

## Evangelina García

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**From:** Renán Ramirez [renan@co.hidalgo.tx.us]  
**Sent:** Tuesday, January 19, 2010 9:45 AM  
**To:** 'Martha Salazar'  
**Cc:** darlene.betancourt@co.hidalgo.tx.us; 'Evangelina Garcia'  
**Subject:** FW: TEX-AN 2000 Master Agreement

Darlene,

This is the contract number. This is ONLY for LONGDISTANCE services. Can you place on the agenda?

The long distance is part of the Master Agreement,

**TEXAN 2000-SBC-MA1 (Master Agreement-Data, Voice, Long Distance)**

=====  
**Renán Ramirez**  
Chief Information Officer  
Information Technology Department  
Hidalgo County, Texas  
M: 956.457.0792 / W: 956.289.7444  
E: [renan@co.hidalgo.tx.us](mailto:renan@co.hidalgo.tx.us)

"I arise in the morning torn between a desire to improve the world and a desire to enjoy the world. This makes it hard to plan the day." - E. B. White

 Please refrain from printing this email unless completely necessary. Go Green!

-----Original Message-----

**From:** MONTEITH, BRENDA L (ATTSWBT) [mailto:[bm3274@att.com](mailto:bm3274@att.com)]  
**Sent:** Tuesday, January 19, 2010 9:39 AM  
**To:** [renan@co.hidalgo.tx.us](mailto:renan@co.hidalgo.tx.us)  
**Subject:** TEX-AN 2000 Master Agreement

Good morning,

I apologize for the delay in responding. I was out of the office Friday and Monday.

The long distance is part of the Master Agreement,

**TEXAN 2000-SBC-MA1 (Master Agreement-Data, Voice, Long Distance)**

Have great day!

Brenda Monteith  
Account Manager 2  
Government/Education Accounts  
AT&T - Texas  
721 Beech Ave Room 1-A-01  
McAllen, TX 78501  
(956) 984-4617  
AT&T Erate Information - <http://www.corp.att.com/erate/> -  
Helpful Numbers -  
Orders - [GEM.TX.ORDER@RDSMAIL.IMS.ATT.COM](mailto:GEM.TX.ORDER@RDSMAIL.IMS.ATT.COM) or 1-800-610-0012  
Billing - 1-888-672-9379

## Evangelina Garcia

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**From:** Renán Ramirez [renan@co.hidalgo.tx.us]  
**Sent:** Friday, January 15, 2010 4:45 PM  
**To:** darlene.betancourt@co.hidalgo.tx.us  
**Cc:** 'Martha Salazar'; 'Evangelina Garcia'; oralia@co.hidalgo.tx.us; 'Edna Kirby'  
**Subject:** FW: Hidalgo County LD  
**Attachments:** County of Hidalgo.pdf

**Importance:** High

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**Cc:** GOODWIN, TERESA M (TESS) (ATTSWBT)  
**Subject:** FW: Hidalgo County LD

Good morning,

After speaking with you and Nelda, I confirmed action has been taken on our side regarding the ABN contract. We will follow through to make sure the cancellation of the contract does not result in termination charges being billed.

I located information indicating an adjustment was issued in October to rerate calls from 11-1-2005 to 7-1-2009 in the amount of \$22,183.12. Please let me know if that has not appeared on a recent billing statement.

If I understood our conversation, you still need a copy of the bill which contained the "Notice of Rate Increase" on the expired high volume calling plan and this copy is needed to provide the auditors and enable payment of the bills from July forward, correct? I am making inquiries to obtain and provide you with that statement.

I also understood you have not made contact with DIR to initiate the conversion of your LD to DIR. There is a new urgency here. On 2-12-10 the out of term rates on the expired HVCP will increase again so the County needs to take action quickly. Please initiate this process.

To order the DIR LD service or any other TEX-AN 2000 products and services, contact the DIR Telecom Solutions ([telecom.solutions@dir.state.tx.us](mailto:telecom.solutions@dir.state.tx.us)) staff, 512-463-7800. Further details about the DIR Texan LD service is found at <http://www.dir.state.tx.us/tex-an/index.htm>.

Please let me know if I have misunderstood your requests.

Thanks,  
Brenda Monteith  
(956)984-4617  
[brenda.monteith@att.com](mailto:brenda.monteith@att.com)

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**From:** GOODWIN, TERESA M (TESS) (ATTSWBT)  
**Sent:** Thursday, January 07, 2010 4:26 PM  
**To:** MONTEITH, BRENDA L (ATTSWBT)  
**Subject:** Hidalgo County LD

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**From:** GOODWIN, TERESA M (TESS) (ATTSWBT)  
**Sent:** Monday, December 14, 2009 5:32 PM  
**To:** 'renan@co.hidalgo.tx.us'  
**Cc:** SAENZ, RUFINO (ATTSWBT)  
**Subject:** FW: Status

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Renan

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In regard to the Long Distance agreement, please proceed to contact DIR to initiate the conversion of the County's Long Distance service to the DIR contract.

I have initiated the "cancellation" of the ABN Long Distance contract that was counter signed in January of this year by AT&T but never activated.

To order the DIR LD service or any other TEX-AN 2000 products and services, contact the DIR Telecom Solutions ([telecom.solutions@dir.state.tx.us](mailto:telecom.solutions@dir.state.tx.us)) staff, 512-463-7800. Further details about the DIR Texan LD service is found at <http://www.dir.state.tx.us/tex-an/index.htm>.

Tess Goodwin  
Regional Sales Manager - Gov/Ed  
AT&T Texas  
1010 N. St. Mary's, Room 839, San Antonio, Texas 78215  
Office: 210-633-5610

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**From:** Renán Ramirez [<mailto:renan@co.hidalgo.tx.us>]  
**Sent:** Monday, December 14, 2009 4:13 PM  
**To:** SAENZ, RUFINO (ATTSWBT)  
**Subject:** RE: Status

Have not heard anything and the bills are piling up. We cannot make payment until we resolve this issue.

=====  
**Renán Ramirez**  
Chief Information Officer  
Information Technology Department  
Hidalgo County, Texas  
M: 956.457.0792 / W: 956.289.7444  
E: [renan@co.hidalgo.tx.us](mailto:renan@co.hidalgo.tx.us)

"I arise in the morning torn between a desire to improve the world and a desire to enjoy the world. This makes it hard to plan the day." - E. B. White

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**From:** SAENZ, RUFINO (ATTSWBT) [<mailto:ps792a@att.com>]  
**Sent:** Friday, November 13, 2009 11:28 AM  
**To:** Renán Ramirez  
**Subject:** RE: Status  
**Importance:** High

Renan,

Tess Goodwin is addressing the issues that were pending. She should be contacting you within the next few days. She has your contact information.