

Zimbra

martha.salazar@co.hidalgo.tx.us

Re: Question on Time Warner Order #5607199

From : Martha Salazar
<martha.salazar@co.hidalgo.tx.us>

Tue, Apr 21, 2015 02:49 PM

📎 3 attachments

Subject : Re: Question on Time Warner Order #5607199

To : Mike Escaname <mike.escaname@hchd.org>, josephine ramirez <josephine.ramirez@da.co.hidalgo.tx.us>, victor garza <victor.garza@da.co.hidalgo.tx.us>

Cc : eddie olivarez <eddie.olivarez@hchd.org>, josie escalante <josie.escalante@hchd.org>, jeanette palacios <jeanette.palacios@hchd.org>, Rudy Salinas <rudy.salinas1@co.hidalgo.tx.us>, Darlene H. Betancourt <darlene.betancourt@co.hidalgo.tx.us>

Mr. Escaname:

We will place the item on next week's agenda for you. I believe this is the most efficient and correct way to address and remedy your situation. I am also forwarding the document for review and comment to DA's office.

Yours truly,
Marty Salazar

From: "Mike Escaname" <mike.escaname@hchd.org>
To: "martha salazar" <martha.salazar@co.hidalgo.tx.us>
Cc: "eddie olivarez" <eddie.olivarez@hchd.org>, "josie escalante" <josie.escalante@hchd.org>, "jeanette palacios" <jeanette.palacios@hchd.org>
Sent: Tuesday, April 21, 2015 11:46:59 AM
Subject: Question on Time Warner Order #5607199

Hello Ms. Salazar:

We are being asked by Mr. Arturo J. Garcia, Time Warner Account Executive, to sign Order #5607199 and to return to him so that he can follow through and correct the rate that Time Warner has been billing our Health Dept. for internet services at our Health Dept. (see attachments)

This is the result of repeated attempts to have Time Warner correct our invoices to reflect the proper rates as per the DIR TEX-AN-NG-CTSA-008 contract. Time Warner had

been invoicing us at a higher rate and the Auditor's Office staff has alerted us to the incorrect rate.

We'd appreciate if you can review and advise on whether we should place this document on Commissioner's Court Agenda to have Judge Garcia sign, or if it is something your Department can resolve.

The Order #5607199 has your name listed as the Billing Contact & Authorized Contact.

Please advise.

Thanks,

Mike Escaname

Budget Manager

Hidalgo County Health & Human Services Dept.

1304 S. 25th St.

Edinburg, TX 78539

Direct # (956) 292-7000 ext. 7210

Main # (956) 383-6221

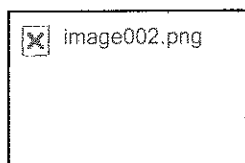
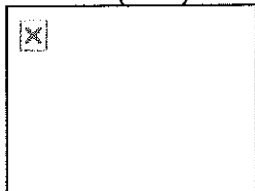


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Document (10).pdf
415 KB

Account Executive: Arturo Garcia
 Phone: (956) 365-6656 ext:
 Cell Phone: +1 9565350210
 Fax: (956) 230-0465
 Email: arturo.garcia@twcable.com

Order # 5607199

Business Name	HIDALGO COUNTY HEALTH DEP	Customer Type: Existing Customer
Federal Tax ID	Tax Exempt Status	Tax Exempt Certificate #
*****4041		
Billing Address		
Attention To:		Account Number
1304 S 25th Ave Edinburg TX 78539		8262860040051982
Billing Contact	Billing Contact Phone	Billing Contact Email Address
Martha Salazar	9563836221	
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
Martha Salazar	9563836221	
Technical Contact	Technical Contact Phone	Technical Contact Email Address

New and Revised Services and Monthly Charges At 1304 S 25th Ave , Edinburg TX 78539				
Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$0.00	\$0.00	12 Months
DIR (EDUCATION, GOVT)	1	\$0.00	\$0.00	12 Months
HSD - 15 X 2	1	\$224.59	\$224.59	12 Months
*Total			\$224.59	

*Prices do not include taxes and fees.

Special Terms

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Time Warner Cable Enterprises LLC

Authorized Signature for Customer

Printed Name and Title

Printed Name and Title

Date Signed

Date Signed

Business Class Phone & Business Class Trunk Service Notice and Acknowledgement Regarding E911

Customer understands and acknowledges that the Time Warner Cable Business Class Phone & Business Class Trunk (SIP or PRI) voice-enabled customer premise equipment is electrically powered and, in the event of a power outage or Time Warner Cable network failure, Enhanced 9-1-1 ("E911") services may not be available.

The Time Warner Cable Business Class Services Agreement prohibits moving your Time Warner Cable voice-enabled customer premise equipment to a new service address. Customer understands and acknowledges that if this equipment is moved to another location, E911 services may not operate properly and emergency operators may be unable to accurately identify the caller's address in an emergency. The E911 location specified on the Time Warner Cable Business Class Service Order will be provided to emergency operators for emergency calls made from the telephone numbers associated with this Service Order. To move your service to another location, you must call Time Warner Cable.

Customer agrees to specifically advise every end user of the Time Warner Cable Business Class Phone or Trunk service, prominently and using the language provided above, of the circumstances under which E911 service may not be available through Time Warner Cable Business Class Phone or Trunk service and to distribute Safety Stickers, to be supplied by Time Warner Cable, to all end users of the Time Warner Cable Business Class Phone or Trunk service and instruct each end user to place a Safety Sticker on or near any telephone or other equipment used in conjunction with the service.

Customer must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Business Class Phone or Trunk service is installed.

By signing my name below, I acknowledge that I have received and understand this Notice and Acknowledgement and agree to the obligations described above.

X

(Authorized Customer Signature)

(Date Signed)

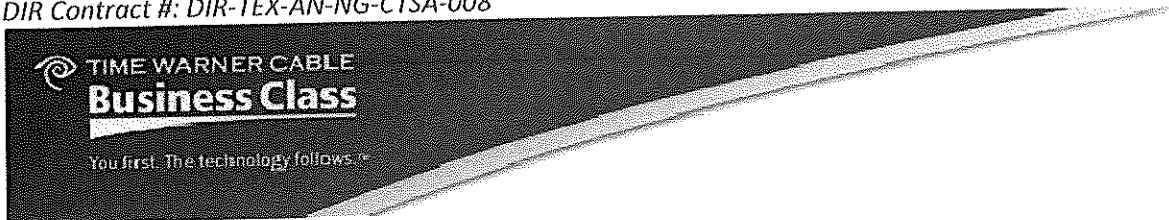
Jeanette Palacios





From: Garcia, Arturo <arturo.garcia@twcable.com>
Sent: Wednesday, April 08, 2015 12:39 PM
To: Jeanette Palacios
Cc: Dupre, Joe
Subject: RE: Time Warner Cable - INVOICE CORRECTION
Attachments: HIDALGO COUNTY HEALTH DEP -MACD HSD Rate Change.pdf


Good afternoon Ms. Jeannette,
We are wrapping up the rate correction here and need a signature for the order. Please review, sign needed pages and send back to us to complete. Let me know if any questions. Thanks and standing by!

Arturo J. Garcia

Major Account Executive II
Government & Education Accounts
1514 S. 77 Sunshine Strip, Suite 1
Harlingen, TX 78550
Office: 956-365-6656
Cell: 956-535-0210
Fax: 956-230-0465
arturo.garcia@twcable.com
DIR Contract #: DIR-TEX-AN-NG-CTSA-008



Fiber Support: 877.892.3423 | <http://www.twcable.com/texas> | COAX Support: 866.519.1263
Connect with Time Warner Cable Business Class:    

Ranked #1 in Customer Loyalty by 



Time Warner Cable Business Class
1st North American Service Provider
to earn all 8 CE 2.0 Certifications



From: Jeanette Palacios [<mailto:jeanette.palacios@hchd.org>]
Sent: Wednesday, March 11, 2015 12:14 PM
To: Garcia, Arturo
Subject: INVOICE CORRECTION
Importance: High

Good Afternoon Mr. Garcia,

We obtained a new Purchase Order (715856) on 10/4/14 to cover services from September 2014 thru August 2015 for the quoted amount on DIR of \$224.59(see attachments). The current invoices reflect an amount of \$271.20 which needs to be corrected to reflect \$224.59 and the Static IP Address charge of \$25.00 needs to be removed from the invoice as well. Mr. Garcia we are currently up to date with our invoices; however we have a past due amount because our department is short paying the invoice. If you have any questions please advise.

Thank you,

Jeanette Palacios
Hidalgo County Health Department
1304 S. 25th Avenue
Edinburg, Texas 78542
Phone: (956) 383-6221 ext 7216
Fax: (956) 383-3229
jeanette.palacios@hchd.org

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