras que están investigando ó hasta 60 días, cualquiera que sea menos. Usted tendrá que pagar la parte de su cuenta que no esta bajo investigación antes de la fecha en la que su cuenta normalmente se vence.

Si el conflicto no puede ser resuelto, le informaremos el procedimiento de su queja a la Comisión de Utilidad Pública, mencionado abajo.

SU DERECHO DE REGISTRAR UNA QUEJA CON LA COMISION DE UTILIDAD PÚBLICA DE TEXAS

Usted tiene el derecho de registrar una queja formal ó informal sobre cualquier asunto con la Comisión de Utilidad Pública de Texas a esta dirección:

**Public Utility Commission of Texas
1701 N. Congress Avenue
P.O. Box13326**

Austin, Texas 78711-3326

Teléfono: (888) 782 8477 ó (512) 936-7136 (para usuarios sordos del TTY/TDD)

Correo electrónico – customer@puc.state.tx.us

PAGO de Cuentas

PAGO DE CUENTAS

Todas cuentas locales, el peaje y los servicios misceláneos vencen dieciséis (16) días después de la fecha del sello postal, ó la fecha de la cuenta si no hay sello postal. Si la fecha cae en un día festivo ó fin de semana, la fecha de vencimiento será el próximo día de trabajo. Si la cuenta no se paga en la fecha debida, la cuenta se considerara delincuenta. Si usted no recibe su cuenta ó un aviso de desconexión, usted sigue siendo responsable por el pago de su cuenta. Para su conveniencia, también puede pagar su cuenta en persona, en nuestras oficinas principales

Usted es responsable por todas las cargas de servicio en llamadas locales y larga distancia (incluso las cargas de servicios especiales) hechas de su propio teléfono, tanto como llamadas de larga distancia recibidas en su teléfono ó iniciadas de otro teléfono como llamadas a cobrar. Los cargos para el servicio local se cobran con un mes de anticipación. Cargos de larga distancia, ó cargos de servicios especiales se basan en el uso actual hasta la fecha que se prepara su cuenta. Cargos de instalación ó cambio de servicio generalmente aparecen en la primera cuenta después de que se complete su orden. La Cooperativa puede mandar una cuenta especial para llamadas de larga distancia, si es necesario, y tiene que ser pagado 16 días después de la emisión.

Las cargas de llamadas de larga distancia se encuentran detalladamente en la cuenta. Una lista detallada de los precios de servicio locales será proporcionada cuando usted instale ó cambie su servicio inicial. Nosotros proveeremos un listado mensual ó anual, si usted lo solicita.

PLANES DE AYUDA FINANCIERA

Si no puede pagar su cuenta antes de que se venza la fecha, por favor llame a la oficina principal. Ofrecemos un plan del pago diferido para los clientes residenciales que no han recibido más de 2 avisos de terminación en cualquier momento durante los 12 meses que precedían. Sin embargo, no podemos entrar en un plan de pago con el cliente, si es que tuvo el servicio solo por 3 meses ó menos, si no tiene suficiente crédito ó una historia satisfactoria de pago. Un plan de pagos a plazos le permite pagar el balance existente en pagos mensuales. El pago mensual será agregado a la cuenta actual de ese mes, que no puede ser más de 1/3 de la cantidad total diferida, y puede incluir una multa de 5% por pagar tarde. Un plan del pago diferido se puede hacer en persona en nuestra oficina principal ó por teléfono. En cualquier caso le proveeremos una copia del acuerdo por escrito.

Si usted ha entrado en un plan de pagos a plazos, y no cumple con los requisitos, podemos desconectar su servicio después de un aviso por escrito. VTX1 Companies no esta obligada a negociar otro plan antes de desconectar su servicio.

Por favor, llame a su representante técnico para más información sobre este plan. Usted tiene el derecho de pedir estos pagos alternativos si es que cumple con los requisitos explicados en esta sección.

CUENTAS ERRADAS

Si su cuenta de servicio telefónico refleja tarifas en exceso de las tarifas legales de la Cooperativa, un ajuste será calculado en su cuenta por VTX1 Companies. Si se le debe un reembolso, haremos un ajuste para el periodo entero que le cobraron excesivamente.

Si le cobraron menos, VTX1 Companies puede acumular esa cantidad hasta por un periodo máximo de seis meses antes de notificarlo sobre la cantidad adicional que debe pagar. Esta cantidad será añadida en su próxima cuenta. Podemos ofrecerle un plan de pagos durante el tiempo que le cobraron de menos, si es que la cantidad debida es por lo menos \$25.

CANCELACIÓN De Servicio

CANCELACIÓN DE SERVICIO

La Compañía no desconectará servicio en un día, ó el día antes cuando nuestros empleados no están disponibles para el público con el propósito de recibir pagos ó conectar servicios, al menos que exista una situación peligrosa ó el cliente solicite la desconexión.

TERMINACIÓN CON AVISO

La Compañía debe darle al menos 10 días de aviso por escrito antes de desconectar su servicio telefónico. El servicio se puede desconectar con aviso por las siguientes razones:

- Si usted no ha pagado una cuenta atrasada de servicio telefónico, ó si no cumple conforme a las condiciones del plan financiero. Esto incluye la falta de reembolso por cheques sin fondos ó otro dinero que su banco no aprueba.
- Si usted no accede al depósito ni garantiza arreglos requeridos.
- Si no se paga la cuenta de la persona que usted garantiza como condición de conectar servicio.
- Si usted viola las reglas de la Compañía referente al uso del servicio de manera que esta interfiriendo con el servicio de otros clientes, ó usted esta utilizando equipo fuera de lo común, cuando hemos hecho un intento razonable de notificarle y le hemos dado oportunidad razonable para solucionar el problema.

CANCELACIÓN SIN AVISO

La Compañía puede desconectar su servicio telefónico sin aviso por las siguientes razones:

- Siempre que una condición peligrosa exista, y por el tiempo que la condición persista;
- Si usted trata de forzar el equipo de La Compañía, ellos pueden suspender ó terminar el servicio que reconectado sin autorización ó por no pagar su cuenta se lo desconectaron y sin autorización reconecto el servicio.

COMO RESTAURAR SERVICIO DESPUÉS DE LA TERMINACIÓN INVOLUNTARIA

Los pagos atrasados debidos a La Compañía tendrán que pagarse ó pagarlos aplazo antes de restaurar su servicio. También hay un costo de reconexión. Se requiere pago en efectivo, orden de dinero, ó el cheque de un cajero para cancelar las cuentas atrasadas y costo de reconexión.

Si su servicio fue cancelado y el depósito fue añadido al balance, ya no es miembro de La Compañía, y tendrá que solicitar de nuevo si es que desea reconectar el servicio como solicitante nuevo, y reestablecer su crédito con nosotros.

No habrá ningún reembolso durante el periodo que su servicio fue desconectado por falta de pago, si la cuenta se paga en total, su servicio se reconecta antes de que la orden para cancelar el servicio se complete.

SUSPENSIÓN Ó DESCONEXIÓN DEL SERVICIO

Para evitar que su servicio local sea desconectado, debe pagar la cantidad total que se debe para los servicios básicos locales. Si el pago no se recibe el día que se vence la fecha, su servicio se desconectará sin ningún aviso. Si usted no pago todo lo que debe y solamente pago lo básico del servicio local, su servicio no se desconectará. Tenga en cuenta que su larga distancia puede ser bloqueada hasta que se reciba pago completo.

Servicio CON DISCAPACIDAD

SERVICIO PARA CLIENTES CON DISCAPACIDAD

La industria de teléfono ha convertido muchos servicios especialmente para ayudar a los debilitados de la audiencia, de la vista, del discurso ó del movimiento. Si usted tiene dificultad usando el teléfono, quizás uno de nuestros servicios especiales puede ayudarle. Por favor, comuníquese con nuestras oficinas principales para más información.

RELAY TEXAS es un servicio que retransmite llamadas entre una persona que usa un TDD ó otro equipo especial y cualquier otro usuario de servicio telefónico con el estado. El servicio también le permite a una persona sin TDD que llame a usuario de TDD. El servicio está disponible 24 horas al día, 7 días a la semana. No hay cobro adicional por este servicio. Llamadas dentro del estado de Texas tendrán tarifas con descuento. Llamadas de larga distancia colocadas con RELAY TEXAS serán cobradas con las tarifas de US Spring. Para utilizar RELAY TEXAS, ó para obtener más información llame gratis a los números mencionados abajo:

Usuarios con TDD: 1-800-735-2989 (1-800-RELAY-TX)

Otros usuarios: 1-800-735-2988 (1-800-RELAY-VV)

PROGRAMAS ESPECIALIZADOS PARA LA ASISTENCIA DE TELECOMUNICACIONES (STAP)

El Programa de Asistencia para Telecomunicaciones Especializadas (STAP) brinda asistencia financiera a los residentes de Texas con discapacidades para ayudarles a obtener equipos especializados básicos para tener acceso a la red de teléfono. Para más información, comuníquese con la **Comisión Para Los Sordos Y Personas Con Deficiencias Auditivas De Texas al 512-407-3250(TTY) ó www.dars.texas.us**. Este programa se ofrece a todos los residentes de Texas que tenga alguna inhabilidad.

CUERDA DE SALVAMIENTO (LIFELINE)

Reduce las tarifas aproximadamente \$9.25 mensuales para la subscripción federal ha esos clientes que benefician de uno de los varios programas de ayuda federales. (Asistencia Temporal para la gente de bajo recursos, estampillas de alimento, programa casero de energía, programa medico, ingreso de seguro económico, ayuda a mujeres, los infantes y los niños) ó los que tienen un ingreso anual equivalente a ó menos del nivel federal de la pobreza.

FONDO DE SERVICIO UNIVERSAL DE TEXAS

Usted puede notar una carga, llamada el "servicio universal de Texas" que paga el fondo Universal del Servicio de Texas. Este fondo fue creado por el Estado de Texas para ayudar a los clientes de bajos recursos, los que están en áreas rurales de alto costo y a clientes con discapacidades. Este cargo es aproximadamente el 3.3 por ciento de su factura y está siendo compensado por la reducción de cargos de larga distancia en el estado. Cargos TUSF están sujetas a cambios compensando por medio de una reducción en cargas de llamadas de larga distancia dentro del estado. Si usted tiene cualquier pregunta sobre este cargo ó como se calcula, por favor llame a nuestras oficinas principales.

INFORMACIÓN Del Directorio

¿ES USTED ELEGIBLE PARA LOS PROGRAMAS DE DESCUENTO QUE OFRECEN LAS COMPAÑÍAS TELEFÓNICAS?

Estos servicios se ofrecen a los clientes de bajos recursos que son elegibles para poder obtener y mantener un servicio de teléfono local, las compañías de teléfono local ofrecen programas de descuento. Según las condiciones de estos planes de asistencia, los clientes de bajos recursos pueden recibir un descuento de 50% para instalación inicial de servicio de teléfono. Los clientes que cualifican también son elegibles a un descuento en su cuenta mensual de sus servicios de teléfono.

PROGRAMA DEL SERVICIO DE LA CUERDA DE SALVAMIENTO

LIFELINE es un programa federal que ayuda a los individuos elegibles pagar por servicio de teléfono inalámbrico o servicios telefónicos para el domicilio. Hogares elegibles pueden recibir descuentos de Lifeline hasta el \$9.25 por mes o puede ser más dependiendo de su circunstancias. Apoyo estatal adicionales puede estar disponible.

Usted puede ser elegible para Lifeline si:

Usted, o alguien en su hogar, participa en un programa federal de asistencia: asistencia Federal de viviendas públicas (Federal Public Housing Assistance-FPHA) o sección 8, un programa de asistencia de nutrición suplementaria (Supplemental Nutrition Assistance Program-SNAP), anteriormente conocido como cupones de alimentos, asistencia para bajos recursos de casa de energía (Low Income Home Energy Assistance Program-LIHEAP), Medicaid, programa de almuerzo gratis del programa del almuerzo de escuela nacional, ingresos de seguridad suplementarios (Medicaid, National School Lunch Program's free lunch Program-Supplemental, Security Income-SSI), asistencia temporal para familias necesitadas (Temporary Assistance for Needy Families-TANF), cualquier programa que reúnen los requisitos adicional establecido por el estado; o ingreso de su hogar es igual o inferior a 150% de las pautas federales de pobreza. Descuentos se aplicarán sólo al servicio de teléfono básico.

Universal Service Administration Company (USAC)

Customer Operations - Lifeline Program
700 12th St. NW, Suite 900
Washington, DC 20005

Phone: (888) 641-8722
Fax: (888) 637-6226
www.usac.org

Llame Gratis Al Administrador Del Programa De Texas Descuento Para Bajos Recursos Al 1-866-454-8387 (4-Lite-Up) Ó Pongase En Contacto Con Su Compañía Telefónica Local Para Averiguar Si Usted Es Califica

Si usted piensa que califica para los descuentos del Lifeline, ó si conoce a alguien que puede calificar, por favor llame al número gratuito citado arriba ó llame a nuestra oficina local al **1-800-446-2031** para que uno de nuestros representantes lo ayude.

Statement of NON-DISCRIMINATION

NON-DISCRIMINATING STATEMENT

VTX1 Companies is the recipient of Federal financial assistance from Rural Development, an agency of the U.S. Department of Agriculture, and is subject to the Provision of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded for participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is the General Manager. An individual, or specific class of individual, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Development, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

YOUR CUSTOMER PROPRIETARY NETWORK INFORMATION RIGHTS

In the normal course of providing your telephone service, VTX1 Companies and VTX Telecom LLC maintains certain information about your account. This information, when matched to your name, address, or origination billing telephone number, is known as your customer specific "Customer Proprietary Network Information (CPNI)". Examples include the type of line you have, technical characteristics (like Touch-tone or Rotary service), class of service, current telephone charges, long-distance and local service billing records, directory assistance charges, usage date, and calling patterns.

VTX1 Companies and VTX Telecom LLC may use your CPNI to provide you with certain telephone services. However, the Public Utility Commission of Texas has adopted new rules stating that VTX1 Companies and VTX Telecom LLC may not use your CPNI to market certain telephone services or features if you have requested your CPNI to be "restricted." Call VTX1 Companies at **1-800-446-2031** during business hours and we will restrict our use of your customer information per your request. The restriction will remain in effect until you notify us otherwise. Please note that restricting your CPNI does not mean that you will not receive our call offering our telephone services available. Finally, even if your CPNI is restricted, we may still use it to market those services or features that may be available to you from another source other than us, when you contact us and inquire about them.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) IS FOR YOUR PROTECTION

The Federal Communications Commission (FCC) has imposed regulations on how telephone companies use, maintain and safeguard your information. Your privacy is a high priority to us. That is why, we ask that you set up an account password to enable you to request information or make any changes to your account. If you visit our business office to inquire about your account, you will be asked to provide your password or respond to a secret question. If you do not provide a password or response, photo identification will be required. Remember only the account owner of record can add other authorized parties to make changes to your account, and add or change a password. If you have not established a password, or have questions regarding CPNI, please do not hesitate to contact us.

Declaración Que NO DISCRIMINA

DECLARACIÓN QUE NO DISCRIMINA

VTX1 Companies es recipiente de la asistencia financiera federal de parte de Rural Development, una agencia del Departamento de Agricultura de los Estados Unidos, y tiene el tema de la provisión del Título VI de la Ley de Derechos Civiles de 1964, la Sección 504 de la Ley de Rehabilitación de 1973, y la Ley por la Ley por Discriminación de Edad de 1975, y las regulaciones y reglas del Departamento de Agricultura de los Estados Unidos, que garantizan que ninguna persona en los Estados Unidos en relación a su raza, color, origen nacional, edad ó discapacidad, será excluida de participar en, admisión, ó acceso a ser negado de beneficios, ó de alguna otra manera sujeta a discriminación bajo cualquiera de los programas y actividades de esta organización.

En esta organización, el Gerente General es la persona responsable de coordinar y cumplir con los esfuerzos de conformidad antidiscriminatorios. Un individuo ó clase específica de los individuos que se sienta que esta organización los ha sujeta a discriminación pueden obtener información adicional acerca de los estatutos y regulaciones ya mencionadas ó poner una queja por escrito con esta organización ó el Secretario de Agricultura de los Estados Unidos, Washington D.C. 20250; ó el Administrador De Rural Development Washington D.C. 20250. Las quejas deben registrarse durante 180 días después de la discriminación. Confidencialidad será mantenido al grado posible.

SUS DERECHOS COMO CLIENTE PROPIETARIO DE INFORMACIÓN DEL SISTEMA DE LA RED TELEFÓNICA

En el curso normal de operaciones para proporcionarle servicio telefónico, VTX1 Companies y VTX Telecom LLC mantiene cierta información acerca de su cuenta. Esta información, cuando se compara con su nombre, domicilio y número telefónico donde se origina la llamada, es conocida como información específica del cliente "Cliente y Propietario de Información del Sistema de la Telefónica (CPNI - Customer Propietario Network Información). Por ejemplo, incluyen el tipo de línea que usted tiene, las características técnicas (como servicio de tocar las teclas "Touch-tone" ó rotario), clase del servicio, cargas de teléfono actuales, registros de facturación del servicio de larga distancia y facturas del servicio local, cargos por asistencia telefónica, fecha de uso, y tipo de llamada.

VTX1 Companies y VTX Telecom LLC puede utilizar su CPNI para proveerle ciertos servicios telefónicos. Sin embargo, la Comisión de utilidad pública de Texas ha adoptado nuevas reglas que indica que Valley Telephone Cooperative, Inc. no puede utilizar su CPNI para poner ciertos servicios telefónicos si usted ha solicitado que su CPNI sea restringido. Llame a VTX1 Companies en **1-800-446-2031** durante horas de oficina y solicite que se restrinja nuestro uso de su información del cliente. Seguirá la restricción en efecto hasta que usted nos notifique de nuevo. Por favor tome en cuenta que al restringir su CPNI no significa que usted no recibirá nuestras llamadas para ofrecerle nuestros servicios telefónicos disponibles. Finalmente, aunque su CPNI es restringido, podemos informarle de otros servicios ó características que puedan estar disponibles por otra fuente con excepción de nosotros, cuando se comunique con nosotros.

Telephone SOLICITATION

TELEPHONE SOLICITATION

- Texas law provides certain protections for a person who receives a telephone solicitation at a residence.
- A telephone solicitor must:
 - (a) Identify himself or herself by name
 - (b) Identify the business on whose behalf he or she is calling
 - (c) Identify the purpose of the call
 - (d) Identify the telephone number at which the person, company, or organization making the call may be reached.
- A telephone solicitor may not call a residence before 9a.m. or after 9p.m. on a weekday or Saturday or before noon or after 9p.m. on a Sunday.
- If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.
- Exceptions: The requirements above do not apply to telephone solicitation made at your request, or solicitations made in connection with an existing debt or contract, or calls for a telephone solicitor with whom you have a prior or existing business relationship.
- If you use a credit card to purchase a good or service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue code, §501 (c) (3), the seller must:
 - (a) Offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or services); or
 - (b) Provide you with a written contract fully describing the goods or services being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

Complaints - The Texas Attorney General investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code, Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact:

Consumer Protection Division. Office of the Attorney General of Texas
P.O. Box 12548, Austin, Texas 78711. (512) 463-2070

Another law, found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact:

Office of Customer Protection, Public Utility Commission of Texas
P.O. Box 13326, Austin, Texas 78711-3326
(512) 936-7120, (888) 782-8477, Fax (512) 936-7003

E-Mail address: customer@puc.state.tx.us, Internet address: www.puc.state.tx.us.
Hearing- and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136 and Relay Texas (toll-free) (800) 735-2989

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

SOLICITACIÓN Por Teléfono

SOLICITACIÓN POR TELÉFONO

- La ley de Texas proporciona ciertas protecciones para una persona que reciba una solicitud de teléfono en una residencia.
- Un solicitador que llama tendrá que:
 - (a) Identificarse por nombre
 - (b) Identificar la empresa en cuyo está llamando
 - (c) Identificar el propósito de la llamada
 - (d) Identificar el número de teléfono en la cual la persona, la compañía, ó la organización puede ser contactada.
- Un solicitador no puede llamar a residencias antes de las 9a.m. ó después de las 9p.m. durante la semana ó sábado antes de las 12p.m. ó después de las 9p.m. el domingo.
- Si un solicitador utiliza un aparato automático para marcar y anunciar, el la maquina debe de desconectarse de su línea como en 30 segundos después de colgar.
- Excepciones: Los requisitos previos no aplican a la solicitud de teléfono hecha conforme a su petición ó solicitudes hechas con respecto a una deuda pendiente ó contrato existente, ó llamadas con un solicitador con quien haya tenido ó tenga una relación de negocios.
- Si utiliza su tarjeta de crédito para comprar mercancía ó servicio del solicitador con excepción de una caridad pública (una organización exenta del impuesto federal bajo código de la renta pública §501 (c) (3) el vendedor debe:
 - (a) Ofrecer un reembolso total por el regreso de mercancías indemnes y inusitadas dentro de siete días después de que reciba la mercancías ó servicios (el vendedor debe procesar el reembolso dentro de 30 días después de que devuelva la mercancía ó cancele su orden por mercancía sin entregar ó los servicios); ó
 - (b) Proveerlo con un contrato que describe detalladamente las mercancías ó servicios ofrecidos, el total de los cargos, el nombre, dirección, y número de teléfono comercial, y cualquier término y condiciones que afecten la venta.

Quejas - El Procurador General de Texas investiga quejas referentes a una violación de esta ley, que se encuentra en el código del negocio y del comercio, el capítulo 37. Si tiene una queja sobre un solicitador de teléfono que usted piensa ha violado esta ley, comuníquese con:

La División de Protección del Cliente. Oficina del el Abogado General de Texas
P.O. Box 12548, Austin, Texas 78711. (512) 463-2070

Otra ley, encontrada en el acto regulador §55.151 y §55.152, de la utilidad pública, requiere que el solicitador haga todo esfuerzo de no llamar al consumidor que pida no ser llamado otra vez. Quejas relacionadas con la violación de esta ley son investigadas por la Comisión de Utilidad Pública de Texas. Si tiene alguna queja sobre la solicitud repetidas de parte de un solicitador del teléfono quien usted le ha pedido que no llame, puede comunicarse con:

Oficina de la Protección del Cliente, Comisión de Utilidad Pública de Texas
P.O. Box 13326, Austin, Texas 78711-3326
(512) 936-7120 ó (888) 782-8477, faxes (512) 936-7003

Correo electrónico: customer@puc.state.tx.us. Dirección del Internet: www.puc.state.tx.us.
Individuos con auditiva ó discurso-deteriorados con los teléfonos del texto (TTY) pueden
llamar a Comisión al (512) 936-7136 ó Relay Texas al (800) 735-2989 (gratis)

Tenga en cuenta que usted tiene derechos adicionales bajo la ley federal. Por favor, comuníquese con la Comisión Commercial Federal ó la Comisión Federal de Comunicación para más información sobre estos derechos adicionales.

Selecting a TELECOMMUNICATIONS CARRIER

SELECTING A TELECOMMUNICATIONS CARRIER – YOUR RIGHTS AS A CUSTOMER

The Public Utility Commission of Texas has directed each telecommunications utility to provide this notice to customers regarding your rights when selecting a telecommunications utility (telephone companies). Telecommunications utilities are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as “slamming.” If you are slammed, you should contact your new provider, the telephone company that switched you without authorization, and request that you be switched to your original telephone service provider.

Texas law requires a local or long distance telephone service provider (Telephone Company) that has slammed you to do the following:

1. Return you to your telephone company within 3 business days of your request.
2. Pay all the usual and customary charges associated with returning you to your original telephone company within 5 business days of your request to be returned to your original telephone company.
3. Provide all billing records to your original telephone company within 10 business days of your request to be returned to your original telephone company.
4. Pay the original telephone company the amount you would have paid to your original telephone company if you had not been slammed.
5. Refund to you, within 30 business days, any amount you paid over the amount that you would have paid for identical services to your original telephone company if you had not been slammed.

Please note that once your telephone company has been paid by the slamming company, your original telephone company is required by law to provide you with all the benefits (e.g., frequent flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

Complaints relating to slamming, the unauthorized change in a customer's telephone company, are investigated by the Public Utility Commission of Texas. If a telephone company slams you and fails to resolve your request to be returned to your original local or long distance telecommunications services provider as required by law, or if you would like a complaint history for a particular telephone company, please write or call the **Public Utility Commission of Texas, P.O. Box 13226, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll-free) (888) 782-8477**. Hearing and speech-impaired individuals with text may contact the commission at **(TTY) (512) 936-7136**.

Be advised that you may have additional rights under state and federal law. Please contact **VTX1 Companies, 881 East Hidalgo Ave. Raymondville, TX 78580 (800) 446-2031** if you would like further information about these additional rights.

Selección de UTILIDAD DE TELECOMUNICACIONES

SELECCIÓN DE UTILIDAD DE TELECOMUNICACIONES – SUS DERECHOS COMO CLIENTE

La Comisión de Utilidad Pública de Texas ha ordenado a cada utilidad de telecomunicación que proporcione este aviso a clientes con respecto a sus derechos cuando seleccionen una utilidad de telecomunicaciones. Se les prohíbe a utilidades de telecomunicaciones por ley cambiarlo de un proveedor de servicio de teléfono a otro sin su autorización, una práctica comúnmente conocida como “cerrándose de golpe” (slammed). Si usted es “cerrado de golpe”, debe ponerse en contacto con su nuevo proveedor – la compañía de teléfono que hizo el cambio sin su autorización – y demandar que trasfieran el servicio original de teléfono.

Ley de Texas requiere que el proveedor de servicio telefónico local ó de larga distancia que le ha “cerrado de golpe” haga lo siguiente:

1. Demande que lo regresen a su compañía original de teléfono dentro de 3 días laborales.
2. Pague todos los cargos usuales y cargos asociados con el retorno a su compañía original de teléfono dentro de 5 días laborales de su petición de ser regresado a la compañía original de teléfono.
3. Proporcione todos los expedientes de la facturación a su compañía original de teléfono dentro de 10 días laborales, después de su petición de ser regresado a la compañía original de teléfono.
4. Pague a la compañía original de teléfono la cantidad debida como si no hubiera sido “cerrado de golpe”.
5. Será reembolsado dentro de 30 días laborales, cualquier cantidad que pago en exceso en comparación a lo que pagaba a su compañía original de teléfono si no hubiera sido “cerrado de golpe”.

Tome en cuenta que una vez que su compañía original de teléfono original recibió pago de la compañía que la “cerro de golpe”, su compañía original de teléfono esta requerida por ley a proveerlo todas los beneficios (por ejemplo, millas frecuente de vuelo) que normalmente habría recibido por su uso del teléfono durante el periodo en la cual fue “cerrado de golpe.”

Quejas referente a “cerrarse de golpe,” el cambio de compañía de teléfono sin autorización del cliente, son investigadas por lo Comisión de Utilidad Pública de Texas. Si una compañía de teléfono le “cierra de golpe” y falla en resolver su demanda de volver a su compañía original de llamadas locales ó de larga distancia como lo requiere la ley, ó si gustaría una copia de la historia de queja de una compañía de teléfono en particular, por favor escriba ó llame a la **Comisión de Utilidad Pública de Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 ó en Texas (llamada gratis) (888) 782-8477**. Individuos con auditiva ó discurso-deteriorados pueden comunicarse con la oficina de la comisión al **(TTY) (512) 936-7136**.

Tome en cuenta que puede tener derechos adicionales bajo estado y ley federal. Por favor póngase en contacto con **VTX1 Companies, 881 East Hidalgo Ave., Raymondville, TX 78580 (800) 446-2031** si le gustaría más información acerca de estos derechos adicionales.

SLAMMING

WHAT YOU NEED TO KNOW ABOUT SLAMMING

You've been slammed if your telephone provider – local or long distance – is switched without your knowledge or consent.

As of September 1, 1997, state law makes slamming illegal in Texas. The law requires the slamming company to pay the cost of switching customers back to their original provider and to provide billing records to that provider.

Customers are also due a refund of any charges they would not have paid if they had not been slammed.

The law also allows the PUC to fine a phone company up to \$5,000.00 a day for each slamming violation.

WHAT TO WATCH FOR:

Telemarketers may tempt you to sign up for a contest, promising big prizes. Your signature may be represented as an agreement to switch telephone carriers. Slammers also promise children, housekeepers and other unauthorized persons who answer your phone lower rates and better service if they switch. Sometimes the service is changed without any customer contact.

HOW TO PREVENT SLAMMING

- Never sign anything without reading it thoroughly.
- If you receive a notice "verifying" a change in service that you did not authorize, notify the company that you do not want to change.
- Contact your local telephone company to confirm your preferred long distance carrier.
- Be sure others in your home understand who is authorized to change service.
- Read your phone bill carefully each month and report unfamiliar charges to your local telephone company.
- Complete a form available from your local phone company that will prevent a change in service without a written request.

IF YOU HAVE BEEN SLAMMED

- Call the PUC's customer hotline at **1-888-PUC-TIPS** to report it.
- Tell your local phone company that you did not request a change in your long distance service. Ask the company to reconnect you to your previous carrier and have unauthorized charges removed from your bill.
- Call your preferred long distance carrier and ask to be reconnected.

Call: (888) 782-8477

Write: PUC-Customer Protection

P.O. Box 13326

Austin, TX 78711-3326

Fax: (512) 936-7003

E-mail: customer@puc.state.tx.us

CERRARSE DE GOLPE

LO QUE USTED NECESITA SABER SOBRE “CERRARSE DE GOLPE”

Usted ha sido “cerrado de golpe” por un proveedor de teléfono – local ó de larga distancia – si lo cambiaron sin su consentimiento.

Desde el primero de septiembre de 1997, la ley del estado hace que “cerrado de golpe” sea ilegal en Texas. La ley requiere que la compañía que hizo el “cerrado de golpe” pague el costo de regresar el cliente a su proveedor original y proporcionar registros de cobros al proveedor original.

Los clientes también tienen derecho a un reembolso de cargos que ellos no hubieran pagado si no hubiesen sido “cerrados de golpe”.

La ley también requiere que la PUC multe a cualquier compañía de teléfono hasta \$5,000 por día cada violación del “cierre de golpe”, es decir que cambien servicio de teléfono sin su permiso.

TIENE QUE TENER CUIDADO CON:

Vendedores por teléfono lo pueden tentar para firmar con el propósito de ofrecerle premios grandes. Su firma puede representarse como un acuerdo para cambiar servicios de teléfono. “Cerrado de golpe” también pueden prometerles a los niños, empleados domésticos, y otras personas sin autorización que contesten el teléfono, les ofrecen tarifas más bajas y un mejor servicio si ellos cambian los servicios. A veces el servicio se cambia sin comunicación con el cliente.

COMO PREVENIR EL “CERRADO DE GOLPE”

- Nunca firme ningún documento sin leerlo completamente.
- Si usted recibe un aviso “verificando” un cambio en el servicio que usted no autorizó, notifique a la compañía y dígales que no quiere cambiar su servicio.
- Llame a su Compañía local de teléfono para confirmar su compañía preferida de larga distancia.
- Aconseje a las otras personas que viven con usted, quien es la persona autorizada para hacer cambios al servicio.
- Lea su factura de teléfono con cuidado cada mes y reporte cargos desconocidos a su compañía local.
- Llene una forma que impedirá un cambio de servicio de larga distancia sin un pedido escrito. Esta forma es disponible por su compañía local de teléfono.

SI USTED HA SIDO “CERRADO DE GOLPE”

- Llame a la línea para el cliente de la Comisión de Servicio Público (PUC), **1-888-PUC-TIPS** para reportarlo.
- Informe a su compañía local de teléfono que usted no pidió un cambio en su servicio de larga distancia. Pida que la compañía local lo reconecte a su compañía original y que los cargos que usted no autorizó sean removidos de su cuenta.
- Llame a su compañía de larga distancia preferida y pida que lo reconecten.

Llame: (888) 782-8477

Escriba: PUC-Protección del Cliente

P.O. Box13326

Austin, TX 78711-3326

Fax: (512) 936-7003

Correo Electrónico: customer@puc.state.tx.us

CRAMMING / Abarrotar

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.

If you believe you were "crammed," contact the telephone company that bills you for service and request corrective action to be taken. 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:

- 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 back to you, which you 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.

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 in Texas at **(888) 782-8477**. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at **(512) 936-7136**.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges.

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.

Los cargos en su factura telefónica por productos ó servicios que usted no autorizo y se prohíbe bajo la ley se conoce como "Abarrotar." Su compañía de teléfono puede proporcionar los servicios de la facturación a otras compañías y por eso es posible que aparezcan cargos de otras compañías en su factura telefónica.

Si usted cree que la "abarrotaron", llame a su compañía de teléfono que le cobra por su servicio telefónico y pídale que haga las correcciones correspondientes. La Comisión de Empresas de Servicio Público de Texas exige que la compañía haga lo siguiente dentro de 45 días de saber sobre el cargo no autorizado.

- Notificar a la proveedora de servicio que deje de cobrarle por el producto ó servicio que no fue autorizado;
- Retirar cargos no autorizados de su cuenta;
- Reembolsarle ó darle crédito por todo el dinero que usted ha pagado por un cargo no autorizado; y
- En su petición, entregarle todos los expedientes de la facturación relacionados con cualquier carga echa sin ser autorizada dentro de 15 días laborales después de que se retire el cargo de su cuenta telefónica.

Si la compañía no resuelve su petición ó si usted quiere presentar una demanda, por favor escriba ó llame a la **Comisión de Empresas de Servicio Público de Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120** ó gratis en Texas al **(888) 782-8477**. Las personas con impedimentos auditivos ó del habla con teléfonos de texto (TTY) se pueden comunicar con la Comisión al **(512) 936-7136**.

Su servicio telefónico no se puede desconectar debido a una disputa ó rechazo a pagar cargos no autorizados.

Usted podría tener más derechos bajo estado y ley federal. Si quiere más información sobre sus posibles derechos, por favor comuníquese con la Comisión Federal de Comunicaciones, el Procurador General de Texas, ó la Comisión de Empresas de Servicio Público de Texas.

DO NOT CALL / No Llame

“DO-NOT-CALL” SOLICITOR NOTIFICATION

As you are likely aware, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national “Do-Not-Call” Registry. As part of the do-not-call initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national “Do-Not-Call” rules and regulations. We recognize that a few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers.

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If you are a company, individual, or other entity that makes telemarketing calls; it is very important that you familiarize yourself with the operations of the national Do-Not-Call Registry and the rules requiring checking of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national Do-Not-Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone solicitation, at 47 C.F.R. § 64.1200 and 16 C.F.R. Part 310, respectively.

NOTIFICACIÓN DE SOLICITANTES – “NO LLAME ”

Probablemente usted ya esta enterado que la Comisión (FCC) Federal de Comunicaciones y Comisión (FTC) Federal de Comercio han establecido El Registro Nacional “No Llame.” Cuando la parte del “No Llame” iniciativa de llamada, el FCC requiere que notifiquemos a clientes que usan nuestro servicio para hacer solicitudes telefónicas (las llamadas de telemarketing) con respecto al Registro Nacional “No Llame.” Reconocemos que pocos de nuestros clientes usan nuestros servicios para “telemarketing.” Reconocemos que algunos de nuestros clientes usan nuestros servicios para telemarketing, sin embargo, porque no llevamos registro de cuales clientes usan nuestro servicio para este fin, nosotros nos estamos comunicando con todos los clientes del negocio.

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Si usted es una compañía, individuo, ó otra entidad que hace las llamadas de telemarketing, es muy importante que se familiarice con las operaciones del Registro Nacional de “No Llame” y las reglas que requieren verificar el Registro Nacional de “No Llame” como parte de hacer las llamadas de telemarketing. A menos que usted caiga bajo uno de las excepciones establecidas por FCC/FTC (como lo es la excepción de telemarketing para una organización benéfica ó para previas relaciones de negocios) no podrá llamar con fines de ventas a los números incluidos en el Registro Nacional. Antes de depender de una de las excepciones, debería consultar las reglas. Para más información acerca de las regulaciones, puede visitar el Registro Nacional de “No Llame” en www.donotcall.gov. Usted puede encontrar las ordenes del FCC y FTC gobernando telemarketing y solcitación telefónica, en 47 CFR. § 64.1200 y 16 CFR. La parte 310, respectivamente.

“DO-NOT-CALL” List

“DO-NOT-CALL” LIST CUSTOMER NOTICE

Beginning January 1, 2002, residential customers may add their name, address and non-business telephone number to a state-sponsored “Do-Not-Call” list that is intended to limit the number of telemarketing calls received. The “Do-Not-Call” will be published quarterly and telemarketers must update their “Do-Not-Call” lists from the published list each quarter (January 1, April 1, July 1, and October 1). Telemarketers will have 60 days from the date a number appears on a published list to update their internal databases and remove numbers. The first published list became available to telemarketers on April 1, 2002. You will be advised when you register on which quarterly list your telephone number will appear.

The costs for registering on the “Do-Not-Call List(s)” are as follows:

- Statewide “Do-Not-Call List”

There will be a charge of \$2.25 to register each residential number to be included in the statewide “Do-Not-Call List” only. Your registered telephone number(s) will remain on the list for three years from the date your residential telephone number is first published on the list.

- “Electric No-Call List”

If you wish to register ONLY for the “Electric No-Call List” you will pay a charge of \$2.25 for each residential telephone number and the number will remain only on the “Electric No-Call List” list for five years.

- You may also register for both lists. The cost is \$4.80 per residential phone, and your number will remain on both lists for five years.

Consumers may register for either or both lists in 3 ways:

1. Online at <http://www.texasnocall.com> or www.donotcall.gov for instant registration. Utilize this easy, automated method to speed your registration. The site is available 24 hours a day, 7 days a week, 365 days a year.
2. Call toll-free **1-866-TXNOCAL(L) (1-866-896-6225)** to obtain an application or to register.
3. Send a written request for an application to:

**TEXAS NO CALL
P.O. BOX 313
E. Walpole, MA 02032**

The customer registration fee must be paid by credit card when registering online or by telephone. When registering by mail, the fee must be paid by credit card, check or money order.

A customer that registers for inclusion on the no-call list may continue to receive calls from groups, organizations, and persons who are exempt from compliance with this section, including a listing of the entities exempted.

“Lista de NO LLAME”

AVISO PARA LOS CLIENTES DE LA LISTA DE “NO LLAME”

Empezando el 1 de Enero del 2002, los clientes residenciales pueden añadir su dirección y su número telefónico (que no sea un negocio) a una lista patrocinada por el estado que tiene el fin de limitar la cantidad de llamadas telefónicas que se recibe de los vendedores. Las listas de “No Llame” se publicarán cada cuarto mes y los vendedores telefónicos tendrán que actualizar su lista de “No Llame” cada cuarto mes cuando se publique la nueva lista (1 de enero, 1 de abril, 1 de Julio, 1 de octubre). Los vendedores telefónicos tendrán 60 días a partir de la fecha que salga un número en una lista publicada, para actualizar su base de datos y quitar ese número. La primera lista se hizo disponible a los vendedores telefónicos el 1 de abril de 2002. Cuando usted se registre, se le avisará de la lista en que saldrá su número.

Los costos por inscribirse en la lista de “No Llame” son los siguientes:

- La lista de “No Llame” abarca todo el estado:
Habrà un cobro de \$2.25 USD para inscribir cada número residencial que será incluido en la lista de “No Llame” del estado. Cada número que esta inscrito permanecerá en la lista por 3 años a partir de la fecha que el número residencial se publique en la lista.
- La lista de “No Llame” Electrónica.
Si usted quiere inscribirse solo para la lista de “No Llame” electrónica pagará un costo de \$2.25 USD por cada número telefónico residencial. El número per manecerá solamente en esta lista por 5 años.
- Si usted desea, puede inscribirse en las dos listas. Esta opción cuesta \$4.80 por cada teléfono residencial y su número permanecerá en ambas listas por 5 años.

Hay tres maneras de inscribirse en ese programa:

1. Visite la página de Web: <http://www.texasnocall.com> ó www.donotcall.gov para inscribirse instantáneamente. Use esta fácil y automática opción para inscribirse con más rapidez. Este sitio esta disponible las 24 horas al día, los 7 días a la semana, y todos los días del año.
2. Llame gratis al **1-866-TXNOCAL (L) (1-866-896-6225)** para obtener una solicitud de inscripción ó para inscribirse.
3. Mande una petición para una solicitud de inscripción al:

**TEXAS NO CALL
P.O. BOX 313
E. Walpole, MA 02032**

Tiene que pagar con tarjeta de crédito el costo de inscripción cuando se inscriba por Internet ó por teléfono. Cuando se inscriba por correo, el costo puede pagarse con tarjeta de crédito, cheque, orden de pago, ó giro.

Es posible que un cliente que se inscribe en el programa de “No Llame” pueda que siga recibiendo llamadas de grupos, organizaciones y de las personas que no son exentas de conformidad con esta sección, incluyendo una lista de las entidades eximidas.

FRAUDULENT Collect Calls

FRAUDULENT COLLECT CALLS

A collect call is a telephone call for which you will pay all charges for that telephone call. Customers should be aware that when they receive a collect call, they will be asked to accept or reject this type of call. Unless you are willing to pay those charges, do not accept the phone call.

The company encourages customers to be certain of the caller's identification prior to accepting collect calls. If the caller's identification is not recognized, the customer should reject the call.

Before a collect call is connected you have the right to either accept or decline the charges. You should request the rate and charges of the collect call prior to accepting the charges. Once the collect call has been accepted, you will be billed for all charges connected to that phone call.

If you are billed for a collect call that exceeds a \$35 charge for a call less than five minutes in duration, you should contact:

VTX1 Companies
881 E. Hidalgo Ave.
Raymondville, Texas 78580
Phone: (800) 446-2031
Fax: (956) 642-1051
www.vtx1.net

Or the Public Utility Commission of Texas at:

PUC- Customer Protection
P.O. Box 13326
Austin, TX 78711-3326
Phone: (888) 782-8477 or
in Austin (512) 936-7120
(TTY 1-800-735-2988)
Fax: 1-512-936-7003 or
Email: customer@puc.state.tx.us

If you believe you have been billed for unauthorized collect call charges, the particular call or calls in question may be deducted from the bill upon notification to the company until the charges have been verified or adjusted. The balance of the bill is due and payable by the due date.

The Public Utility Commission of Texas had directed telecommunication providers to provide this notice to customers regarding your rights when accepting collect calls as there have been instances where collect calls have been placed for fraudulent reasons. The company is required to monitor customer calls based on fraudulent collect calls. Therefore, if you believe to have been victimized by such practices you are encouraged to report it.

Llamada a Cobrar FRAUDULENTAS

LLAMADA A COBRAR FRAUDULENTAS

Una llamada por cobrar es una llamada que usted pague en su totalidad. Los clientes deben estar concientes de que cuando reciben una llamada por cobrar, tendrán que aceptar ó rechazar este tipo de llamada. Al menos que este dispuesto a pagar por esa llamada, de otra forma no acepte la llamada.

La compañía recomienda que los clientes estén seguros de la identificación de la persona haciendo la llamada antes de aceptarla. Si la identificación no es reconocida, el cliente debería rechazarla.

Antes de que una llamada por cobrar sea conectada usted tiene el derecho de aceptar ó rechazarla. Deberá solicitar la tarifa y cargos de la llamada antes de aceptar los cargos. Una vez que la llamada haya sido aceptada, todos los cargos conectados con esa llamada le serán cobrados.

Si a usted le cobran por una llamada que excede \$35 por una llamada de menos de cinco minutos, debería comunicarse con:

VTX1 Companies
881 E. Hidalgo Ave.
Raymondville, Texas 78580
Num. Tel.: (800) 446-2031
Fax: (956) 642-1051
www.vtx1.net

ó a la Comisión de Utilidad Pública de Texas a:

PUC- Customer Protection
P.O. Box13326
Austin, TX 78711-3326
Num. Tel.:(888) 782-8477 or
in Austin (512) 936-7120
(TTY 1-800-735-2988)
Fax: 1-512-936-7003or
Correo Electrónico: customer@puc.state.tx.us

Si cree que se le ha cobrado por llamadas por cobrar sin su autorización, la llamada ó llamadas en pregunta se pueden deducir de la cuenta sobre la notificación a la compañía hasta que los cargos sean verificados ó ajustados. El balance de la cuenta tendrá que ser pagada antes de la fecha de vencimiento.

La Comisión de Utilidad Pública de Texas ha ordenado a las compañías de telecomunicaciones que proporcionen este aviso a sus clientes en respecto a sus derechos cuando acepte llamadas por cobrar, porque en ocasiones se han hecho llamadas con fines fraudulentos. Se le requiere a la compañía vigilar las llamadas de clientes basadas en llamadas por cobrar fraudulentas. Si usted piensa que ha sido victima de tales prácticas, le aconsejamos reportarlo.

TEXAS One Call System “811”



“Call Before You Dig” 8-1-1

It's Free

State Law Requires Two Working Days Notice

DIGGING OR DRILLING

Before you dig or drill on your property, please call Texas One Call to avoid damaging your telephone and other underground lines. Remember, it's the law, call 48 hours before digging.

For after-hour emergencies only, call our Repair Service.

ANTES DE EXCAVAR O PERFORAR

Antes de excavar o perforar en su propiedad, llame a Texas One Call para evitar daños a las líneas de teléfono o a otros cables subterráneos.

Solo para emergencias después de horas, llame a nuestro Servicio de Reparaciones.

GOVERNMENT OFFICES-STATE

State Government Information (Capitol Operator).....	(512) 463-4630
Aging Department	
Hotline	800-252-2412
Information & Referral	800-252-9240
Agriculture, Department Of	800-835-5832
Alcohol & Drug Abuse, Commission on	800-832-9623
Attorney General	
Texas Attorney General Child Support Line	800-252-8014
Consumer Protection	800-337-3928
Office of Texas Attorney General Attendant	800-252-5476
Comptroller of Public Accounts	
Texas State Controller	800-252-1386
Forms Request	800-252-1389
Franchise Tax	800-252-1381
Fuels Tax	800-252-1383
Hotel/Amusement/Inheritance Tax	800-252-1385
Insurance Tax	800-252-1387
Minerals Tax	800-252-1384
Motor Vehicle	800-252-1382
Property Tax	800-252-9121
Sales Tax	800-252-5555
Tax Practitioners	800-248-4093
Tobacco Tax	800-862-2260
Deaf, School For The	800-332-3873
Education Agency / Education Department	
Education For Homeless Children Project	800-446-3142
Parents of Handicapped Students	800-252-9668
General Land Office	
Oil Spills Reporting	800-832-8224
Veterans Land Board	800-252-8387
Governor, Office of the	
Citizen's Assistance Hotline	800-843-5789
Crime Stoppers Hotline	800-252-8477
Health	
Alzheimer's Program	800-242-3399
Baby Love – Medically Fragile Children's Hotline	800-422-2956
Cancer Registry Division	800-252-8059
Child Passenger Safety	800-252-8255
Children With Special Health Care Needs	800-252-8023
Hazard Communication	800-452-2791
HIV/STD Medication	800-255-1090
Industrial Hygiene – OCC. HEA	800-452-2791
Infectious Disease	800-252-8239
Kidney Health	800-222-3986
Professional Licensing & Certification	800-942-5540
Rabies Notification Line Laboratory	800-252-8163
Regional Administrative Services	800-248-4083
Seafood Safety	800-685-0361
Social Worker Licensing	800-232-3162
WIC Program, Participant	800-942-3678

GOVERNMENT OFFICES-STATE

Texas Health & Human Services Commission

AVR – Automated Voice Response-Unit Food Stamp Information.....	800-448-3927
Client Eligibility Inquiry.....	800-844-8894
Disaster Assistance	800-582-5233
Fraud Abuse Hotline.....	800-436-6184
Information Assistance Complaint Hotline	800-252-9330
Information, Long Term Care.....	800-458-9858
Long Term Care Surveyors & Reviewers Hotline.....	800-452-3934
Texas Department of Agriculture.....	800-264-5732
Nutrition Education/ Training Line	800-982-3261
Quest.....	800-223-8358
SSI/Food Stamp Automated Benefits Hotline (SNAP)	800-248-1078
Summer Lunch Hotline	800-847-8975

Insurance Agency

Consumer Complaint Line	800-252-3439
Consumer Rate Guides	800-599-7467
TDD (Telecommunications Device for the Deaf)	512-322-4238

Juvenile Probation Commission

Texas Info.....	866-477-8354
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Licensing & Regulation

Information – Line & Complaint Hotline.....	800-252-8026
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Lottery Commission

Charitable Bingo.....	800-246-4677
Lottery Operations	800-375-6886
TDD	800-375-3646

Medical Examiners

Consumer Complaint Hotline	800-201-9353
Texas Medical Board	800-248-4062
Physician Inquiry – Austin	512-834-7728

Mental Health & Retardation

Medical Health Department of State Health Services	800-252-8154
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Motor Vehicle Division

Lemon Law	800-622-8682
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Parks & Wildlife Department

Boat Registration.....	800-262-8755
General Public Information	800-792-1112
Operation Game Thief	800-792-4263

Plumbing Examiners, Board of

Secretary of State	800-845-6584
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Secretary of State

Elections Division	800-252-8683
Statutory Documents, Legal Support Unit.....	512-463-5705
State Bar of Texas Main Office Number.....	512-463-5600

Texas Worker's Compensation Commission

Injured Worker's Hotline	800-252-7031
Worker's Health & Safety Hotline.....	800-452-9595

Texas Workforce Commission

Alien Labor Certification	800-950-3592
Benefit Payment Control Collections.....	800-950-3592
Career Development Resources	800-822-7526
Commissioner Representing Employees	800-832-2829
Employers Only	800-832-9394
Payday & Child Labor Law Inquiries	800-832-9243
Unemployment Claims Service.....	800-939-6631
Information about Unemployment (TELE-SERV).....	800-558-8321
Work Opportunity Tax Credit.....	800-950-3592

Treasury Department

Claims & Unclaimed Property	800-321-2274
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State of Texas GOVERNMENT

STATE OFFICIALS

Senator	Telephone Number	District	County
Judith Zaffirini	956-722-2293	21	Atascosa
Juan "Chuy" Hinojosa	956-972-1841	20	Brooks, Hidalgo (part), Jim Wells
Eddie Lucio	956-548-0227	27	Cameron, Hidalgo (part), Willacy
Representative	Telephone Number	District	County
Oscar Longoria	956-580-6944	35	Cameron (part), Hidalgo
Tracy O King	512-463-0194	80	Dimmit, Frio, Uvalde, Webb (part), Zapata, Zavala
Ryan Guillen	956-716-4838	31	Atascosa, Brooks, Duval, Jim Hogg, Kenedy, La Salle, Live Oak, McMullen, Starr, Willacy
J.M. Lozano	361-595-1550	43	Bee, Jim Wells, Kleberg, San Patricio
Richard Raymond	956-753-7722	42	Webb (part)
Rene O. Oleveira	956-542-1828	37	Cameron (part)
Eddie Lucio III	956-542-2800	38	Cameron (part)
Sergio Muñoz	956-584-8999	36	Hidalgo (part)
Armando Martinez	956-447-9473	39	Hidalgo (part)
Terry Canales	956-385-0860	40	Hidalgo (part)
Bobby Guerra	956-292-0407	41	Hidalgo (part)

Texas Capitol

512-463-0063
www.texas.gov

P.O. Box 13286
 Austin, TX 78711

VTX1 Companies

AMENDED BYLAWS

ARTICLE I. MEMBERSHIP

SECTION 1.1 Eligibility for, Conditions to and Status of Membership.

1.1.1. Any natural person, association, entity, body politic, or subdivision thereof, will become a member of Valley Telephone Cooperative, Inc. (hereinafter called the “Cooperative”) upon receipt of telecommunications and information services (“hereinafter referred to simply as services”) from the Cooperative as follows:

- a. Procuring the Cooperative’s central office dial tone; or
- b. Providing a continuing periodic telecommunications revenue stream for the Cooperative, consistent with rules of general application promulgated by the Board, prescribing the types and amounts of revenue streams or the types and amounts of patronage that give rise to the privileges and obligations of membership.

1.1.2. Membership is automatic and instantaneous upon receipt of services; however, each member shall do the following:

- a. Make a written application for membership for the Cooperative’s records;
- b. Agree to purchase services from the Cooperative in accordance with established tariffs, as well as pay other charges for services that the member uses and the Cooperative is obligated by law or contract to collect;
- c. Agree to comply with, and be bound by, the Articles of Incorporation and Bylaws of the Cooperative and any policies, rules, and regulations adopted by the Board of Directors (hereinafter called the “Board”); and
- d. Pay any fee or obligation as hereinafter may be specified.

1.1.3. The status of all memberships shall be as reflected in the membership records of the Cooperative. Membership in the Cooperative shall be evidenced by certificates of membership, available on request, provided that the Cooperative membership records shall control in the event of a conflict with the certificates. Memberships are not transferable except on the membership records of the Cooperative. The membership records shall be maintained in the central headquarters office in Raymondville, Texas. Each certificate shall provide as follows:

- a. The certificate is not transferable;
- b. The membership, if transferable, is transferable only as provided in these Bylaws and on the membership records of the Cooperative; and
- c. The certificate evidences membership only for such time as the named member qualified or qualifies as a member of the Cooperative in accordance with law and the Cooperative’s Bylaws.

SECTION 1.2

Classification and Transfer of Membership.

1.2.1. The Cooperative may have one or more classes of membership. If the Cooperative has more than one class of membership, the definitions, types, qualifications, and rights of each class shall be proposed by the Board and set forth in these Bylaws upon approval by the members as an amendment to these Bylaws.

1.2.2. No member may hold more than one membership of each class in the Cooperative. No membership in the Cooperative shall be transferable, except on the membership records of the Cooperative and as provided for in these Bylaws. All memberships in the Cooperative are extended only to individual persons (natural or business entity) who meet the requirements of Section 1.1. Individual memberships are freely transferable on the membership records of the Cooperative between any persons in the same household upon request from the member in writing.

1.2.3. Memberships formerly issued to husbands and wives, previously referred to as joint memberships, will be allowed to continue; however, no new joint memberships will be established. References to a natural-person “member” refers to one natural person but can (on a grandfathered basis) be deemed to include a husband and wife still holding a joint membership. The effect of the foregoing is as follows:

- a. The presence at a meeting of either or both shall be regarded as the presence of one member and shall constitute a joint waiver of notice of the meeting.
- b. The joint membership is entitled to, and will be counted as, only one vote.
- c. A waiver of notice signed by either or both shall constitute a joint waiver.
- d. Notice to either shall constitute notice to both.
- e. Expulsion of either shall terminate the joint membership.
- f. Withdrawal of either shall terminate the joint membership.
- g. Either, but not both, may be elected or appointed as an officer or Board member if individually qualified.
- h. Upon the death of either spouse who is a party to the joint membership, such membership shall be converted to an individual membership. However, the estate of the deceased shall not be released from any debts due the Cooperative.

SECTION 1.3

Membership Fees. No membership fees are required.

SECTION 1.4

Purchase of Services. Each person who applies for service shall, as soon as service is available, take service from the Cooperative. The person shall pay monthly at rates in accordance with either established tariffs, or, for the services rendered by other carriers, at the rates which the Cooperative is obliged to bill and collect by contractual arrangements with other carriers. It is expressly understood that amounts received by the Cooperative for all services eligible for patronage treatment are furnished by members from the moment of receipt as capital, and each member shall be credited with the capital in excess of cost as provided in these Bylaws. Each member shall pay the above amounts owed by the member to the Cooperative as and when the same shall become due and payable.

SECTION 1.5

Termination of Membership.

1.5.1. Any member may withdraw from membership upon compliance with such uniform terms and conditions as the Board may prescribe. The Board may, by the affirmative vote of not less than two-thirds of all the members of the Board, expel any member who fails to comply with any of the provisions of the Articles of Incorporation, Bylaws, or rules and regulations adopted by the Board, but only if such member shall have been given notice by the Cooperative that such failure makes the member liable to expulsion and such failure shall have continued for at least 10 days after such notice was given. Any expelled member may be reinstated by a majority vote of the Board or by vote of the members at any annual or special meeting.

1.5.2. Upon the withdrawal, death, cessation of service, or expulsion of a member, the membership of such member shall thereupon terminate and will be so recorded on the membership records of the Cooperative. Termination of membership in any manner shall not release a member or the member's estate from any debts due the Cooperative, nor do unpaid bills release a member from obligations under these Bylaws or rules, policies, and regulations approved by the Board.

1.5.3. In case of withdrawal or termination of membership in any manner, the Cooperative shall repay to the former member the amount of any membership fee credited to the member's account, provided, however, that the Cooperative shall deduct from the amount of the membership fee or capital credits, if and when paid, the amount of any debts or obligations owed by the former member to the Cooperative.

ARTICLE II.

RIGHTS AND LIABILITIES OF THE COOPERATIVE AND THE MEMBERS

SECTION 2.1 **Service Obligations.** The Cooperative will use reasonable diligence to furnish adequate and dependable services, but the Cooperative can not and does not guarantee uninterrupted services, nor will it always be able to provide every service desired by each individual member. The members pledge to purchase all services from the Cooperative to the extent that these services are able to meet the members' needs and are competitively priced.

SECTION 2.2 **Cooperation of the Members in the Extension of Services.** The cooperation of members of the Cooperative is imperative to the successful, efficient, and economical operation of the Cooperative. Members who are receiving or requesting service shall be deemed to have consented to the reasonable use of their real property to construct, operate, maintain, replace, or enlarge telecommunications or broadband lines (overhead or underground), including all conduit, copper and fiberoptic cables, wire, surface testing terminals, markers, and other appurtenances under, through, across, and upon any real property or interest therein owned, leased, or controlled by said member, for the furnishing of telecommunications service to any member or any other member, at no

cost to the Cooperative. When requested by the Cooperative, the member agrees to execute any easement or right-of-way contract on a form to be furnished by the Cooperative.

SECTION 2.3 Nonliability for Debts of the Cooperative. The private property of members shall be exempt from execution or other liability for the debts of the Cooperative, and no member shall be liable or responsible for any debts or liabilities of the Cooperative.

SECTION 2.4 Distribution of Assets Upon Dissolution.

2.4.1. Upon dissolution of the Cooperative, assets of the Cooperative that remain after all third-party liabilities and obligations of the Cooperative have been satisfied shall be distributed as follows:

- a. First, to patrons for the pro rata return of amounts standing to their credit because of their patronage as provided in these Bylaws;
- b. Second, to members for the pro rata repayment of membership fees (if any); and
- c. Third, to members and former members as provided in this Section.

2.4.2. Unless otherwise provided by law, any assets of the Cooperative remaining after retirement of outstanding capital credits and repayment of membership fees (if any) shall be distributed among the members and former members who have contributed patronage in the 10-year period preceding dissolution, based on the relationship that the outstanding patronage-capital balance of each member and former member bears to the total patronage capital for such period of all such members and such former members on the date of dissolution; provided however, that if in the judgment of the Board the amount of such surplus is too small to justify the expense of making such distribution, the Board may, in lieu thereof, donate or provide for the donation of such surplus to one or more non-profit charitable or educational organizations that are exempt from federal income taxation.

ARTICLE III. MEETING OF MEMBERS

SECTION 3.1 Annual Meeting. The annual meeting of the members shall be held on a date during the months of March, April, or May of each year at such time and place as selected by the Board and which shall be designated in the notice of the meeting, for the purpose of electing Board members and transacting such other business as may come before the membership. Except as otherwise provided in these Bylaws, the election of Board members shall be by mail ballot to be received by the Cooperative in person or by mail on or before the date of the annual meeting under rules promulgated by the Board. It shall be the responsibility of the Board to make adequate plans and preparations for the annual meeting. Failure to hold an annual meeting at the designated time shall not result in forfeiture of the Cooperative's charter or dissolution of the Cooperative, nor affect the validity of any corporate action.

SECTION 3.2 Special Meetings. Special meetings of the members may be called by resolution of the Board, or upon a written request signed by any three Board members, by the President, by not less than 200 members, or by 10% of all the members, whichever shall be the lesser, and it shall thereupon be the duty of the Secretary to cause notice of such meeting to be given as hereinafter provided. Special meetings of the members may be held at any place designated by the Board for the convenience of the members, and shall be specified in the notice of special meeting.

SECTION 3.3 Notice of Members' Meetings.

3.3.1. The Secretary shall deliver to each member not less than 10 days nor more than 25 days before the date of the meeting, either personally or by mail, written or printed notice stating the following:

- a. the place, date, and hour of the meeting, and
- b. in case of a special meeting or an annual meeting at which business requiring special notice is to be transacted, the purpose or purposes for which the meeting is called.

Such delivery shall be by or at the direction of the Secretary, or upon a default in duty by the Secretary, by the persons calling the meeting.

3.3.2. Notice shall be deemed to be delivered as follows:

- a. When deposited in the U.S. Mail, addressed to the member at the address appearing on the record of the Cooperative, with proper postage thereon prepaid; and
- b. On the date shown on a written receipt when personally delivered.

3.3.3. The incidental or unintended failure of any member to receive notice of an annual or special meeting of the members shall not invalidate any action which may be taken by the members at any such meeting.

SECTION 3.4 Postponement of a Meeting of the Members. In the event of inclement weather or the occurrence of a catastrophic event, the meeting of the members may be postponed by the President. Notice that the meeting has been postponed shall be given by the President in any media of general circulation or broadcast serving the area, and written notice stating the new date, hour, and place of the rescheduled meeting shall be given as provided in Section 3.3.

SECTION 3.5 Quorum. Business may be transacted at a duly noticed meeting of the members provided there are present in person at least 50 members or four percent of all members of the Cooperative, whichever is greater. If less than a quorum is present at any meeting, a majority of those present in person may adjourn the meeting to another time and date. The Secretary shall notify any absent members of the time, date, and place of such adjourned meeting by delivering notice thereof as provided in Section 3.3.

SECTION 3.6 Credentials and Election Committee. The Board shall, at or prior to any meeting calling for a vote of the members, appoint a credentials and election committee. The committee shall consist of at least three but not more than five members who are not existing Cooperative employees, agents, officers, directors, or known candidates for director (each an “Excluded Person”), and who are not closely related to, or members of, the same household as any Excluded Person. “Closely related” means a person related to the principal person by consanguinity or affinity, to the second degree or less; that is, a person who is either a spouse, child, grandparent, parent, brother, sister, aunt, uncle, nephew, or niece, by blood or in law, of the principal. A member appointed to the credentials and election committee may designate that member’s spouse to serve on the committee in such appointed member’s stead. The responsibility of the committee is as follows:

- a. To pass upon all questions that may arise with respect to the registration of persons eligible to vote;
- b. To count all ballots cast in any election;
- c. To rule upon the effect of any ballots, vote irregularity, or indecisively-marked or -cast ballot or vote; and
- d. To rule upon all other questions that may arise relating to member voting and the election of directors.

In the exercise of its responsibility, the committee may have available to it the advice of an attorney provided by the Cooperative, and Cooperative employees to assist as directed by the committee.

SECTION 3.7 Voting. Each member shall be entitled to only one vote upon each matter submitted to a vote at a meeting of the members. All issues with respect to voting shall be governed according to the latest edition of Robert’s Rules of Order used by the Cooperative, unless otherwise specified by law or the Articles of Incorporation. There shall be no voting by proxy, and no natural person shall be the delegate of, or cast the vote of, more than one member. Voting by members other than members who are natural persons shall be allowed upon presentation to the Cooperative, prior to or at each member meeting, of evidence satisfactory to the election committee entitling the person presenting the same to vote. All questions, except those involving multiple-choice issues or determinations, shall be decided by a vote of a majority of the members voting thereon, except as otherwise provided by law, the Articles of Incorporation, or these Bylaws. Multiple-choice issues or determinations shall be decided by a plurality vote if so designated by the Board. Voting by mail shall be permitted under rules promulgated by the Board.

SECTION 3.8 Order of Business. The order of business at the annual meeting of the members and, so far as possible at all other meetings of the members, shall be conducted under policies established by the Board and under an agenda essentially as follows, except as otherwise determined by the members at such meeting:

- a. Determine the existence of a quorum;
- b. Reading and proof of due notice of the meeting or waivers of notice of the meeting;
- c. Call for additional ballots to be turned in;
- d. Approval of minutes of previous meetings of the members and the taking of necessary action thereon;
- e. Presentation and consideration of reports of officers, directors, and committees;
- f. Election results;
- g. Unfinished business;
- h. New business;
- i. Adjournment.

The Board or the members themselves may, from time to time, establish a different order of business for the purpose of assuring the earlier consideration of an item of business, the transaction of which is necessary or desirable in advance of any other item of business. Each time a meeting is convened or reconvened, a quorum must first be established before any business may be transacted.

ARTICLE IV. **BOARD OF DIRECTORS**

SECTION 4.1 General Powers. All business and affairs of the Cooperative shall be managed by the Board which shall exercise all of the powers of the Cooperative except such as are by law, the Articles of Incorporation, or these Bylaws conferred upon or reserved to the members. There shall be one director for each Member District, provided that there shall always be at least five directors for the Cooperative as required by law.

SECTION 4.2 Election Process and Tenure of Office. Directors shall be elected by a secret ballot at each annual meeting of the members, by and from the members, to serve for a term of three years or until their successors shall have been elected and shall be qualified. Vacancies are addressed in Section 4.7. The terms of the directors shall be set so that one-third of the directors, as nearly as possible, is elected annually. As directors' terms expire, the members shall elect their successors to serve until the third-succeeding annual meeting after their election. If an election of directors is not held on the day designated herein for the annual meeting, or at any adjournment thereof, a special meeting of the members shall be held for the purpose of electing directors within a reasonable time thereafter. One director for each Member District for which a director is to be elected shall be elected by a plurality of the members voting. Voting may be in person or by mail as provided in Section 3.7.

SECTION 4.3 Qualifications. A person shall be eligible to become or remain a candidate for, or director of, the Cooperative who satisfies the following qualifications:

- a. Is a citizen of the U.S. and a natural person member in good standing and residing in the Member District to which the person has been, or is to be, elected for at least six months before the election;

- b. Does not use, or seek to use, the position of director for selfish or political purposes, or to gain special privileges or services not generally available to all the members;
- c. Is not in any way employed by, or financially interested in, a competing enterprise or a business engaged in selling telecommunications service or supplies, or constructing or maintaining telecommunications facilities, other than a business operating on a cooperative non-profit basis for the purpose of furthering rural telecommunications;
- d. (i) Is not currently an employee of the Cooperative;
 (ii) Is not closely related (as defined in Section 3.6) to an incumbent director or employee of the Cooperative. However, no incumbent director shall lose eligibility to remain a director or to be reelected as a director if he becomes a close relative of another incumbent director or of a Cooperative employee because of a marriage to which he was not a party; neither shall an employee lose eligibility to continue in the employment of the Cooperative if he or she becomes a close relative of a director because of a marriage to which he or she was not a party. The Cooperative may adopt a written policy which will govern the application in practice of this Bylaw Section to assure no employee will suffer unjust or unreasonable discrimination because of marital status;
- e. Resides in the Member District for which such director was elected;
- f. Is able and willing to regularly attend Board meetings and required conferences and training programs. Any director, who has failed in any consecutive 12-month period to attend more than half of the Board meetings, or required conferences and training programs, may be removed as a director upon a two-thirds vote of the remaining directors.

Upon establishment of the fact that a director is holding office in violation of any of the foregoing provisions other than f., the Board may remove such director from office by a simple majority vote of the Board. Nothing contained in this Section shall affect in any manner whatsoever the validity of any action taken at any meeting of the Board.

SECTION 4.4 Member Districts.

4.4.1. The territory served by, or to be served by, the Cooperative shall be divided into Member Districts by the Board. The purpose of the Member Districts is to facilitate geographic representation of the various exchanges by having one director from each Member District on the Cooperative's Board. Each Member District shall contain complete exchanges within the same general geographic area. Such Districts currently are as follows:

- DISTRICT # 1 - Port Mansfield and San Perlita Exchanges**
- DISTRICT # 2 - Stillman Exchange**
- DISTRICT # 3 - Lasara Exchange**

DISTRICT # 4 - Hargill and Encino Exchanges
DISTRICT # 5 - San Isidro Exchange
DISTRICT # 6 - McCook and El Sauz Exchanges
DISTRICT # 7 - Artesia Wells and Annarose Exchanges
DISTRICT # 8 - Millett and Fowlerton Exchanges
DISTRICT # 9 - San Miguel and Tilden Exchanges
DISTRICT #10 - Concepcion and Mirando City Exchanges

4.4.2. The Board may review the composition of the Districts from time to time. If inequalities in representation have developed which can be corrected by a redelineation of District boundaries, the Board may redefine the several District boundaries to improve representation of the membership. No such action shall result in the shortening of the term of an incumbent Director. Any such redefinition of District boundaries shall be done at least 30 days before the Board appoints any member to the nominating committee.

SECTION 4.5 Nominations and Election of Directors.

4.5.1. The nominating committee for director elections will be comprised of Cooperative members (or their respective spouse-designees) who are natural persons residing in each of the Member Districts from which a director is to be elected. A member appointed to the nominating committee may designate that member's spouse to serve on the committee in such appointed member's stead. The nominating committee members shall be appointed as follows:

- a. Approximately 180 days (at the Board's discretion) before the date of a meeting of the members at which directors are to be elected, the Board shall appoint, to serve on the nominating committee, one member from each District from which a director is to be elected;
- b. Each nominating-committee member appointed by the Board (or such appointed member's spouse-designee) shall appoint two other members residing in that Board-appointee's District to serve on the nominating committee. Either or both of the two other members so appointed may designate that member's spouse to serve in that member's stead on the nominating committee.

No member of the Board may serve on the nominating committee. The committee shall prepare and post at the principal office of the Cooperative, approximately 150 days (at the Board's discretion) before the meeting, a list of nominations for directors.

4.5.2. Any 15 or more Cooperative members, acting together and residing in a District from which a director is to be elected, may make other nominations from their respective Districts by petition presented not less than 130 days prior to the meeting. The Secretary shall post such nominations at the same place where the list of nominations made by the committee is posted.

4.5.3. Any incumbent director residing in a District from which a director is to be elected may be a candidate by so advising the Secretary in writing not less than 130 days prior to the meeting. The Secretary shall post such candidacy at the same place where the list of nominations made by the committee and by petition is posted.

4.5.4. At least 10 but not more than 75 days before the meeting, the Secretary shall deliver in accordance with Section 3.3 the following:

- a. The names and addresses of the candidates arranged by Districts, specifying the nominations made by the committee, the nominations made by petition (if any), and any incumbent director candidate; and
- b. The ballots to be used at the election, which may be delivered to the different Member Districts at different times, separately from or with the notice of meeting. The ballot to be used at the election shall list the names of the candidates nominated by the committee, the names of the candidates nominated by petition, the names of any incumbent director candidates, and all propositions to be voted on by the members.

4.5.5. The directors shall be elected at large by ballot in all Member Districts. The candidates receiving the most votes shall be declared elected as directors. Except where a specific-percentage vote is required by law or by these Bylaws, a proposition shall be considered passed by the members upon a plurality vote. Failure to comply with any of the provisions of this Section shall not affect in any manner whatsoever the validity of any election of directors.

4.5.6. The duties of the Secretary in sub-sections 4.5.2, 4.5.3, and 4.5.4 may be delegated to others.

SECTION 4.6 Removal and Resignation of Board Members.

4.6.1. Any member may bring charges against a Board member relating to the duties and responsibilities of the director's position and, by filing with the Secretary such charges in writing together with a petition signed by at least 10% of the members, may request the removal of such Board member by reason thereof. Such Board member shall be informed in writing of the charges at least 10 days prior to the meeting of the members at which the charges are to be considered and shall have an opportunity at the meeting to be heard in person or by counsel to present evidence in respect to the charges, and the person or persons bringing the charges shall have the same opportunity. The question of the removal of such Board member shall be considered and voted upon at the meeting of the members. No director shall be removed from office unless by a vote of two-thirds of the total members voting. Any vacancy created by such removal may be filled by vote of the members at such meeting without compliance with the foregoing provisions with respect to nominations. The successor so elected shall serve until the next annual meeting of the members, at which time the membership shall vote to fill the unexpired portion of the term of the removed director.

4.6.2. A director may resign at any time by written notice delivered to the Board, President, or Secretary of the Cooperative. A resignation is effective when the notice is delivered unless the notice specifies a future date. The pending vacancy may be filled before the effective date but the successor shall not take office until the effective date.

SECTION 4.7 Vacancies.

4.7.1. Subject to the provisions of these Bylaws with respect to the filling of vacancies caused by the removal of Board members by the members and the catastrophic loss of Board members, a vacancy occurring in the Board because a Board member resigns, dies, is removed from the Board, or otherwise becomes incapable of acting (a “Vacated Director Position”) shall be filled by the affirmative vote of a majority of the remaining Board members, though less than a quorum, provided there remain at least three Board members. Any such successor shall serve as a director for the shorter of (i) the unexpired term of the Vacated Director Position, or (ii) the date of the next annual meeting of the members that is at least 90 days after the vacancy has been filled, at which time the membership shall vote for the successor to fill the unexpired portion of the term (if any) of the otherwise Vacated Director Position.

4.7.2. In the event (i) a vacancy is not filled by the Board within ninety (90) days after the vacancy occurs, , the members shall have the right to fill such vacancy at a meeting of the members without compliance with the foregoing provisions in respect to nominations. Any successor, whether chosen by the Board or the members, must have the qualifications for office set forth in Section 4.3.

SECTION 4.8 Catastrophic Loss of Board Members. In the event of a catastrophic loss wherein two or less Board members remain, the remaining Board member(s) (if any), the Cooperative’s General Manager, and the members of Cooperative’s management team (employees who report directly to the General Manager) shall appoint, through consensus, one member from each Member District for which there is a director vacancy to serve as an Interim Director. Each such Interim Director shall serve until the next regularly scheduled annual meeting of the membership that is at least 180 days after the catastrophic loss, at which time all such appointed positions shall stand for election for the unexpired portion of the term of the Vacated Director Position for which such Interim Director was appointed or for a new 3-year term, as applicable, such that one-third of the directors, as nearly as possible, continue to be elected annually in accordance with Section 4.2.

SECTION 4.9 Compensation. Board members shall, as determined by resolution of the Board, receive a fixed fee for each day or portion thereof spent on Cooperative business, such as attendance at meetings, conferences, and training programs, or performing committee assignments when authorized by the Board. If authorized by the Board, Board members may also be reimbursed for expenses actually and necessarily incurred in carrying out such Cooperative business or granted a reasonable per diem

allowance by the Board in lieu of detailed accounting for some of these expenses. Board members, by Board resolution, may be extended various forms of liability, accident, life, and health insurance as well as participation in any other benefits provided to employees.

SECTION 4.10 Rules, Policies, Regulations, Rate Schedules, and Contracts. The Board shall have power to make, adopt, amend, abolish, and promulgate such rules, regulations, rate classifications, rate schedules, contracts, security deposits, and any other types of deposits, payments, or charges, including contributions in aid of construction, not inconsistent with law or the Certificate of Incorporation or Bylaws, as it may deem advisable for the management, administration, and regulation of the business and affairs of the Cooperative, or cause such to be submitted for any appropriate governmental regulatory approval. Further, the Board may constitute itself into committees for the purpose of studying and making recommendations to the full Board in the course of its decisional processes.

SECTION 4.11 Accounting Systems and Reports. The Board shall cause to be established and maintained a complete accounting system which, among other things, and subject to applicable laws, rules, and regulations of any regulatory body, shall conform to such accounting system as may from time to time be required by the applicable governmental and regulatory authorities having jurisdiction over the Cooperative. The Board shall also cause to be made by a certified public accountant a full and complete annual audit of the accounts, books, and financial condition of the Cooperative. The results of such audit shall be reported to the members at the next meeting of the members.

ARTICLE V. MEETINGS OF THE BOARD

SECTION 5.1 Regular Meetings. A regular meeting of the Board shall be held monthly at such time and place as designated by the Board, and may be conducted through the use of telecommunications conference equipment by means of which all persons participating in the meetings can communicate with each other. Such regular monthly meetings may be held without notice other than the resolution fixing the regular time and place thereof and instructions for telecommunications conference event. Participation in any such telecommunications conference event will constitute attendance and presence in person at the meeting of the persons so participating.

SECTION 5.2 Special Meetings. Special meetings of the Board may be called by the President or by any three Board members, and it shall thereupon be the duty of the Secretary to cause notice of such meeting to be given as hereinafter provided. The President or Board members calling the meeting shall fix the time and place for the holding of the meeting. Unless specifically prohibited by law special Board meetings may be conducted through the use of telecommunications conference equipment by means of which all persons participating in the meetings can communicate with each other. Such participation will constitute attendance and presence in person at the meeting of the persons so participating.

SECTION 5.3 Notice of Board Meetings. Unless such notice be unanimously waived, written notice of the time and place (with instructions for any telecommunications conference event) for any special meeting, and purpose of any regular or special meeting of the Board shall be delivered to each Board member by or at the direction of the Secretary, or upon default in duty by the Secretary, by the President or one of the Board members calling the meeting. Such notice shall be deemed to be delivered as follows:

- a. When deposited in the U.S. Mail or with a nationally recognized overnight delivery service, addressed to the Board member at the Board member's address as it appears on the records of the Cooperative, with proper postage or delivery fee thereon prepaid, at least five days before the date set for the meeting; or
- b. When sent by e-mail or facsimile at least five days before the date set for the meeting.

SECTION 5.4 Quorum. So long as any vacant director positions represent no more than one-third of the number of positions on the Board, a majority of the directors remaining shall constitute a quorum. In the event more than one-third of the positions on the Board are vacant, then two-thirds of the directors remaining shall constitute a quorum. If less than such quorum is present at a meeting, a majority of the Board members present may adjourn the meeting until a quorum is reached. The Secretary shall notify any absent Board members of the time and place of such adjourned meeting. The act of a majority of the Board members present and voting at a meeting at which a quorum is present shall be the act of the Board, except as otherwise provided in these Bylaws or by the parliamentary procedure or special rules adopted by the Board. Board members may not vote by proxy at any regular or special Board Meeting.

SECTION 5.5 Unanimous Consent in Writing. Unless otherwise prohibited by law, Board actions may be taken without a meeting and without a vote if unanimous consent of the Board is obtained in writing setting forth the action taken in detail and the document is signed by all Board members entitled to vote.

ARTICLE VI. OFFICERS

SECTION 6.1 Number and Titles. The officers of the Cooperative shall be Board members and shall be a President, Vice President, Secretary, Treasurer, and such other officers as may be determined by the Board. The offices of Secretary and Treasurer may be held by the same person. The offices of Secretary and Treasurer may include such designated or authorized assistants as the Board deems necessary to perform the administrative functions of such office.

SECTION 6.2 Election and Term of Office. The officers shall be elected by ballot, if there is a contest, and if not, by voice vote or any other method designated by the person presiding. They shall be elected annually by and from the Board at the first meeting of the Board held after the annual meeting of the members. Each officer shall hold office until the first meeting of the Board following the next succeeding annual meeting of

members, or until a successor shall have been elected and shall have qualified, provided, however, that an officer who ceases to be a director ceases to hold office. Except as otherwise provided in these Bylaws, a vacancy in any office shall be filled by the Board for the unexpired portion of the term.

SECTION 6.3 Removal of Officers and Agents by the Board. Any officer or agent elected or appointed by the Board may be removed by a majority of the Board members voting at a meeting whenever in the Board's judgment the best interests of the Cooperative will be served thereby.

SECTION 6.4 President. The President shall have the following duties:

- a. Be the principal executive officer of the Board and unless otherwise determined by the members of the Board, shall preside at all meetings of the members and the Board;
- b. Sign any deeds, mortgages, deeds of trust, notes, bonds, contracts, or other instruments authorized by the Board to be executed, except in cases in which the signing and execution thereof shall be expressly delegated by the Board or by these Bylaws to some other officer or agent of the Cooperative, or shall be required by law to be otherwise signed or executed; and
- c. In general perform all duties incident to the Office of President and such other duties as may be prescribed by the Board.

SECTION 6.5 Vice President. In absence of the President, or in the event of the President's inability or refusal to act, the Vice President shall perform the duties of the President, and when so acting shall have all the powers of and be subject to all the restrictions upon the President. The Vice President shall also perform such other duties as may be assigned by the Board.

SECTION 6.6 Secretary. The Secretary shall be responsible for the following:

- a. Keeping the minutes of the meetings of the members and of the Board in books prepared for that purpose;
- b. Seeing that all notices are duly given in accordance with these Bylaws or as required by law;
- c. Keeping the corporate books and records and the Seal of the Cooperative safe, and affixing the Seal of the Cooperative to all documents the execution of which on behalf of the Cooperative under its seal is duly authorized in accordance with the provisions of these Bylaws;
- d. Keeping a register of the names and mailing addresses of all members;
- e. Keeping on file at all times a complete copy of the Articles of Incorporation and Bylaws of the Cooperative containing all amendments thereto; and
- f. In general performing all duties incident to the Office of Secretary and such other duties as may be assigned by the Board; provided, however, that the Secretary shall have authority with the approval of the Board to delegate to the

General Manager the authority to appoint employees of the Cooperative to actually carry out the responsibilities set forth in this Section.

SECTION 6.7 Treasurer. The Treasurer shall be responsible for the following:

- a. Custody of all funds and securities of the Cooperative;
- b. Receipt of and the issuance of receipts for all monies due and payable to the Cooperative and for the deposits of all such monies in the name of the Cooperative in such financial institutions as shall be selected in accordance with the provisions of these Bylaws; and
- c. The general performance of all the duties incident to the Office of Treasurer and such other duties as may be assigned by the Board; provided, however, that the Treasurer shall have authority with the approval of the Board to delegate to the General Manager the authority to appoint employees of the Cooperative to actually carry out the responsibilities set forth in this Section.

SECTION 6.8 General Manager. The Board shall appoint by resolution and/or contract a general manager. The general manager shall perform such duties as the Board may require and shall have authority as the Board may vest in the general manager.

SECTION 6.9 Bonds. The Board may require the Treasurer or other officer, agent, or employee of the Cooperative charged with responsibility for the custody of any of its funds or property to give bond in such sum and with such surety as the Board shall determine. The Board in its discretion may also require any other officer, agent, or employee of the Cooperative to bond in such amount and with such surety as it shall determine. The costs of all such bonds shall be borne by the Cooperative.

SECTION 6.10 Compensation. The powers, duties, and compensation of officers, agents, and employees shall be fixed, or authorized, by Board policy, subject to the provisions of these Bylaws and applicable law.

SECTION 6.11 Reports. The officers of the Cooperative shall submit at each annual meeting of the members reports covering the business of the Cooperative for the previous fiscal year. Such reports shall set forth the condition of the Cooperative at the close of such fiscal year.

ARTICLE VII.

INDEMNIFICATION OF OFFICERS, BOARD MEMBERS, EMPLOYEES, AND AGENTS

SECTION 7.1 Indemnification. Persons are to be indemnified by the Cooperative in accordance with the provisions of Section 162.079 of the Texas Telephone Cooperative Act (which incorporates by reference Article 2.22A of the Texas Non-Profit Corporation Act, now Chapter 8 of the Texas Business Organizations Code), as such Acts shall be amended and recodified.

ARTICLE VIII.
NON-PROFIT OPERATION

SECTION 8.1 Interest or Dividends On Capital Prohibited. The Cooperative shall at all times be operated on cooperative non-profit basis for the mutual benefit of its members and patrons. No interest or dividends shall be paid or payable by the Cooperative on any capital furnished by its patrons. All provisions of the Cooperative's Bylaws and contracts with its members and patrons relating to the disposition of revenues and receipts shall be construed consistent with the establishment and maintenance of the Cooperative's non-profit and cooperative character.

SECTION 8.2 Patronage Capital in Connection With Furnishing Telecommunications and Information Services.

8.2.1. In the furnishing of telecommunications and information services, the Cooperative's operations shall be so conducted that patrons will, through their patronage, furnish capital for the Cooperative. In order to induce patronage and to insure that the Cooperative will be operated on a non-profit basis, the Cooperative is obligated to account on a patronage basis to all its patron members for all amounts received and receivable from the furnishing of telecommunications and information services in excess of operating costs and expenses properly chargeable against the furnishing of such services. All such amounts in excess of operating costs and expenses at the moment of receipt by the Cooperative are received with the understanding that they are furnished by the patrons as capital. The Cooperative is obligated to pay by credits to a capital account for each patron member all such amounts in excess of operating costs and expenses. The books and records of the Cooperative shall be set up and kept in such manner that at the end of each fiscal year the amount of capital, if any, so furnished by each patron member is clearly reflected and credited in an appropriate record to the capital account of each patron member, and the Cooperative shall within a reasonable time after the close of the fiscal year notify each patron member of the amount of capital so credited. All such amounts credited to the capital account of any patron member shall have the same status as though it had been paid to the patron member in cash pursuant to a legal obligation to do so and the patron member had then furnished the Cooperative corresponding amounts for capital.

8.2.2. All other non-patronage sourced income received by the Cooperative from its operations in excess of costs and expenses shall, insofar as permitted by law, be treated as follows:

- a. Used to offset any losses incurred during the current or any prior fiscal year;
- b. Allocated to its patron members on a patronage basis, and any amount so allocated shall be included as part of the capital to be allocated to the accounts of the various classes of patrons in an equitable manner as approved by the Board; or
- c. Used by the Cooperative as permanent non-allocated capital.

The amount to be credited to the capital accounts of members based on their patronage shall be no less than the greater of the alternative minimum taxable income or regular taxable income of the Cooperative resulting from their patronage as determined under Federal income tax law.

8.2.3. The Board shall have the authority to prescribe a fair and equitable treatment of any loss, including by way of example and not by limitation, carrying forward of any loss to offset future allocations of patronage capital to the members resulting from the furnishing of telecommunications service. Losses subject to this paragraph shall be determined in the same manner and method that patronage capital is calculated and allocated to members as provided above with respect to the pre-existing obligation to allocate patronage capital.

8.2.4. In no event shall any member be required to fund a deficit patronage-capital account, provided, however, that the Board may through policy establish reasonable guidelines under which a former member whose membership ceased when such member's capital account reflected a deficit will be charged with such deficit in such member's capital account in the event such former member resumes service with, and hence becomes a new member of, the Cooperative.

8.2.5. In the event of dissolution or liquidation of the Cooperative, after all outstanding third-party indebtedness of the Cooperative shall have been paid, outstanding capital credits shall be retired without priority on a pro-rata basis before any payments are made to members or former members under sub-section 2.4.2.

8.2.6. Capital credited to the account of each patron shall be assignable only on the books of the Cooperative, pursuant to written instruction from the assignor and only to successors in interest or successors in occupancy in all or in part of such patron's premises served by the Cooperative unless the Board, acting under policies of general application, shall authorize other types of assignments. Patrons at any time may assign their capital credits back to the Cooperative, and the Cooperative is authorized to negotiate capital credit settlement arrangements with bankrupt patrons or estates of deceased natural-person patrons.

8.2.7. If, at any time prior to dissolution or liquidation, the Board shall determine that the financial condition of the Cooperative will not be impaired thereby, the capital then credited to patrons' accounts may be retired in full or in part. Any such retirements of capital shall be at the discretion and direction of the Board as to timing, method, and type of retirement. The Board is specifically authorized to establish such capital credit retirement programs for specific classes of patrons as the Board deems is in the best interest of the Cooperative.

8.2.8. The Board, at its discretion, shall have the power at any time upon the death of any natural person patron, if the legal representative of the estate shall request in writing that the capital credited to any such patron be retired prior to the time such capital would be retired in a general retirement under provisions of these Bylaws, to retire capital credited to any such patron immediately upon such terms and conditions as the Board, acting under

policies of general application, and the legal representative of such patron's estate shall agree upon; provided, however, that the financial condition of the Cooperative will not be impaired thereby.

8.2.9. When the capital credits of any patron no longer receiving service from the Cooperative comes to a total amount of less than a fixed sum determined by the Board, the same shall be retired in full with such retirements made only when and at the same time that a general retirement to other patrons is made. During a general capital-credit retirement, no checks shall be issued for less than a fixed minimum amount determined by the Board, and the amount of such unretired capital credits will be retired in the first following year when the total amount of capital credits qualifying for retirement exceeds the minimum amount set by the Board, including the amount carried over. All tax refunds made by the United States Government or any of the states in connection with the final or true cost of service as determined by the capital-credits allocation process may be held and used by the Cooperative as furnished patronage capital and shall be treated in the same manner as furnished capital set out in this Article of these Bylaws.

8.2.10. The patrons of the Cooperative, by dealing with the Cooperative, acknowledge that the terms and provisions of the Articles of Incorporation and Bylaws shall constitute and be a contract both (1) between the Cooperative and each patron, and (2) among all the patrons themselves individually. Both the Cooperative and the patrons are bound by such contract, as fully as though as each patron had individually signed a separate instrument containing such terms and provisions with the Cooperative and each of its patrons. The provisions of this Section of the Bylaws shall be called to the attention of each patron of the Cooperative by posting in a conspicuous place in the Cooperative's office or by publication distribution by the Cooperative to its patrons.

8.2.11. Exchange carriers, interexchange carriers, information service providers, and all other telecommunications entities are eligible for membership and patronage allocation only to the extent they utilize the cooperative's basic telecommunications services in the ordinary course of administrative affairs of their business. However, neither such entities nor their customers are eligible for Cooperative membership or patronage allocation by virtue of any of the following:

- a. Their purchase of access or related telecommunications services;
- b. Their purchase of equipment;
- c. Their joint participation with the Cooperative in the provision of telecommunications services;
- d. Their payment of access or regulatory-support program fees or assessments;
- e. Their payment of interconnection fees; or
- f. Their purchase for resale of any of the Cooperative's services.

SECTION 8.3 Profits Received in Connection With Investments in Subsidiaries and Affiliates. In the event the Cooperative recognizes income or losses in

connection with its investments in subsidiaries or affiliates, such amounts may, insofar as permitted by law, be treated by the Cooperative in such manner and in such amounts as the Board deems equitable (including, by way of example and not by limitation, as permanent capital and/or allocations to member/patron accounts).

SECTION 8.4 Capital-Credit Assignment Agreement. Members are required, as a condition of membership, to make an assignment upon application for telecommunications service with the Cooperative of the capital credits accrued in such member's account in the event the Cooperative is unable to locate the member or such member's heirs for three years. The assignment reads substantially as follows:

"Capital Credits may exist now and in the future in favor of the undersigned member on the books of Valley Telephone Cooperative, Inc. At such times, from time to time, as such capital credits become distributable by action of the Board of Directors of the Cooperative, the undersigned Member agree(s) as follows:

Such capital credits are hereby assigned, from time to time as they are to be distributed to the undersigned, to the Cooperative in the event and only in the event that the Cooperative has been unable to distribute such amount(s) to the undersigned within three years after they become distributable after the Cooperative's bona fide attempt to distribute such funds (whether by mailing letters to last known address of the undersigned member or the member's heirs on the membership records of the Cooperative or otherwise)."

Notwithstanding the mandatory assignment of capital credits to the Cooperative described in the paragraph above, the Cooperative will, nevertheless, pay capital credits to any bona fide member who is located and identified after the assignment of capital credits to the Cooperative. The member must present sufficient documentary evidence to establish the member's identity before the Cooperative is obligated to pay the assigned capital credits to the member.

ARTICLE IX.

DISPOSITION OF PROPERTY

SECTION 9.1 Pledging of Property. The Board may, without authorization of the members, authorize the execution and delivery of a mortgage or deed of trust, or the encumbering of any property of the Cooperative, including property to be acquired and the revenues from property of the Cooperative, to secure any indebtedness of the Cooperative to the United States or any lending institution licensed by the United States or a state.

SECTION 9.2 Other Pledge, Lease, or Disposition of Property. Except as provided in 9.1., the Board may not dispose of, lease, or encumber all or a major portion of its property unless the disposition, lease, or encumbrance is authorized by the affirmative vote of at least two-thirds of all of the members of the Cooperative.

SECTION 9.3. Disposition or Lease of Major Portion of Property. The Board may, upon the authorization of two-thirds of all of the members of the Cooperative at a members' meeting, dispose of or lease all or a major portion of the Cooperative's property to any of the following:

- a. Another telephone cooperative;
- b. A foreign corporation doing business in the State of Texas under the Telephone Cooperative Act; or
- c. The holder of a note, bond, or other evidence of indebtedness issued to the United States or to a lending institution licensed by the United States or another state;

provided that the meeting at which such two-thirds of all of the members authorized the disposition or lease of the Cooperative's property was preceded by a notice of meeting that stated the proposed action.

SECTION 9.4 Transfer of Substantially All of Property. The Board may transfer substantially all of the Cooperative's property upon approval by a two-thirds vote of all the members of the Cooperative. The vote must be taken at a regular meeting or at a special meeting of the members called for the purpose of voting on the transfer of substantially all of the Cooperative's property. Votes must be cast in person.

ARTICLE X. DISSOLUTION

SECTION 10.1 Vote Required. The Cooperative may be dissolved by a two-thirds vote of all the members of the Cooperative. The vote must be taken at a regular meeting or at a special meeting of the members called for the purpose of voting on dissolution. Votes must be cast in person.

SECTION 10.2 Certificate of Dissolution. Upon the membership's affirmative vote to dissolve as set forth in Section 10.1, the Cooperative shall file with the Texas Secretary of State a certificate of dissolution as follows:

- a. Signed by the President or a Vice President and attested by the Secretary, certifying that they have been authorized to execute and file such certificate by the votes cast in person of at least two-thirds of the Cooperative's total membership voting without proxies; and
- b. Executed, acknowledged, filed, and recorded in the same manner as the original Articles of Incorporation.

The Cooperative shall be deemed to be dissolved upon the Texas Secretary of State's acceptance and issuance of the certificate of dissolution.

SECTION 10.3 Existence Continued After Dissolution. After dissolution, the Cooperative shall continue for the purpose of paying, satisfying, and discharging any

existing liabilities or obligations, and collecting or liquidating its assets, and doing all other acts required to adjust and wind up its business and affairs, and may sue and be sued in its corporate name.

SECTION 10.4 Distribution of Surplus Assets on Dissolution. Any assets remaining after all third-party debts and liabilities of the Cooperative have been paid shall be disposed of pursuant to the provisions of Section 2.4 above; provided, however, that if in the judgment of the Board the amount of such surplus is too small to justify the expense of making such distribution, the Board may, in lieu thereof, donate or provide for the donation of such surplus to one or more non-profit, charitable, or educational organizations that are exempt from federal income taxation.

ARTICLE XI.

SEAL

The Corporate Seal of the Cooperative shall be in the form of a circle and shall have inscribed thereon the name of the Cooperative and the words "Corporate Seal" and "Texas".

ARTICLE XII.

FINANCIAL TRANSACTIONS

SECTION 12.1 Contracts. Except as otherwise provided in these Bylaws, the Board may authorize any officer or officers, agent or agents, to enter into any contract or execute and deliver any instrument in the name and on behalf of the Cooperative and such authority may be general or confined to specific instances.

SECTION 12.2 Checks, Drafts, Etc. All checks, drafts, or other orders for the payment of money, and all notes, bonds, or other evidence of indebtedness issued in the name of the Cooperative shall be signed by such officer or officers, agent or agents, employee or employees of the Cooperative and in such manner, as shall from time to time be determined by resolution of the Board.

SECTION 12.3 Deposits. The funds of the Cooperative shall be deposited from time to time to the credit of the Cooperative in such institutions as the Board may by policy require.

SECTION 12.4 Changes in Rates. Written notice shall be given as required by law and regulation to the applicable governmental and regulatory authorities having jurisdiction over the Cooperative in connection with any proposed change in the monthly rates charged by the Cooperative for telecommunications service.

SECTION 12.5 Fiscal Year. The fiscal year of the Cooperative shall begin on the first day of January of each year and shall end on the thirty-first day of December of the same year.

ARTICLE XIII. MISCELLANEOUS

SECTION 13.1 Membership in Other Organizations. The Cooperative may become a member or purchase ownership interests in other profit or non-profit organizations, associations, entities, partnerships, or joint ventures when the Board finds that the general or long-term interests of its membership will be served by such investments or participation.

SECTION 13.2 Waiver of Notice. Any member or director may waive in writing any notice of a meeting required to be given by these Bylaws. The attendance of a member or director at any meeting shall constitute a waiver of notice of such meeting by such member or director, except when a member or director shall attend a meeting for the express purpose of objecting to the transaction of any business on the grounds that the meeting has not been lawfully called or convened.

SECTION 13.3 Rules and Regulations. The Board shall have power to make and adopt such rules, regulations, and policies, not inconsistent with the law, the Articles of Incorporation or these Bylaws, as it may deem advisable for the management of the business and the affairs of the Cooperative.

SECTION 13.4 Service-Related Area Coverage. The Board shall make diligent effort to see that telecommunications service is extended to all unserved persons within the Cooperative's certificated area who (a) desire such service and (b) meet all reasonable requirements established by the Cooperative as a condition of such service.

ARTICLE XIV. GOVERNING LAW AND AMENDMENTS

SECTION 14.1 Telephone Cooperative Act. The Cooperative was organized under and is governed by the Telephone Cooperative Act, which is codified in Chapter 162 of the Texas Utilities Code (1997) (the "Telephone Cooperative Act"). In the event of any conflict between these Bylaws and the Telephone Cooperative Act as the same is amended or recodified, the provisions of the Telephone Cooperative Act shall control, and these Bylaws shall be deemed amended to comply with the provisions of the Telephone Cooperative Act.

SECTION 14.2 Amendments. In addition to amendment by operation of law, these Bylaws may be altered, amended, or repealed by majority of the vote of the members at any regular or special meeting, provided the notice of such meeting shall have contained a copy of the proposed alteration, amendment, or repeal.

SECTION 14.3 Partial Invalidity. If any word, phrase, clause, sentence, or part of these Bylaws shall be held by any court of competent jurisdiction to be invalid or unconstitutional, such holding shall not affect any other word, phrase, clause, sentence, or part of these Bylaws, and such remaining portions shall remain in full force and effect.

AGUA DULCE

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Agua Dulce Grain Co998-2525
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ANNAROSE

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American Tower Corporation	566-2632
Amithor John D.....	566-2220
Armstrong Edmund C	566-2319
Atkinson D W & Jill	566-2282
Atkinson Sue	566-2229

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Beamblett Marilyn J	566-2220
Bednorz Charles A	566-2546
Benavides Sergio.....	566-2314
Bisbey Alfred L.....	566-2294
Blucher George A.....	566-2288
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Caron Jr Charles.....	566-2262
Chief's Office	566-2786
Cloninger Harris O	566-2545
Cook Lou M.....	566-2320
Copano Field Services/Live Oak	566-2299
Copeland Jess	566-2451
Cow Creek Ranch LLC	566-2251
Cox Dorothy M	566-2261
Cox N Lee	566-2751

D

Dale Land & Cattle Inc	566-2793
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E

Earles Clarence W.....	566-2589
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F

F & F Partners LLC.....	566-2292
F & F Partners LLC.....	566-2738
Faltysek Edwin J	566-2446
Floyd Carden.....	566-2540
Floyd James G	566-2270
Floyd James	566-2284

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Galatian Mike.....	566-2458
Garza Edmund T	566-2391
Gavit William.....	566-2517
Geraci Anthony	566-2203
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Gonzalez Ysidro	566-2249
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H B Interests LP	566-2652
Hammit Bill	566-2377
Helmer Ronnie	566-2447
Holland David	566-2226
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Huff Ranch, Sam L.....	566-2241
Hutchinson Amy.....	566-2500
Hyden Billie J.....	566-2246

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Irelan R	566-2643
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Jewett C E	566-2557
Johnson Aaron E.....	566-2732
Johnson Fred A.....	566-2335
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Jones B M.....	566-2321

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Lindholm Gerald	566-2467
Locke Jamie Deane	566-2426
Lonesome Coyote Ranch	566-2692
Lonsome Coyote Ranch	566-2482
Lowther Michael M.....	566-2625
Lyne J Monty	566-2755
Lyne L J	566-2326

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Martin Matt.....	566-2240
Martin Tom.....	566-2481
McCumber James Donald	566-2385
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Mills Sherri	566-2215
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Morton Brady.....	566-2600

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Novak LP Hank	566-2532

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Sanchez Celia C.....	566-2325
Schatte Andrew A	566-2501
Shelton Tom.....	566-2460
Sherron Charles R	566-2574
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Smalley Albert R	566-2375
Stewart Maxine	566-2360

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Vogelsang John E & Debbie.....	566-2564

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Ward Joseph Ben.....	566-2313
Warren Charles.....	566-2537

Watson John.....	566-2324
Watson Kenneth	566-2715
Wells John	566-2536
Wight David	566-2555
Williamson Tim B.....	566-2354
Williamson Trey	566-2404
Wimberley David & Holly	566-2535
Woldert Chris.....	566-2305

Z

Zeigler Kenneth566-2508

ARTESIA WELLS

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Asche Ranches Managing LLC	676-3319

B

Baetz Jr Bert O	676-3439
Basic Energy Services	676-3538
Biedenbarn A.M.	676-3448
Biedenbarn A M	676-3471
Blackwater Swd LLC.....	676-3395
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C

C A F Ranch	676-3306
C H Guenther & Son Inc	676-3500
Caiman Ranch Inc.....	676-3442
Caprock Communications Corp	676-3561
Casey Darren & Sandra	676-3364
Colorado Ranch	676-3312
Comer Judy Winslow	676-3421
Covert Cattle Co.....	676-3385
Crisp Joe A.....	676-3469

E

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Ezra Alderman Ranches Inc.....	676-3321

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Farrell Sr G D	676-3514
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Golondrina Ranch	676-8811
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Gonzalez Arnulfo.....	676-3497
Grace River Ranch LLC	676-3547
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Hermes Chase	676-3579
Hillje Charles Fred	676-3329
Hillje Gary	676-3454
Hillje Hunting Haven	676-3328
Hillje James D.....	676-3522
Hillje Sharon Kay	676-3372
Hinkel C W	676-3447
Hixon George C.	676-3327
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Rocky Comfort Partnership LTD	676-3326
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W

Walker Travis F676-3589
Weeks Corky.....676-3367

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CHARLOTTE

Alphabetical Listings

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A

Alpha Media LLC	277-1057
Arnold Kathy	771-0213
Atascosa Exterminating	277-1214
Ataway Feed & Seed	277-1021

B

Badillo Olivia	771-0374
Baker Kateland	771-0171
Bautista Teodoro H.	277-1352
Bazaldua Angelina	277-1087
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Benavides Margarito.....	277-1154
Boyd Benjamin.....	277-1120
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Calvillo Diana	771-0067
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Calvillo Lydia.....	277-1655
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Martinez Gabrielle.....	277-1434	Ramos Rachel	277-1193
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Mayberry Richard D.....	771-0743	Richter Cliff & Sandra	277-1615
Mc Hazlett Dela.....	277-1376	Rico Eddie & Lupita.....	277-1709
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Modgling Frank.....	277-1587	Rodriguez Miguel.....	771-0010
Mogg Shawn.....	771-0599	Rodriguez Victor.....	277-1382
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Orsak Audrey	274-1033
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Santiago Qenoveva	277-1296
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TILDEN

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Lined area for additional entries.