

HIDALGO COUNTY SHERIFF'S OFC

**Account Summary**

**Previous Charges**

No Payment Received .00  
**Balance \$ .00**

**New Charges**

Verizon (page 3) \$ 524.68  
**Total New Charges Due Dec 11, 2012 \$ 524.68** **F**

To avoid a late payment charge of 5.0% or \$5.00, whichever is greater, payment must be received before Dec 16, 2012.

**Total Due \$ 524.68**

P.O. # DL0  
 Invoice Received By: V. Rodriguez on: 2-01-13  
 Good Services Received By: V. Rodriguez on: 11-16-12  
3-1100-423-21-280-036-0-531 *Jose Trevino*

Mail Payments To:  
 VERIZON SOUTHWEST, PO BOX 920041, DALLAS TX 75392-0041

Change of billing address?  
 Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon.



Account: 10 5492 2826441184 06 210\*HBRDA1  
 00062350 0000296567  
 New Charges Due: Dec 11, 2012 10-TX 5492  
 9569731606 20121018  
**Total Due: \$ 524.68 111612**

Amount Paid :

\$

00001494 01 AT 0.374 0008 +  
 HIDALGO COUNTY SHERIFF'S OFC  
 1902 JOE STEPHENS AVE  
 WESLACO TX 78596-3700



VERIZON SOUTHWEST  
 PO BOX 920041  
 DALLAS TX 75392-0041

10 5492 2826441184 06N00000000000 00000052468 00

**How to Reach Us**

|                            |                              |                |                       |
|----------------------------|------------------------------|----------------|-----------------------|
| Billing Questions          | enterprisecenter.verizon.com | 1-800-483-6000 | 8:30 am - 5 pm M-F    |
| Order Questions            | enterprisecenter.verizon.com | 1-800-483-6000 | 8:30 am - 5 pm M-F    |
| Online billing and payment | enterprisecenter.verizon.com |                | 24 hours a day        |
| Repair                     | enterprisecenter.verizon.com | 1-888-875-4144 | 24 hours a day        |
| Pay By Phone Service*      | (third party fee applies)    | 1-800-345-6563 | 24 hours a day        |
| Payment Arrangements       |                              | 1-800-440-8052 | 7:00am-6:00pm CST M-F |

\* Pay by Phone Service - This service is optional and provided by an independent third party vendor for a fee.

**For Your Information**

**Previous Payments**

If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Billing Questions number above.

**Returned Payment**

If your payment is returned for any reason, Verizon will resubmit it electronically. A charge may apply for each payment returned.

**Past Due Amounts**

The due date on your bill only applies to New Charges. Any past due amount should be paid immediately.

**Service Suspension for Non-Payment**

Based on state regulatory and notice requirements, once your bill is past due, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish service may also be required.

**TX Slamming & Cramming**

If you think you have been slammed, (your long distance service switched without your permission) or crammed (charged for services that you did not authorize), please contact us. If we do not resolve your problem, you may write the Public Utility Commission of Texas, c/o Office of Consumer Protection, PO Box 13326, Austin, TX 78711-3326, email at (customer@puc.state.tx.us) or call 512-936-7120 (toll free in Texas 1-888-782-8477). TTY service available on 512-936-7136.

**Consumer Information**

For important consumer information see the Customer Guide in your Verizon White pages.

**Automatic Bill Payment Enrollment for Account:**

Enroll at verizon.com, or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4. Print email address here



Go Green! Go Paperless Billing! Pay Electronically!

**MONTHLY LOCAL SERVICE - REGULATED (Nov 16 to Dec 15)**  
**BASIC LOCAL SERVICE CHARGE**

| Description                      | Qty | Unit Rate |                  |
|----------------------------------|-----|-----------|------------------|
| 1 Federal Access Recovery Charge | 4   | .86       | 3.44             |
| 2 Business Line                  | 4   | 33.95     | 135.80           |
| 3 Federal Subscriber Line Charge | 4   | 7.38      | 29.52            |
|                                  |     | Subtotal  | 168.76           |
| <b>Total</b>                     |     |           | <b>\$ 168.76</b> |

**ADDING AND CHANGING SERVICE**

This section shows partial-month billing. If you are adding a new product, it shows charges for the number of days that you had the product before your Billing Date. If you are removing a product, it shows credits for the days you did not have the product but had paid for it in advance. You can find your month-in-advance charges in the MONTHLY SERVICE section.

**For 956 973-1606**

**Services Added**

| Product Description              | Qty | Order Number                | Effective Date |              |
|----------------------------------|-----|-----------------------------|----------------|--------------|
| 4 Federal Subscriber Line Charge | 1   | I1854500                    | Oct 18         | 6.89         |
| 5 Federal Access Recovery Charge | 1   | I1854500                    | Oct 18         | .80          |
| 6 Business Line                  | 1   | I1854500                    | Oct 18         | 31.69        |
|                                  |     | <b>Total Services Added</b> |                | <b>39.38</b> |

**Service Order Charges and Credits**

| Product Description | Order Number | Effective Date                                 |               |
|---------------------|--------------|--|---------------|
| 7 *Trip charge      | I1854500     | Oct 18   | 9.00          |
| 8 *Initial order    | I1854500     | Oct 18   | 31.50         |
| 9 *Line connection  | I1854500     | Oct 18   | 80.00         |
|                     |              | <b>Total Service Order Charges and Credits</b> | <b>120.50</b> |

**For 956 973-1629**

**Services Added**

| Product Description               | Qty | Order Number                | Effective Date |              |
|-----------------------------------|-----|-----------------------------|----------------|--------------|
| 10 Federal Subscriber Line Charge | 1   | I1854500                    | Oct 18         | 6.89         |
| 11 Federal Access Recovery Charge | 1   | I1854500                    | Oct 18         | .80          |
| 12 Business Line                  | 1   | I1854500                    | Oct 18         | 31.69        |
|                                   |     | <b>Total Services Added</b> |                | <b>39.38</b> |

**For 956 973-1634**

**Services Added**

| Product Description               | Qty | Order Number                | Effective Date |              |
|-----------------------------------|-----|-----------------------------|----------------|--------------|
| 13 Federal Subscriber Line Charge | 1   | I1854500                    | Oct 18         | 6.89         |
| 14 Federal Access Recovery Charge | 1   | I1854500                    | Oct 18         | .80          |
| 15 Business Line                  | 1   | I1854500                    | Oct 18         | 31.69        |
|                                   |     | <b>Total Services Added</b> |                | <b>39.38</b> |

**For 956 973-1704**

**Services Added**

| Product Description               | Qty | Order Number                | Effective Date |              |
|-----------------------------------|-----|-----------------------------|----------------|--------------|
| 16 Federal Subscriber Line Charge | 1   | I1854500                    | Oct 18         | 6.89         |
| 17 Federal Access Recovery Charge | 1   | I1854500                    | Oct 18         | .80          |
| 18 Business Line                  | 1   | I1854500                    | Oct 18         | 31.69        |
|                                   |     | <b>Total Services Added</b> |                | <b>39.38</b> |

**Total Adding and Changing Service \$ 278.02**

**REGULATED SERVICE TAXES AND SURCHARGES**

|                              |       |
|------------------------------|-------|
| 19 Federal Excise Tax        | 10.14 |
| 20 TX State Sales Tax        | 30.13 |
| 21 Cost of service surcharge | .67   |
| 22 Texas Universal Service   | 16.50 |

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| <b>REGULATED SERVICE TAXES AND SURCHARGES</b> (continued) |                  |
|---|------------------|
| 1 9-1-1 Equalization Fee                                  | .24              |
| 2 9-1-1 Fee   | 2.00             |
| 3 Federal Universal Service Fee                           | 18.22            |
| <b>Total</b>  | <b>\$ 77.90</b>  |
| <b>Verizon regulated charges</b>                          | <b>\$ 524.68</b> |
| <b>Total Verizon charges</b>                              | <b>\$ 524.68</b> |

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Your local toll provider is SBC Long Distance.

956 973-1606

**Notice: You have selected SBC Long Distance as your long distance provider on Oct 18, 2012.**

**Cost of change: \$.00**

956 973-1629

**Notice: You have selected SBC Long Distance as your long distance provider on Oct 18, 2012.**

**Cost of change: \$.00**

956 973-1634

**Notice: You have selected SBC Long Distance as your long distance provider on Oct 18, 2012.**

**Cost of change: \$.00**

956 973-1704

**Notice: You have selected SBC Long Distance as your long distance provider on Oct 18, 2012.**

**Cost of change: \$.00**

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**ITEMIZATION OF TELEPHONE NUMBERS:**

Listed below are the telephone numbers included with this billing:

956 973-1606            956 973-1629            956 973-1634            956 973-1704

Should you have any questions, please contact Verizon by using the telephone number listed on page two of your bill.

**Dear Valued Customer:**

Thank you for choosing Verizon as your telecommunications business partner.

As a valued customer, we want to make sure your billing experience is as easy as possible. Customers often ask about their first bill. All monthly services are billed one month in advance. The first bill you receive will be higher than a normal one-month bill. Because your local service is billed one month in advance, your first bill will include both the one month of local service and the charges for the number of days you had the service before the Statement Ending/Billing Date. In addition, charges for connecting or changing your service usually appear on the first bill, as well as any surcharges and taxes assessed by local, state and federal agencies. The second bill you receive will be a regular one-month bill.

The introductory pages of your Verizon Telephone Directory contain information on local and long-distance calling, an explanation of your telephone bill, and telephone numbers to assist you in contacting Verizon. Visit our website at [www.verizon.com](http://www.verizon.com) for more information about products and services currently available from Verizon.

If you have questions about your bill or our services, please call us at the 800 number listed on page 2 of your bill.

We appreciate your business, and we look forward to working with you in utilizing telecommunications to the betterment of your business.

**Thank you for your business.**

**Selecting a Telecommunications Carrier and Charges on Your Telephone Bill 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. Telecommunications utilities (telephone companies) are prohibited by law from switching you from one telephone company 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 it return you 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:

- Return you to your original telephone company within **three business days** of your request.
- Pay all the usual and customary charges associated with returning to your original telephone company **within five business days** of your request to be returned to your original telephone company.
- Provide all billing records to your original telephone company **within 10 business days** of your request to be returned to your original telephone company.
- Pay the original telecommunications utility any amount paid by you that would have been paid to the original telecommunications utility if the unauthorized change had not occurred.
- Refund to you, within 30 business days, any amount you paid over the amount that you would have paid for identical services by your original telephone company if you had not been slammed.

Please note that once your original 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.

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," you should contact the telephone company you for telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of an 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 to you that you have paid for an unauthorized charge; and
- on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

The Public Utility Commission of Texas investigates complaints related to slamming and cramming. If a telephone company slams you and fails to resolve your request to be returned to your original local or long distance telecommunications service provider and/or the company fails to resolve your cramming request and you would like to file a complaint or receive a complaint history for a particular telephone company, please write or call the PUC of Texas: PO Box 13326, Austin, TX 78711-3326, 512-936-7120 or toll free in Texas at 888-782-8477. Hearing and speech-impaired people 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 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.

**For Your Information**

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**Bankruptcy Information**

If you are or were in bankruptcy, this statement may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

**Payment by Check**

Paying by check authorizes check processing or use of the check information for a one-time electronic fund transfer from your account. We may retain your checking information for electronic refunds to you or your use in future electronic payments to us (to opt out, call 1-888-500-5358).