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## CHOOSE THE WAY YOU PAY

Colorado Valley Communications makes it convenient for you to make payments. Select the best option for you and your schedule.

### SMARTHUB

<https://cvctx.smarthub.coop/Login.html>

Simplify your life with online payments and/or autopay. Reduce clutter by going paperless!



### PAY NOW

<https://cvctx.smarthub.coop/PayNow.html>

Make payments via a secure CVCTX webpage (*SmartHub account not required.*).

### BY MAIL

Mail payments along with payment stub to *PO Box 130, La Grange, TX 78945.*

### BY PHONE

Pay with credit/debit cards or check by calling 979.247.9799 or 844-886-9799 (toll-free). *Available 24/7.*

### IN PERSON

Make payments Monday-Friday (8am-5pm) at *4915 South US Hwy 77, La Grange, TX 78945.*

Scan the QR code with your camera phone to visit CVCTX and discover the many ways to pay!



[cvctx.com/billing](http://cvctx.com/billing)

# YOUR RIGHTS AS A CUSTOMER

## Information About Rates and Service

The telecommunications services furnished by Colorado Valley Telephone Cooperative, Inc. ("Colorado Valley" or "Cooperative") are subject to the terms, conditions and charges set forth in the Cooperative's Local Exchange Tariff, Member Services. The information contained in the Local Exchange Tariff is a matter of public record. The Cooperative will make available to the public at each of its Business Office locations all of its tariffs currently on file with the Public Utility Commission of Texas in Austin. Customers may access a copy of the Cooperative's Local Exchange Tariff by request.

## Deposit and Credit Information

Every customer applying for telephone service with the Telephone Cooperative must establish satisfactory credit. This may be done in several ways and you will not be required to pay a deposit if:

- You have been a residential customer of a telephone company within the last two (2) years, **and:** You are not delinquent in payment of your account for local service with the telephone Cooperative or Company, **and:** during the last twelve (12) consecutive months of service you did not have more than one (1) occasion in which your bill for service was paid after becoming delinquent and never had local service disconnected for non-payment. (You are encouraged to obtain a letter of credit from your previous company).
- You furnish a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Cooperative, or ownership of substantial equity.
- You furnish in writing a satisfactory guarantee to secure payment of bills for your telephone service.
- You are an applicant for residential service who is sixty-five (65) years of age or older and do not have an outstanding balance with any telephone company for residential service which accrued within the last two (2) years.
- You are an applicant for residential service and have been determined to be a victim of family violence as defined in Texas Family Code 71.004, by a family violence center as defined in Texas Human Resources Code 51.002, by law enforcement personnel, by treating medical personnel, by the Office of a Texas District Attorney or County Attorney, by the Office of the Attorney General, or by a grantee of the Texas Equal Access to Justice Foundation. This determination shall be evidenced by submission of a certification letter developed by the Texas Council on Family Violence.

Creditworthiness of spouses established during the last twelve (12) months of shared service prior to their divorce will be equally applied to both spouses for twelve (12) months immediately following their divorce.

If you cannot provide satisfactory credit references, or do not have a good payment record, or cannot provide a guarantee satisfactory to the Cooperative, you may be required to make an

initial deposit based only on local service charges.

During the first twelve (12) months of service the Cooperative may require an additional deposit. In lieu of payment of the additional deposit, you may elect, as either a business or residential customer, to pay the current billing by the due date of the bill, provided you have not exercised this option in the previous twelve (12) months.

If your deposit is held more than thirty (30) days, the Cooperative will pay simple interest retroactive to the date of the receipt of the deposit at a rate set annually by the Public Utility Commission of Texas.

Payment of interest on the deposit shall be made annually if requested by you, or at the time your deposit is returned or credited to your account.

The Cooperative will issue a receipt of deposit to you for the deposit received and keep a record of the deposit. If service is not connected or if service is disconnected, the deposit will automatically be refunded plus accrued interest for the balance, if any, in excess of the unpaid bills for local service furnished.

If you are a residential customer and have paid bills for services for twelve (12) consecutive billings without having service disconnected for non-payment of a bill and without having more than two (2) occasions in which a bill was delinquent, and you are not delinquent in the payment of current billing for local services, the Cooperative will promptly refund the deposit plus accrued interest in the form of cash or credit to your billing for service.

If you are a business or commercial customer and have paid bills for service for twenty-four (24) consecutive billings without having service disconnected for non-payment of a bill and without having more than two (2) occasions in which a bill was delinquent and you are not delinquent in the payment of current billing, the Cooperative will promptly refund the deposit plus accrued interest in the form of cash or credit to your billing for service.

Establishment of credit or payment of a deposit shall not relieve any customer from complying with the Cooperative's requirements for prompt payment of bills.

### **Bill Payment**

Your bill for local, toll and miscellaneous services is issued monthly and is due and payable on before the due date, which is 16 days after issuance. Your bill for telephone service will become delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or an issuance date on the bill if there is no postmark on the bill, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next business day after the due date.

### **Suspension/Disconnection of Service**

Your local telephone service may be disconnected for any of the following reasons:

- Failure to pay a delinquent balance for local telephone service in accordance with the local disconnect rule;
- Violation of the Cooperative's rules pertaining to the use of service in a manner which interferes with the service of others, or the operation of nonstandard equipment, if a reasonable attempt has been made to notify you and you are provided with a reasonable opportunity to remedy the situation; or
- Failure to comply with deposit or guarantee arrangements or a deferred payment

plan where required by the Cooperative in accordance with the Public Utility Commission of Texas Substantive Rules.

The Cooperative may disconnect service without notifying you if a known dangerous condition exists which would cause harm to the telecommunications network, you as a customer, or employees of the Cooperative. The Cooperative may also disconnect service where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment or in instances of tampering with the Cooperative's equipment or bypassing it.

### **Suspension or Disconnection for Ill and Disabled**

Service may not be suspended or disconnected at the permanent residence of a delinquent customer if that customer establishes that such action will prevent the customer from summoning emergency medical help for someone who is seriously ill residing at that residence.

Each time a customer seeks to avoid suspension or disconnection of service under this subsection, the customer before the date of suspension or disconnection shall:

- Have the person's attending physician (the term "physician" shall mean any public health official, including, but not limited to medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, and any other similar public health official) contact the Cooperative by the stated date of disconnection;
- Have the person's attending physician submit a written statement to the Cooperative; and
- Enter into a deferred payment plan.

The prohibition against suspension or disconnection shall last sixty-three (63) days from the issuance of the Cooperative's bill or a shorter period agreed upon by the Cooperative and the customer or physician.

### **Steps Taken Before Service is Suspended/Disconnected**

If your bill for telephone service has not been paid within the sixteen (16) days allowed for payment, a disconnection notice will be sent to you at least ten (10) days prior to the date stated on the disconnect notice as the date that service will be disconnected if the bill has not been paid by that date.

The notice will have the words "Disconnection Notice" or similar language prominently displayed on it. The notice will inform you of the total amount past due and the amount that you must pay in order to avoid disconnection of your basic local service. In addition, the notice will indicate that if you are in need of assistance of payment with your bill, or are ill and unable to pay your bill, you may be eligible for an alternative program, such as a Deferred Payment Plan, and that you should contact the Business Office of the Cooperative for more information.

If the cutoff day falls on a weekend or holiday, the cutoff will be made on the next business day after the tenth day from the date of the issuance of notice or twenty-six (26) days from the issuance of your bill.

### **Billing Disputes**

In the event of a dispute between you and the Cooperative regarding any bill for telephone service, the Cooperative will investigate the particular case and report the results to you. In the event the dispute is not resolved, the Cooperative will inform you of the complaint procedures of the Public Utility Commission of Texas.

Your service will not be subject to discontinuance for not paying the portion of a bill under dispute, but in no event should the dispute exceed sixty (60) days. You are obligated to pay any billings not disputed as established in the Public Utility Commission of Texas Substantive Rules.

### **Steps for Filing a Complaint**

If there is a dispute between you and the Cooperative, you may request an opportunity for supervisory review by the Cooperative.

If the Cooperative is unable to provide a supervisory review immediately after your request, arrangements will be made for the earliest possible date. Your telephone service will not be disconnected pending completion of the review. The results of the review will be provided to you within ten (10) days after the review, if you so request.

If you decide not to participate in the review or do not make arrangements for such review within five (5) days after requesting it, the Cooperative will disconnect your service under its standard disconnect procedures.

Any disputes not resolved after the supervisory review or any complaints you may have can be directed to the Public Utility Commission of Texas in writing to the following address:

Public Utility Commission of Texas  
P. O. Box 13326  
Austin, Texas 78711-3326

Call: 1-888-782-8477  
Austin: (512) 936-7120  
Fax: (512) 936-7003  
e-mail address: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
Internet address: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
Relay Texas (toll free): 1-800-735-2988

### **Alternative Payment Plans**

If you cannot pay your bill by the due date, you have the right to request alternative payment plans. You may be eligible for one of the alternative payment options offered by the Cooperative. These programs include, but are not limited to, payment arrangements and deferred payment plans. A payment arrangement is an agreement to pay the outstanding bill after its due date but before the due date of the next bill. A deferred payment plan is a written agreement that allows payment of an outstanding bill in installments that extend beyond the due-date of the next bill. For more information about these plans, please contact the Cooperative at 979-242-5911 or toll free at 1-800-242-5911.

### **Pre-Paid Local Telephone Service**

Prepaid Local Telephone Service (PLTS) is a program that helps customers manage outstanding telephone balances and retain local telephone service.

PLTS provides eligible customers with a **one-time** opportunity to retain their local service if they are at risk of disconnection of their local service for non-payment of telephone bills. It also allows residential customers who have been disconnected because of delinquent or unpaid bills to be reconnected. PLTS is not available to business customers.

To receive this service, you must agree to receive Toll Blocking, which will prevent you from making long distance telephone calls or usage-sensitive calls, which include directory assistance, call return, call trace and auto redial. In subscribing to PLTS, you agree not to incur additional charges for long distance, or usage-sensitive services. In addition, you agree not to request additional services from the Cooperative other than those included in PLTS subscription. **If you**

**violate the terms of this agreement you can be disconnected immediately and will not be eligible to receive PLTS again from the Cooperative.**

To subscribe to PLTS you must make an advance payment of up to two months of charges for local telephone service; and applicable non-recurring service connection charges. Subsequent monthly payments may not exceed the rates for one month of PLTS. You may be required to arrange a deferred payment plan with the Cooperative for your outstanding local telephone charges. Payments for these charges will begin with the third billing cycle after you subscribe to PLTS. The monthly payments on the deferred payment plan may not exceed \$10 per month or one-twelfth of the outstanding local debt, whichever is larger.

You must pay your PLTS bill by the due date.

If your telephone service has been suspended and you apply for PLTS within 10 days of receiving notice, you will not be required to pay the restoration charge for restoring service at that time. You will be required to pay that charge when you return to basic local telephone service.

It is your right to receive basic local telephone service without entering PLTS if you do not owe for basic local telephone charges.

Services included in PLTS subscription are basic local telephone service, white pages directory listing, toll blocking/restriction, non-published number service (if requested), access to 911, dual party relay services and the Cooperative's Business Office. The charges for these services will be at the Cooperative's tariffed rates.

In addition to charges for services listed above, customers will be responsible for paying surcharges or fees required by law or ordinance, including, but not limited to: 9-1-1 charges, subscriber line charges, sales tax, Universal Service Fund charges, Dual Party Relay Service charges and municipal fees.

Please contact the Cooperative at 979-242-5911 to request PLTS.

### **Reconnection of Service**

If your local service has been discontinued for failure to pay your local service charges, you must pay these charges before service will be restored. A restoration charge of \$16.35 will be incurred and must be paid before your service will be restored.

If your check was returned because of insufficient funds or other reasons, you must make the check good. If the Cooperative deems necessary, you may be required to replace the returned check with cash, money order, or a cashier's check. A personal check will not be accepted if your credit history warrants such action. A returned check fee of \$25.00 will be billed to your account.

If your service has been terminated and your deposit applied to the balance of your account, it will be necessary to reapply for telephone service as a new applicant.

### **Selecting a Telephone Company**

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as "slamming."

If you are slammed, Texas law requires the telephone company that slammed you to do the following:

- Pay, within five business days of your request, all charges associated with returning you to your original telephone company;
- Provide all billing records to your original telephone company within ten business days of

your request;

- Pay, within thirty days, your original telephone company the amount you would have paid if you had not been slammed; and
- Refund to you within thirty business days any amount you paid for charges during the first thirty days after the slam and any amount more than what you would have paid your original telephone company for charges after the slam.

If you have been slammed, you can change your service immediately back to your original provider by calling your authorized telecommunications provider (your original provider) and advising the company that you have been switched without appropriate authorization. You should also report the slam by writing or calling:

Public Utility Commission of Texas  
P. O. Box 13326  
Austin, Texas 78711-3326

Call: 1-888-782-8477  
Austin: (512) 936-7120  
Fax: (512) 936-7003  
e-mail address: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
Internet address: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
Relay Texas (toll free): 1-800-735-2988

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to “lift” the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer.

### **Charges on Your Telephone Bill**

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 that bills you for your telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing 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 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 day 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:

Public Utility Commission of Texas  
P. O. Box 13326  
Austin, Texas 78711-3326

Call: 1-888-782-8477



Austin: (512) 936-7120

Fax: (512) 936-7003

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.

### **Texas No-Call List**

Residential customers may add their name, address and residential telephone number to a state-sponsored no-call list that is intended to limit the number of telemarketing calls received. The no-call lists will be published quarterly and telemarketers must update their no-call lists from the published list each quarter (January 1, April 1, July 1, October 1). Telemarketers will have 60 days from the date a number appears on the published list to update their internal databases and remove numbers. You will be advised when you register on which quarterly list your telephone number will appear.

There is no charge to register your residential or wireless telephone number on the statewide "Do Not Call" List.

Your registered telephone number(s) will remain on the list for three years from the date your residential or wireless telephone number is first published on the list.

Customers may register for the Texas No Call list in three ways:

1. Online at [www.texasnocall.com](http://www.texasnocall.com) for instant registration. The site is available 24 hours a day, 7 days a week, 365 days a year.
2. Call toll-free 1-888-309-0600 to obtain an application to register.
3. Send a written request for an application to:

Gryphon.ai dba Texas No Call  
P. O. Box 674624  
Dallas, TX 75267-4624

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 in accordance with the Public Utility Commission of Texas substantive rules.

### **National Do Not Call Registry**

Customers may also register for the National Do Not Call Registry by visiting [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register.

If you want to register your number(s) by calling the toll-free number, you will have to call from each phone number you want to register. If you register your number at [www.donotcall.gov](http://www.donotcall.gov) you will get an email link you need to click on within 72 hours to complete registration. You can register up to three numbers at a time online. To register more phone numbers, just go through the registration process again. You will get an email and click on the link in it within 72 hours to register each number.

There is no charge for registration in the national Do Not Call Registry.

Political organizations, charities, telephone surveyors or companies with which you have an existing business relationship are still permitted to call you even after you register in the National Do Not Call Registry. Additionally, organizations with which you have an established

business relationship can call you for up to 18 months after your last purchase, payment or delivery. Companies to which you have made an inquiry or submitted an application may call you for three months. However, if you ask a company to not call you, it must honor your request regardless of an established business relationship.

### **Customers with Disabilities**

The Cooperative works with its customers who are hearing, vision or speech impaired, or has mobility or cognitive impairments, or other disabilities, to ensure that their individual telecommunications needs are met. First, we will identify the special needs an individual customer has so that we can help design a telecommunications solution for that person.

### **Lifeline Service**

Lifeline is a government assistance program that lowers the cost of voice and internet services for customers who qualify. Customers participating in the lifeline program may subscribe to toll blocking service at no charge.

Customers eligible for the federal lifeline program may receive a discount on voice service, qualifying internet service, or a bundled offering including voice and qualifying internet. To qualify for the federal lifeline discount, a household's annual income must be at or below 135% of the federal poverty guidelines or someone in the household must receive benefits from at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Veterans Pension Benefit; or receive benefits from certain Tribal Programs and live on federally-recognized Tribal lands.

Customers eligible for the state Lifeline program may receive a discount on their local telephone service. To qualify for the state Lifeline discount, a household's annual income must be at or below 150% of the federal poverty guidelines or someone in the household must receive benefits from at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); Health benefits coverage under the state Children's Health Insurance Program (CHIP); National School Lunch Program's free lunch program (NSL); or Temporary Assistance for Needy Families (TANF) .

Lifeline is a nontransferable benefit. Both federal and state Lifeline discounts are limited to one discount per household. A household includes everyone living in the home and sharing income and household expenses. **To apply for Lifeline service, please contact the Low-Income Discount Administrator (LIDA) at 866-454-8387 (1-866-Lite-Up) or [www.texaslifeline.org](http://www.texaslifeline.org).**

# LIFELINE SERVICE

**Lifeline Service** is a government assistance program which provides monthly discounts to eligible telecommunications services. Customers eligible for the **Federal** Lifeline discount may apply the discount to qualifying voice or qualifying broadband services while the **State** Lifeline discount may be applied to qualifying voice services only. Customers who are eligible for voice Lifeline service are also eligible for toll blocking at no charge. Colorado Valley Telephone Cooperative, Inc. (CVTC) and Colorado Valley Communications, Inc. (CVC) offers reduced rates to eligible low-income residential customers through Lifeline.

## WHO IS ELIGIBLE for Lifeline

To be eligible for the **Federal** Lifeline discount, a household's annual income must be at or below 135% of the federal poverty guidelines (see chart below to determine if you qualify) or someone in the household must receive benefits from at least one of the following programs:

Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Veterans Pension Benefit or Survivors Pension Benefit; Tribal Programs set forth in 47 C.F.R. Section 54.409(b)

To be eligible for the **State** Lifeline discount, a household's annual income must be at or below 150% of the federal poverty guidelines (see chart below to determine if you qualify) or someone in the household must receive benefits from at least one of the following programs:

Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); Health benefits coverage under the state Children's Health Insurance Program (CHIP); National School Lunch Program's free lunch program (NSL); or Temporary Assistance for Needy Families (TANF)

FEDERAL Lifeline Guide 2024 Poverty Guidelines 135%		STATE Lifeline Guide 2024 Poverty Guidelines 150%	
HOUSEHOLD SIZE	ANNUAL INCOME	HOUSEHOLD SIZE	ANNUAL INCOME
1	\$20,331	1	\$22,590
2	\$27,594	2	\$30,660
3	\$34,857	3	\$38,730
4	\$42,120	4	\$46,800
5	\$49,383	5	\$54,870
6	\$56,646	6	\$62,940
7	\$63,909	7	\$71,010
8	\$71,172	8	\$79,080
For each additional person, add \$7,263		For each additional person, add \$8,070	

## HOW TO ENROLL in Lifeline

If your household is eligible through the programs listed, you will automatically qualify. If you have qualifying telecommunications service and participate in one of the programs listed and you are not receiving the Lifeline service reduction, please contact the Low Income Discount Administrator (LIDA) at (866) 454-8387.

If your household meets the low income standard, you may apply to receive Lifeline service by requesting a self-enrollment form from the LIDA. Instructions for the self-enrollment process can be found at [www.texaslifeline.org](http://www.texaslifeline.org) or by calling **1-866-454-8387**.

## LIFELINE Discounts & Benefits

Lifeline service is limited to one discount per household. A household is everyone who lives in the home (including children and people who are not related to the customer) and shares income and household expenses (bills, food, etc.) A customer with Lifeline service may not transfer the Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

## WHO TO CONTACT about Lifeline

Call the Low Income Discount Administrator (LIDA) toll-free at:

**1-866-454-8387**

# CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Under federal law, you have the right and Colorado Valley Telephone Cooperative, Inc. ("Colorado Valley") and Colorado Valley's affiliated companies have the duty to protect the confidentiality of your customer information. This information includes the types of services and features you use, how you use these services and the related billing for these services.

Colorado Valley and/or Colorado Valley's affiliates may use this information, without further authorization by you, to offer you services of the type you already purchase from us and to advise you of related products that may be of interest to you. Colorado Valley's services include local and in-region toll service. In addition, Colorado Valley's affiliate services include long distance and Internet services. Use of your information as described in this notice will permit us to offer you a package of services tailored to your specific needs. We may also share your information with our affiliate companies to offer you the services described above.

If you wish to restrict Colorado Valley and/or Colorado Valley's affiliated companies from using or disclosing your customer information, you may contact our office at 979.242.5911 or toll free at 800.242.5911 or you may write to us at the address below at any time. If we do not receive notification from you within 30 days of receiving this notice, we may use your information to offer you products and services that you may find valuable based on your existing services. You may change your decision at any time and there is no charge to you for electing to restrict your information. Your decision will remain valid until you tell us otherwise. Restricting your information will not affect the products or services you currently receive from Colorado Valley and its affiliates.

Even if you choose to restrict Colorado Valley's and/or its affiliates use of your information, you may receive marketing information developed without using your confidential information. If you have any questions, please contact our business office.

Colorado Valley and its affiliates respect your privacy and will not sell, trade or share your customer information with anyone outside the Colorado Valley family of companies, or others authorized to represent us to offer products and services, except as authorized by law.

Colorado Valley would like to take this opportunity to thank you for your business.

4915 S US Highway 77 P.O.Box130  
La Grange, TX 78945  
979.242.5911  
800.242.5911  
info@coloradovalley.com



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La Grange, Texas 78945  
979.242.5911 • 800.242.5911 • Fax 979.247.5160  
www.cvctx.com

# STATEMENT OF NON DISCRIMINATION

Colorado Valley Telephone Cooperative, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture, and is subject to the provisions 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.

In accordance with Federal law and the U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discrimination against customers, employees and applicants for employment on the basis of race, color, national origin, sex, religion, age, political beliefs, marital status, familial or parental status, sexual orientation, income derived from a public assistance program, gender identity (including gender expression), disability, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by the USDA. (Not all prohibited bases will apply to all programs and/or employment activities).

Persons with disabilities who require alternative means of communication for program information ( e.g., Braille, large print, audiotope, American Sign Language etc.) should contact the responsible Agency or USDA's TARGET Center at 202.720.2600 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, you may obtain a complaint form by sending an email to [OAC@usda.gov](mailto:OAC@usda.gov), or call 866.632.9992 to request the form, or write a letter addressed to USDA containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Center for Civil Rights Enforcement, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410.

USDA is an equal opportunity provider, employer and lender.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is the General Manager. Any individual or specific class of individuals, who feel that this organization has subjected them to discrimination, may obtain additional information on the above statutes and regulations from USDA.

Oct 2016



4915 South US Hwy. 77 • PO Box 130  
La Grange, Texas 78945  
979.242.5911 • 800.242.5911 • Fax 979.247.5160  
[www.cvctx.com](http://www.cvctx.com)

# MAINTENANCE PROTECTION PLAN

The Maintenance Protection Plan (MPP) is an optional offering that provides protection from the costs associated with repairs to station wire and jacks. This plan is offered by Colorado Valley Telephone Cooperative (CVTC) to residential customers only.

## What is included in the Maintenance Protection Plan?

- Service call charges, diagnostic service and repair to all newly and properly installed station wire and jacks.
- The repair of breaks to non-standard wire (wiring that does not meet telephone industry standards for carrying telephone signals), but only to restore the wire to its original condition.

## What is not included in the Maintenance Protection Plan?

- Repair of customer owned equipment such as answering machines, Internet routers, satellite equipment, telephones, etc.
- Damage due to natural disasters or floods, other than lightning.
- Damage due to gross negligence, willful damage or vandalism.
- Station wire or jacks that do not meet CVTC's installation practices or technical standards.

## CHARGES

If the customer is not subscribed to the MPP and a service call determines trouble to be located in the customer's station wire, jacks or equipment, CVTC will bill the customer an \$85 trip charge. If the customer requests CVTC to repair or replace the defective station wire or jacks, the charges billed to the customer will be \$85 per hour (which includes the trip charge) plus parts, with a minimum charge of one hour. By requesting the Maintenance Protection Plan, the customer agrees to pay CVTC's current monthly charge for the service, as well as any taxes and fees assessed on the service.

## TERMS AND CONDITIONS

For a monthly fee of \$4.95, the Maintenance Protection Plan provides repair service on station wire and jacks. The station wire runs from the network interface device located on the outside of the customer's home to the jacks located inside the customer's home. For new customers, the Maintenance Protection Plan is effective upon the connection of telephone service. For existing customers, MPP becomes effective thirty (30) days after it is ordered. If the customer has more than one single-line telephone service at one location (e.g., two telephone numbers) and the customer wishes to subscribe to the Maintenance Protection



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Plan, only one MPP monthly charge will apply to the customer. If the customer has a detached extension on the same premises, the MPP is not offered to cover the maintenance of station wire or jacks associated with the detached structure. The MPP will only cover the main residence. The Maintenance Protection Plan is not offered for repair of complex wiring associated with multiple lines that use common equipment such as a key system.

### **CANCELLATION OF MAINTENANCE PROTECTION PLAN**

The customer may cancel the MPP at any time by calling CVTC's business office. Charges are prorated to the date the plan is canceled, except that, for the first month, there is a minimum of one month billing. There is no charge for canceling the plan. CVTC may cancel the Maintenance Protection Plan upon a customer's failure to timely pay MPP charges or where abuse is determined. Abuse is defined as gross negligence, willful damage or vandalism, either intentional or unintentional. If the Maintenance Protection Plan is reordered after cancellation, there is a thirty (30) day waiting period before the MPP becomes effective.

### **AMENDMENT OF CONTRACT**

*CVTC reserves the right to discontinue offering the Maintenance Protection Plan or to amend the terms and conditions, including increasing the prices, by giving customers at least one month's written notice of the contract amendment, change in the charges, or discontinuance of the offering. Notification may be in the form of an announcement included with or as part of the customer's monthly telephone bill. By paying the monthly charge after the effective date of the notice, the customer agrees to be bound by the amendment or change in charges and agrees to the terms of this contract.*

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# PREPAID LOCAL TELEPHONE SERVICE

Colorado Valley Telephone Cooperative, Inc. is pleased to notify you of Prepaid Local Telephone Service (PLTS), a program that helps customers manage outstanding telephone balances and retain local telephone service. The Public Utility Commission of Texas has directed that we provide this service.

PLTS provides eligible customers with a one-time opportunity to retain their local service if they are at risk of disconnection of their local service for non-payment of telephone bills. It also allows residential customers who have been disconnected because of delinquent or unpaid bills to be reconnected. PLTS is not available to business customers.

## **Your Responsibility**

To receive this service, you must agree to receive Toll Blocking, which will prevent you from making long distance telephone calls or usage-sensitive calls, which include directory assistance, call return, call trace and auto redial. In subscribing to PLTS, you agree not to incur additional charges for long distance, or usage-sensitive services. In addition, you agree not to request additional services from Colorado Valley Telephone Cooperative other than those included in PLTS subscription. If you violate the terms of this agreement you can be disconnected immediately and will not be eligible to receive PLTS again from Colorado Valley Telephone Cooperative.

To subscribe to PLTS you must make an advance payment of up to two months of charges for local telephone service. You may be required to arrange a deferred payment plan with Colorado Valley Telephone Cooperative for your outstanding local telephone charges. Payments for these charges will begin with the third billing cycle after you subscribe to PLTS. The monthly payments on this plan may not exceed \$10 per month or one-twelfth of the outstanding local debt, whichever is larger.

You must pay your PLTS bill by the due date.

## **To Subscribe**

Please contact Colorado Valley Telephone Cooperative at 979.242.5911 Monday through Friday from 8:00am to 5:00pm to request PLTS.

If your telephone service has been suspended and you apply for PLTS within 10 days of receiving notice, you will not be required to pay the restoration charge for restoring service at that time. You will be required to pay that charge when you return to basic local telephone service.

It is your right to receive basic local telephone service without entering PLTS if you do not owe for basic local telephone charges.



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## **PREPAID LOCAL TELEPHONE SERVICE, cont.**

Services included in PLTS subscription are basic local telephone services, white pages directory listing, toll blocking/restriction, non-published number service (if requested), non-listed number service (if requested), and access to 9-1-1.

Customers will be responsible for paying surcharges or fees required by law or ordinance, including, but not limited to: 9-1-1 charges, subscriber line charges, sales tax, Universal Service Fund charges, Dual Party Relay Service charges and municipal fees.

**If you have any questions, please call  
Colorado Valley Telephone Cooperative at 979.242.5911.**



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# Texas No-Call List Customer Notice

Residential customers may add their name, address and non-business telephone number to a state-sponsored no-call list that is intended to limit the number of telemarketing calls received. The no-call lists will be published quarterly and telemarketers must update their no-call lists from the published list each quarter (January 1, April 1, July 1, 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.

There is no charge for adding phone numbers to this list. Registration is free. Your registered telephone number( s) will remain on the list for three years from the date your residential or wireless telephone number is first published on the list.

Consumers may register for the Texas No-Call list in either way:

1. Online at <https://www.texasnocall.com> for instant registration. The site is available 24 hours a day, 7 days a week, 365 days a year.
2. To register by mail, use the printable Residential or Business registration form at <https://www.texasnocall.com> and send the printable registration to the mailing address listed on the website.

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 in accordance with the Public Utility Commission of Texas substantive rules.

Si usted quisiera obtener esta informacion en espanol, favor de comunicarse con nuestra oficina de negocios a 979.242.5911.

## **National Do Not Call Registry Notice**

Consumers may also register for the National Do Not Call Registry by visiting [www.donotcall.gov](http://www.donotcall.gov) or by calling 1.888.382.1222, TTY 1.866.290.4236 from the number you wish to register. If you register online, you will receive a confirmation email. You must click on the link in the email within 72 hours to complete your registration. There is no charge for registration in the National Do Not Call Registry.

Political organizations, charities, telephone surveyors or companies with which you have an existing business relationship are still permitted to call you even after you register in the National Do Not Call Registry. Additionally, organizations with which you have an established business relationship can call you for up to 18 months after your last purchase, payment or delivery. Companies to which you have made an inquiry or submitted an application may call you for three months. However, if you ask a company to not call you, it must honor your request regardless of an established business relationship.



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# TEXAS PROMPT PAYMENT ACT INFORMATION

(This notice is for Business Customers only)

If your organization is a state agency or political subdivision, your organization may qualify for billing treatment under the Texas Prompt Payment Act. Colorado Valley Telephone Cooperative, Inc. (CVTC) and/or Colorado Valley Communications, Inc. (CVC) requests that you identify yourself as eligible for Texas Prompt Payment Act billing treatment. You may call our business office at 979.242.5911 or toll free 800.242.5911, send an e-mail to [info@coloradovalley.com](mailto:info@coloradovalley.com) or write to Colorado Valley Telephone Cooperative, Inc., P. O. Box 130, La Grange, Texas 78945. If you identify your organization as eligible for Prompt Payment Act billing treatment, we will request that you provide a tax exempt certificate or affidavit to document your eligible status.

If you have questions about whether your organization qualifies for billing treatment under the Texas Prompt Payment Act, please review Texas Government Code Chapter 2251. Alternatively, you can contact the State Comptroller's office toll free at 800.252.5555.



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# Hurricane Preparedness

*Hurricane Season is June 1- Nov. 30.*

## Preparedness Checklist:

- ✔ **Make an Evacuation Plan.** Find activated evacuation routes here: [DriveTexas.org](http://DriveTexas.org) or by dialing (800) 452-9292. Call **2-1-1** to find out if you live in an evacuation zone.
- ✔ **Sign-Up for Emergency Alerts.** Make sure your device is enabled to receive Wireless Emergency Alerts (WEAs).
- ✔ **Prepare an Emergency Supply Kit.** Learn how to build an emergency kit here: <https://www.ready.gov/build-a-kit>
- ✔ **Review Your Home Insurance Policy.**
- ✔ **Register with State of Texas Emergency Assistance Registry (STEAR):** <https://stear.tdem.texas.gov/> or by dialing **2-1-1** if you live in evacuation zone and:
  - have a disability or medical needs and do not have a car or other vehicle to use in an evacuation.
  - have a disability or medical needs and do not have friends or family to help in an evacuation. *\*\*STEAR Registry information collected is confidential\*\**

## **Hurricane Preparedness Online Resources:**

Texas Division of Emergency Management Website: [www.tdem.texas.gov](http://www.tdem.texas.gov)  
Texas Department of State Health Services: [www.texasready.gov](http://www.texasready.gov)  
American Red Cross: [www.redcross.org](http://www.redcross.org)  
U.S. Department of Homeland Security: [www.ready.gov](http://www.ready.gov)  
Office of the Texas Governor Greg Abbott: [www.gov.texas.gov](http://www.gov.texas.gov)



# Preparación para Huracanes

La temporada de huracanes es del 1 de Junio al 30 de Noviembre.



## Lista de verificación de preparación:

- ✓ **Haga un Plan de Evacuación.** Encuentre rutas de evacuación activadas aquí: **[DriveTexas.org](http://DriveTexas.org)** o marcando (800) 452-9292. Llame **2-1-1** para averiguar si usted vive en una zona de evacuación.
- ✓ **Regístrese para recibir alertas de emergencia.** Asegúrese de que su dispositivo esté habilitado para recibir Alertas de Emergencia Inalámbricas (AEI).
- ✓ **Prepare un estuche de Suministros de Emergencia.** Aprenda cómo construir un estuche de emergencia aquí: **<https://www.ready.gov/build-a-kit>**
- ✓ **Revise su póliza de seguro de hogar.**
- ✓ **Regístrese en el Registro de Asistencia de Emergencia del Estado de Texas (RAEET): <https://stear.tdem.texas.gov/>** o marcando el **2-1-1** si vive en una zona de evacuación y:
  - tiene una discapacidad o necesidades médicas y no tiene un automóvil u otro vehículo para usar en una evacuación
  - tiene una discapacidad o necesidades médicas y no tiene amigos o familiares para ayudar en una evacuación. **\*\* La información recolectada del Registro RAEET es confidencial\*\***

### **Recursos en línea para la preparación en caso de huracanes:**

Sitio web de la División de Administración de Emergencias de Texas: **[www.tdem.texas.gov](http://www.tdem.texas.gov)**

Departamento de Servicios de Salud del Estado: **[www.texasready.gov](http://www.texasready.gov)**

Cruz Roja Americana: **[www.redcross.org](http://www.redcross.org)**

Departamento de Seguridad Nacional de los Estados Unidos: **[www.ready.gov](http://www.ready.gov)**

Oficina del Gobernador de Texas Greg Abbott: **[www.gov.texas.gov](http://www.gov.texas.gov)**



# Hurricane Preparedness Guidelines

**IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY.**



## When a hurricane is 36 hours from arriving

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions.
- Restock your emergency preparedness kit. Include food and water sufficient for at least three days, medications, a flashlight, batteries, cash, and first aid supplies. <https://www.ready.gov/build-a-kit>

## When a hurricane is 18-36 hours from arriving

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.

## When a hurricane is 6-18 hours from arriving

- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
- Charge your cell phone now so you will have a full battery in case you lose power.

## When a hurricane is 6 hours from arriving

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters, and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.

## Survive DURING

- If told to evacuate, do so immediately. Do not drive around barricades.
- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.

## Be Safe AFTER

- Listen to authorities for information and special instructions.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.



# Guía para la Preparación de Huracanes

**SI ESTÁ BAJO UN AVISO DE HURACÁN, ENCUENTRE REFUGIO SEGURO DE INMEDIATO.**



## Quando un huracán está a **36 horas de llegar**

- Encienda su televisor o radio para obtener las últimas actualizaciones meteorológicas e instrucciones de emergencia.
- Reponga su equipo de preparación para emergencias. Incluya alimentos y agua suficientes para al menos tres días, medicamentos, una linterna, pilas, dinero en efectivo y suministros de primeros auxilios.  
<https://www.ready.gov/build-a-kit>.

## Quando un huracán está a **18-36 horas de llegar**

- Marque el sitio web de su ciudad o condado para el acceso rápido de las actualizaciones de tormentas e instrucciones de emergencia.
- Traiga adentro objetos sueltos y ligeros que puedan convertirse en proyectiles con vientos fuertes (por ejemplo, muebles de patio, botes de basura); sujete objetos que no son seguros para llevar adentro (por ejemplo, tanques de propano); y recorte o retire los árboles que están lo suficientemente cerca como para caer en el edificio.

## Quando un huracán está a **6-18 horas de llegar**

- Encienda su televisor / radio, o visite el sitio web de su ciudad / condado cada 30 minutos para obtener las últimas actualizaciones meteorológicas e instrucciones de emergencia.
- Cargue su teléfono celular ahora para que tenga una batería llena en caso de que pierda energía.

## Quando un huracán está a **6 horas de llegar**

- Si no se encuentra en un área recomendada para la evacuación, planifique quedarse en su casa o donde se encuentra y avise a sus amigos y familiares dónde se encuentra.
- Cierre las contraventanas y manténgase alejado de las ventanas. Los vidrios que vuelan de las ventanas rotas podrían dañarlo.
- Gire su refrigerador o congelador a la posición más fría y ábralos solo cuando sea necesario. Si pierde la energía, la comida durará más tiempo. Mantenga un termómetro en el refrigerador para poder verificar la temperatura de los alimentos cuando se restaure la energía.

## Sobrevivir DURANTE

- Si se le indica que evacue, hágalo inmediatamente. No maneje alrededor de las barricadas.
- Si se refugia durante vientos fuertes, vaya a una habitación segura de FEMA, refugio contra tormentas ICC 500 o una habitación o pasillo pequeño e interior sin ventanas en el piso más bajo que no esté sujeto a inundaciones.
- Si queda atrapado en un edificio por inundación, vaya al nivel más alto del edificio. No suba a un ático cerrado. Usted puede quedar atrapado por las crecientes inundaciones.

## Sea Seguro DESPUÉS

- Escuche a las autoridades para obtener información e instrucciones especiales.
- No toque el equipo eléctrico si está mojado o si está parado en el agua. Si es seguro hacerlo, apague la electricidad en el interruptor principal o en la caja de fusibles para evitar una descarga eléctrica.
- Evite vadearse en el agua de la inundación, que puede contener desechos peligrosos. Las líneas eléctricas subterráneas o caídas también pueden cargar el agua eléctricamente.










# Hurricane Preparedness

Hurricane Season is June 1- Nov. 30.

## Preparedness Checklist:

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American Red Cross: [www.redcross.org](http://www.redcross.org)

U.S. Department of Homeland Security: [www.ready.gov](http://www.ready.gov)

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<https://www.ready.gov/build-a-kit>

## When a hurricane is 18-36 hours from arriving

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.

## When a hurricane is 6-18 hours from arriving

- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
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- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
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## Cuando un huracán está a 6-18 horas de llegar

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- Cierre las contraventanas y manténgase alejado de las ventanas. Los vidrios que vuelan de las ventanas rotas podrían dañarlo.
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- Evite vadearse en el agua de la inundación, que puede contener desechos peligrosos. Las líneas eléctricas subterráneas o caídas también pueden cargar el agua eléctricamente.