

2019

D I R E C T O R Y



VTX1 Companies

Internet • 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)..... 1-800-222-1222

IMPORTANT NUMBERS

Crime Stoppers.....	1-800-222-TIPS / 1-800-222-8477
National Center for Missing & Exploited Children.....	1-800-843-5678
(TTY Customers).....	1-800-826-7653
National Suicide Prevention and Crisis Hotline.....	1-800-273-8255
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.....	1-877-541-7905
Texas Abuse Hotline.....	1-800-252-5400
Texas Youth & Runaway Hot Line.....	1-800-989-6884
Missing & Exploited Children North Texas Office.....	512-465-1256
FBI San Antonio.....	210-225-6741
State Capitol / Information.....	512-463-4630
U.S. Department of Homeland Security.....	202-282-8000
U.S. Secret Service.....	202-406-5708
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)	

VTX1 Companies Customer & Technical Support

Business Office: Monday - Friday 8:00a.m. to 5:00p.m. **1-800-446-2031**
 Co-Op Members Customer Service: Monday - Friday 8:00a.m. to 7:00p.m.
 Co-Op Members Technical Support: Monday - Friday 8:00a.m. to 9:00p.m. • Sat & Sun 10:00a.m. to 7:00p.m.
 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



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 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 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, the Cooperative has grown to become a leading broadband service provider offering Internet, telephone and security services to approximately 20,000 customers in South Texas. On November 14, 2013, the Cooperative combined its holdings, including VTXC Communications and VTX Telecom, to form VTX1 Companies. VTX1's service area currently covers approximately 37,656 square miles: from Brownsville to just southeast of Austin, and from Laredo to Corpus Christi.

Our subsidiary companies also provide features such as long distance and security services which add value to our offerings and make our broadband service more attractive. Our Transport Services Group provides approximately 8,100 route miles of fiber optic transport service to other telecommunication companies, including 8 of the largest telecommunication companies in Mexico. Additional services include tower design, maintenance and construction.

Sixty-seven years ago, Valley Telephone Cooperative was established to serve its rural communities on the principals of service, excellence and value. Today, 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 quality experience while maintaining exceptional customer service and support.

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



Table of CONTENTS

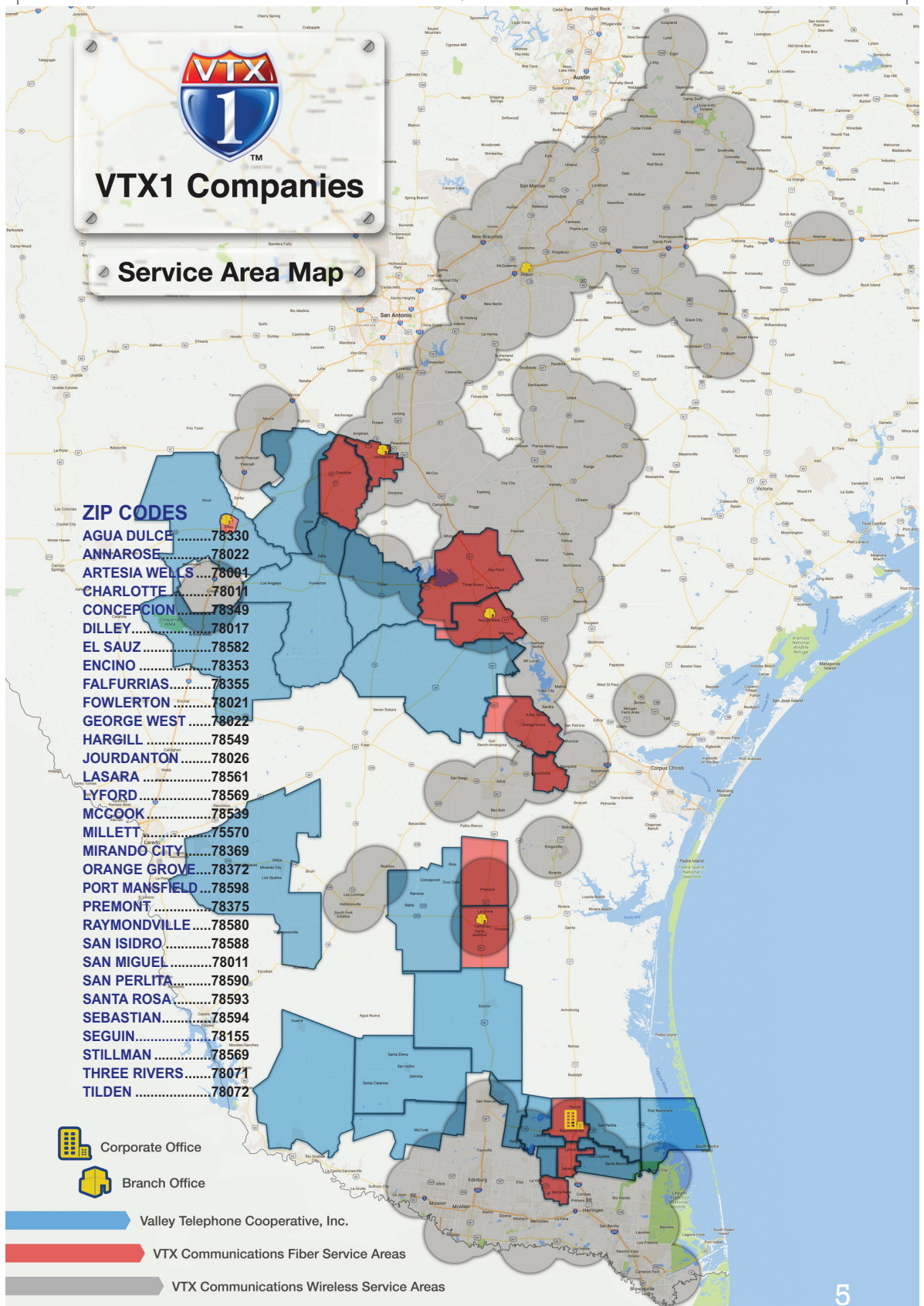
Page	Page
Emergency Numbers1-2	Do-Not-Call List.....47
About Us.....3	Fraudulent Collect Calls49
Table of Contents4	Texas One Call "Call Before You Dig"51
Coverage Area Map / Zip Codes5	
General Information.....6	
Extended / Expanded Area Service.....7-8	EN ESPAÑOL:
Area Code Boundaries9	Sus Derechos Como Cliente29
Types of Calls10	Historia de Crédito y Depósito30-31
LATA Boundaries11	Quejas32
Direct Distance Calling.....12	Pago de Cuentas.....33
International Calling13	Cancelacion de Servicio.....34
Local Dialing14	Servicio con Discapacidad.....35
Caller ID Services.....15-16	Informacion del Directorio.....36
Calling Features17-19	Declaración Que No Discrimina38
Customer Rights20	Solicitud por Telefono40
Credit History & Deposits21-22	Selección de Utilidad
Complaints.....23	de Telecomunicaciones.....42
Payment of Bills.....24	Cerrarse de Golpe44
Termination of Service25	Abarrotar.....45
Services (Disabilities)26	No Llame46
Federal Telephone Programs.....27	Lista de No Llame48
Customer Notice.....28	Llamada a Cobrar Fraudulentas.....50
Statement of Non-Discrimination37	Texas One Call "Llamar Antes de Excavar"51
Telephone Solicitation39	
Selecting a Telecommunications Carrier41	
Slamming43	
Cramming.....45	
Do Not Call.....46	






VTX1 Companies

Service Area Map






ZIP CODES

- AGUA DULCE 78330
- ANNAROSE 78022
- ARTESIA WELLS 78001
- CHARLOTTE 78011
- CONCEPCION 78349
- DILLEY 78017
- EL SAUZ 78582
- ENCINO 78353
- FALFURRIAS 78355
- FOWLERTON 78021
- GEORGE WEST 78022
- HARGILL 78549
- JOURDANTON 78026
- LASARA 78561
- LYFORD 78569
- MCCOOK 78539
- MILLETT 75570
- MIRANDO CITY 78369
- ORANGE GROVE 78372
- PORT MANSFIELD 78598
- PREMONT 78375
- RAYMONDVILLE 78580
- SAN ISIDRO 78588
- SAN MIGUEL 78011
- SAN PERLITA 78590
- SANTA ROSA 78593
- SEBASTIAN 78594
- SEGUIN 78155
- STILLMAN 78569
- THREE RIVERS 78071
- TILDEN 78072

 Corporate Office

 Branch Office

-  Valley Telephone Cooperative, Inc.
-  VTX Communications Fiber Service Areas
-  VTX Communications Wireless Service Areas



General INFORMATION

RESPONSIBILITY FOR CHARGES

Subscribers assume 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 within 16 days after issue. Payments can be made online, in person at any VTX1 business location, or via mail at the following addresses:

Valley Telephone Cooperative, Inc.

P.O. Box 840957
Dallas, Texas 75284-0957

VTX Communications, LLC

P.O. Box 840955
Dallas, Texas 75284-0955

Please check your billing statement to determine to which address your payment should be mailed.

BUSINESS OFFICE LOCATIONS

VTX1 has local offices located in Dilley, Falfurrias, George West, Jourdanton, Raymondville and Seguin 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. For our Seguin office, please call (830) 379-0660.

MOVING?

Keep us informed of your current address. If you are a Valley Telephone Cooperative 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 at 1-800-446-2031 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 member 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. ELCS supersedes any EAS. The following NPA-NXX combinations at the To: exchanges are classified as local for customers who reside in these From: VTCI exchanges. **Dial all ten (10) digits** when calling from one of these VTCI exchanges to one of the EAS exchanges listed.

From: Annarose (361-566)

To: No EAS

From: Artesia Wells (830-676)

To: Cotulla (830) - 879

From: Concepcion (361-539)

To: No EAS

From: El Sauz (956-486)

To: McCook (956) - 842

From: Encino (361-568)

To: Falfurrias (361) - 325

From: Fowlerton (830-373)

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: Lasara (956-642)

To: Hargill (956) - 845
Raymondville (956) - 689
699

From: McCook (956-842)

To: El Sauz (956) - 486
San Isidro (956) - 481

From: Millett (830-378)

To: Dilley (830) - 965

From: Mirando City (361-586)

To: No EAS

From: Port Mansfield (956-944)

To: San Perlita (956) - 248

From: San Isidro (956-481)

To: McCook (956) - 842

From: San Miguel (830-466)

To: Pearsall (830) - 334

From: San Perlita (956-248)

To: Port Mansfield (956) - 944
Stillman (956) - 743
Raymondville (956) - 689,
699, 690, 389

From: Stillman (956-743)

To: San Perlita (956) - 248
Raymondville (956) - 689,
699, 690, 389
Lyford (956) - 347

From: Tilden (361-274)

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 VTCI extending the local calling area to include these exchanges as an additional monthly charge to the telephone rates for the respective exchange. *The following NPA-NXX combinations at the To: exchanges are classified as local for customers who reside in these From: VTCI exchanges. Dial (7) digits when calling from one of these VTCI exchanges to one of the ELCS exchanges listed.*

From: Annarose (361-566)

To: ELCS Not Petitioned

From: Artesia Wells (830-676)

To: ELCS Not Petitioned

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: 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: Encino (361-568)

To: Concepcion (361) - 539
Kingsville (361) - 221, 516,
592, 593, 595
Premont (361) - 348

From: Fowlerton (830-373)

To: ELCS Rejected by Members

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
Westaco (956) - 447, 647,
968, 969, 973

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

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: Millett (830-378)

To: Dilley (830) - 963, 965
Pearsall (830) - 334

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

**NOTE: Calls placed from
Mirando City to Laredo
require 10 digit dialing.**

From: Port Mansfield (956-944)

To: ELCS Rejected by Members

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: San Miguel (830-466)

To: Devine (830) - 663, 665
Jourdanton
(830) - 767, 769

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: 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: 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 Jourdanton
or Pleasanton require
10 digit dialing.**






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 <small>(Copper/Future Fiber)</small>	ANRS	361	566	\$23.50	\$24.50
Artesia Wells <small>(Copper/Future Fiber)</small>	ARWL	830	676	\$23.50	\$24.50
Concepcion <small>(Copper/Fiber)</small>	CNCP	361	539	\$23.50	\$24.50
El Sauz <small>(Copper/Fiber)</small>	ELSZ	956	486	\$23.50	\$24.50
Encino <small>(Copper/Fiber)</small>	ENCN	361	568	\$23.50	\$24.50
Fowlerton <small>(Copper/Fiber)</small>	FWTN	830	373	\$23.50	\$24.50
Hargill <small>(Fiber)</small>	HRGL	956	845	\$23.50	\$24.50
Lasara <small>(Fiber)</small>	LASR	956	642	\$23.50	\$24.50
McCook <small>(Copper)</small>	MCCK	956	842	\$23.50	\$24.50
Millet <small>(Copper/Fiber)</small>	MLET	830	378	\$23.50	\$24.50
Mirando City <small>(Copper/Fiber)</small>	MRCY	361	586	\$23.50	\$24.50
Port Mansfield <small>(Copper/Fiber)</small>	PTMN	956	944	\$23.50	\$24.50
San Isidro <small>(Copper/Fiber)</small>	SISD	956	481	\$23.50	\$24.50
San Miguel <small>(Copper/Fiber)</small>	SMNG	830	466	\$23.50	\$24.50
San Perlita <small>(Copper/Fiber)</small>	SPRL	956	248	\$23.50	\$24.50
Stillman <small>(Copper/Fiber)</small>	STLMN	956	743	\$23.50	\$24.50
Tilden <small>(Copper/Fiber)</small>	TLDN	361	274	\$23.50	\$24.50

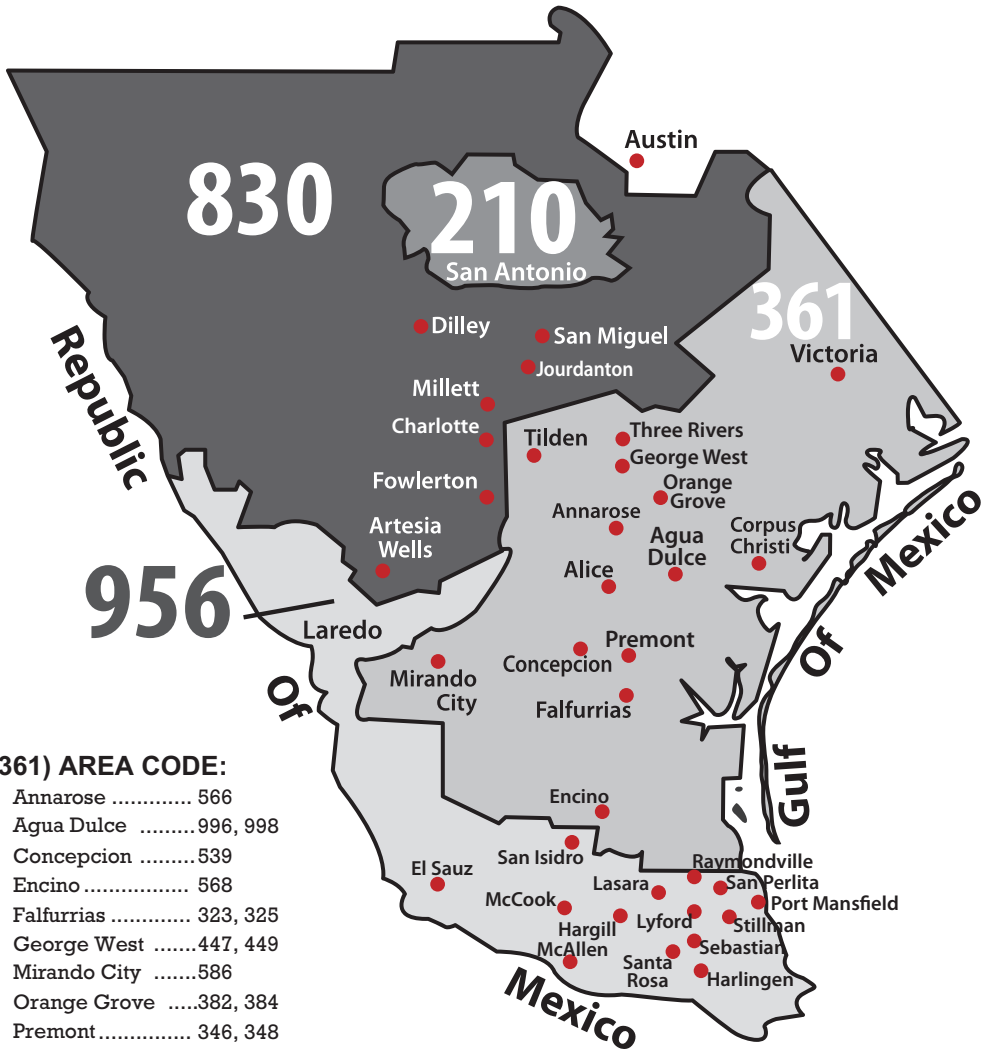
Connecting You Since '52!
1.800.446.2031 www.vtx1.net

Restrictions may apply. Eligibility is based on service address. This institution is an equal opportunity provider and employer.

 Like us on Facebook
 



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
Seguin	

(956) AREA CODE:

El Sauz	486	San Perla	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.



LATA Boundaries

Local Access Transport Areas



Calls Placed Outside Your LATA Boundaries Are Handled
By The Long Distance Company Of Your Choice.



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	

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 your ACR service on or off 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.	<ul style="list-style-type: none"> • 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.	<p>To Turn On:</p> <ul style="list-style-type: none"> • 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. <p>To Turn Off:</p> <ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Dial *70 to cancel call waiting.
Auto Recall	If you walk in and the phone stops ringing, use Auto Recall to return the call.	<ul style="list-style-type: none"> • 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.)	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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
<p>Speed Dial 30</p>	<p>Speed Dial 30 lets you create a list of 30 of your frequently dialed numbers by dialing a two digit code.</p>	<ul style="list-style-type: none"> • 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.
<p>SIRA</p>	<p>Subscriber Identified Ringing Assignment is a second number assigned to the line that will automatically ring twice.</p>	<p>Detailed information will be provided upon ordering SIRA.</p>
<p>Toll Control With PIN #</p>	<p>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.</p>	<p>The following steps will allow you to insert your own PIN.</p> <ul style="list-style-type: none"> • 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.
<p>Customer Originated Trace (COT)</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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 OFFICES

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 service representatives can be reached by dialing **1-800-446-2031**. You can also visit our website at www.vtx1.net.

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. 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, or over the phone Monday-Friday 8:00 A.M. - 7:00 P.M., except for designated holidays.

881 E. Hidalgo Ave. Raymondville, TX 78580

1489 W. FM 117, Dilley, TX 78017

300 North St. Mary Street, Falfurrias, TX 78355

510 Bowie St., George West, TX 78022

511 Main St., Jourdanton, TX 78026

3547 N. Hwy 123 Byp. Seguin, TX 78155

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) 936-7000 or (Toll Free) 1-888-782-8477
(512) 936-7000 (TTY/TDD Users)
Fax: (512) 936-7003
E-Mail: customer@puc.texas.gov

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 any of our business offices 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 offices 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.

Federal TELEPHONE PROGRAMS

To assist qualified low-income customers in obtaining and maintaining 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

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 can qualify for the telephone discount if anyone in your household receives SNAP, Medicaid, Federal Public Housing Assistance, SSI, Veterans Pension or Survivors Benefit, Bureau of Indian Affairs General Assistance, Tribally-administered Temporary Assistance for Needy Families (TTANF), Food distribution on Indian Reservations (FDPIR) Head Start; or have a total household income that is less than 150% of the federal poverty guidelines.

USAC

General Inquiries
700 12th Street NW, Suite 900
Washington, DC 20005

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

Lifeline 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 VTX1 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 esta 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.

Cientes 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, rellamada 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.

Cientes 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 OFICINAS

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.

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**.

Las cuentas se pueden pagar en persona entre las 8:00 A.M. y 5:00 P.M. de Lunes a Viernes, o por telefono de lunes a viernes, de 8:00 A.M. a 7:00 P.M., excepto los dias festivos designados.

881 E. Hidalgo Ave. Raymondville, TX 78580
1489 W. FM 117, Dilley, TX 78017
300 North St. Mary Street, Falfurrias, TX 78355
510 Bowie St., George West, TX 78022
511 Main St., Jourdanton, TX 78026
3547 N. Hwy 123 Byp. Seguin, TX 78155

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 delincente, 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:

VTX1 Companies
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) 936-7000 (para usuarios sordos del TTY/TDD)
Correo electrónico – customer@puc.texas.gov

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 delincente. 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, o el día antes cuando nuestros empleados no están disponibles para el público con el propósito de recibir pagos o conectar servicios, al menos que exista una situación peligrosa o 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, o si no cumple conforme a las condiciones del plan financiero. Esto incluye la falta de reembolso por cheques sin fondos o 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 garantizó 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, o usted está 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 o terminar el servicio que reconectado sin autorización o por no pagar su cuenta se lo desconectaron y sin autorización reconectó el servicio.

COMO RESTAURAR SERVICIO DESPUÉS DE LA TERMINACIÓN INVOLUNTARIA

Los pagos atrasados debidos a La Compañía tendrán que pagarse o pagarlos aplazo antes de restaurar su servicio. También hay un costo de reconexión. Se requiere pago en efectivo, orden de dinero, o 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 audición, 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 Sprint. 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:

Para ser designado apto para el descuento, alguno de los residentes del hogar debe ser beneficiario de algunos de los siguientes programas: Medicaid, Suplementario de Asistencia Nutricional (SNAP), Seguridad de Ingreso Suplementario (SSI), Distribucion de Alimentos en Reservas Indigenas (FDPIR) o Head Start; debe recibir asistencia Federal para viviendas públicas, pension para veteranos o por viudez, Asistencia de la Oficina de Asuntos de Nativos Estadounidenses, Asistencia Temporal para Familias Necesitadas de las Tribus (TTANF), o bien; los ingresos totales del grupo familiar deben ser inferiores a 150% de las pautas federales de pobreza.

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 CEO. 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 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 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), 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 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 CEO 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 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", 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 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 transfieran el servicio original de teléfono.

La 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 dígalos 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. Box 13326

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.



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.



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 solicitud 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.

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 **1-888-382-1222** to obtain an application or to register.
3. Send a written request for an application to:

TEXAS NO CALL
100 Summer Street Suite 800
Boston, MA 02110

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.

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 **1-888-382-1222** para obtener una solicitud de inscripción ó para inscribirse.
3. Mande una petición para una solicitud de inscripción al:

TEXAS NO CALL
100 Summer St., Suite 800
Boston, MA 02110

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) 936-7000
(TTY 1-800-735-2988)
Fax: 1-512-936-7003 or
Email: customer@puc.texas.gov

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 pagara 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 comapanía 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) 936-7000
(TTY 1-800-735-2988)
Fax: 1-512-936-7003or
Correo Electrónico: customer@puc.texas.gov

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
Agriculture, Texas Department of	
Agriculture Radio News Line and.....	800 835-2474
Drought Update Line Relay Texas (for the hearing impaired).....	800 735-2988
Alcoholic Beverage Commission, Texas	
Complaint Line.....	888 843-8222
Animal Health Commission	
General Information.....	800 550-8242
Arts, Texas Commission On The	
Arts, Texas Commission on the.....	800 252-9415
Attorney General, Office Of The	
Child Support.....	800 252-8014
Consumer Protection.....	800 621-0508
Crime Victims.....	800 848-4284
Crime Victims Compensation.....	800 983-9933
OAG Main Toll Free Number.....	800 252-8011
Auditor's Office, State	
Fraud Hotline.....	800 892-8348
Blind & Visually Impaired, Tx School for	
TSBVI.....	800 872-5273
Comptroller Of Public Accounts	
Agency Assistance.....	800 531-5441
Certificates of Account Status/Good Standing.....	800 252-1386
Franchise Tax.....	800 252-1381
Sales and Use Taxes.....	800 252-5555
WebFile Help.....	800 531-5441
Consumer Credit Commissioner, Office of	
Consumer Credit Hotline.....	800 538-1579
Office of Consumer Credit Commissioner	
Statewide Consumer Helpline.....	800 538-1579
Criminal Justice, Texas Department of	
Victim Services Toll-Free.....	800 848-4284
Emergency Communications	
Emergency Communications, Comm. on State.....	800 562-0911
Environmental Quality, Tx Commission on	
Customer Service Compact with Texans.....	855 685-8237
Environmental Complaints.....	888 777-3186
Non-Spill Emergencies Hot Line.....	888 777-3186
Public Inquiries about Permitting.....	800 687-4040
Small Business & Local Government Assistance.....	800 447-2827
Smoking Vehicle Reporting Line.....	800 453-7664
Smoking Vehicle Reporting Line.....	800 453-7664
Spill Reporting (24 HR).....	800 832-8224
Toxicology Information.....	877 992-8370
Vehicle Emissions Testing.....	888 295-0141
Family & Protective Services, Tx Dept of	
Abuse hotline.....	800 252-5400
Child Services.....	800 252-5400
Foster Adoption Hotline.....	800 233-3405
Foster Care & Adoption Information.....	800 233-3405
Ombudsman Hotline.....	800 720-7777
Texas Youth & Runaway Hotline.....	800 989-6884
Texas Youth & Runaway Hotline, Text Line.....	512 872-5777
Texas Youth Hotline.....	800 210-2278
General Land Office	
Adopt-A-Beach.....	877 892-6278
Oil Spill Reporting.....	800 832-8224
Save Texas History.....	800 998-4456
Toll Free.....	800 998-4456
Veteran Land Program.....	800 252-8387
Governor, Office of the	
Crime Stoppers Hotline.....	800 252-8477
Information & Referral Hotline.....	800 843-5789
Health Services, Texas Dept of State	
AIDS Information.....	800 299-2437
AZT/HIV Medication Hotline.....	800 255-1090
Alzheimer's.....	800 242-3399
Asbestos.....	800 572-5548
Blood Lead Surveillance Branch.....	800 588-1248



GOVERNMENT OFFICES-STATE

Border Health - Statewide.....	800 693-6699
Cancer Registry.....	800 252-8059
Child Passenger Safety/Car Seat Information.....	800 252-8255
Children With Special Health Care Needs (CSHCN) Services Program.....	800 252-8023
Consumer Protection Division (Environmental and Consumer Safety).....	888 778-9440
Continuing Medical Education (CME).....	800 252-8239
Drugs and Medical Device Complaint Line-Drug Adverse Reaction.....	888 839-6676
EMS Complaint Line.....	800 452-6086
EMS Trauma Registry Data Requests.....	800 242-3562
Emerging and Acute Infectious Disease Branch.....	800 252-8239
Environmental Hazards-Indoor Air Quality /Mold.....	800 293-0753
Environmental Hotline.....	800 832-8224
HAZCOM Hotline.....	800 452-2791
HIV/STD Information.....	800 299-2437
HIV/STD Medication.....	800 255-1090
Hansen's Disease.....	800 252-8239
Health Promotion & Chronic Disease Prev Community Health & Wellness Branch.....	512 776-7618
Health Promotion & Chronic Diseases Prev Tobacco Prevention & Control Branch.....	800 345-8647
Health Promotion & Chronic Diseases Prev Alzheimer's Toll Free Line.....	800 242-3399
Hepatitis Helpline.....	866 443-7222
Hotline for Reportable Occupational Diseases.....	800 588-1248
Immunization.....	800 252-9152
Infectious Disease.....	800 252-8239
Infectious Disease Reporting.....	800 705-8868
Information and Referral (DSHS).....	888 963-7111
Information and Referral (Toll-Free).....	888 963-7111
Occupational Diseases.....	800 588-1248
Office of Tobacco Prevention & Control.....	800 345-8647
Pregnancy Risk Line-Teratogen.....	800 733-4727
Rabies Hotline.....	800 252-8163
Regional & Local Services.....	800 248-4083
Seafood Safety Recording.....	800 685-0361
TDD.....	800 735-2989
TX AIDS/HIV Medication Program-(THMP).....	800 255-1090
Toxic Substance Control.....	800 572-5548
Zoonosis Control.....	800 252-8239
Higher Education Coordinating Board, Tx	
Student Services - Long Distance Toll Free.....	800 242-3062
Housing & Community Affairs, Tx Dept of	
Agency Toll Free Fax Line.....	800 733-5120
Agency Toll Free Telephone Line.....	800 525-0657
Customer Service.....	800 500-7074
Information Resources, Department of	
1-855-ASK-DIR1.....	855 275-2471
Network Security Operations Helpdesk.....	888 839-6762
Toll-Free.....	800 348-9157
Injured Employee Counsel, Office of	
Toll Free Number.....	866 393-6432
Insurance, Texas Department of	
Consumer Information Helpline (Toll Free).....	800 252-3439
DWC Claims & Customer Services.....	800 252-7031
OSHCON Request Line.....	800 687-7080
Safety Violations Hotline.....	800 452-9595
Toll-free (Agency Information).....	800 578-4677
Library And Archives Comm., Texas State	
Talking Book Program.....	800 252-9605
Licensing And Regulation, Texas Dept of	
Toll-Free.....	800 803-9202
Lottery Commission, Texas	
Bingo Customer Service Information.....	800 246-4677
Job Line - Toll free.....	800 395-5627
Job Line-Toll free.....	800 395-5627
Lottery Customer Service Information.....	800 375-6886
Medical Board, Texas	
Complaints Hotline.....	800 201-9353
Motor Vehicles, Texas Department of	
Enforcement Information.....	800 687-7846
Motor Vehicle Division.....	877 366-8887





GOVERNMENT OFFICES-STATE

Parks And Wildlife Department

Birding Information.....	888 892-4737
Boat Registration.....	800 262-8755
Credit Card License Sales.....	800 895-4248
Game Warden Recruiting.....	877 229-2733
Operation Game Thief.....	800 792-4263
TPWD Main Line.....	800 792-1112

Plumbing Examiners, Texas State Board of

Toll Free Line.....	800 845-6584
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Preservation Board, State

Bullock Texas State History Museum.....	866 369-7108
Capitol Gift Shops.....	888 678-5556

Public Insurance Counsel, Office of

Toll Free Number.....	877 611-6742
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Public Safety, Department of

Railroad Crossing Malfunction.....	800 772-7677
Roadside Assistance *DPS.....	800 525-5555

Public Utility Commission of Texas

Customer Hotline Toll Free.....	888 782-8477
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Public Utility Counsel, Office of

Toll Free Number.....	877 839-0363
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Savings And Mortgage Lending, Dept of

Licensing and Registration.....	877 276-5550
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Securities Board, State

State Securities Board.....	888 663-0009
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State Bar of Texas

Ethics Hotline for Lawyers.....	800 532-3947
Grievance Information.....	800 932-1900
Lawyer Advertising Review.....	800 566-4616
Lawyer Referral Service.....	800 252-9690
Texas Access to Justice (IOLTA).....	800 252-3401
Texas Board of Legal Specialization.....	855 277-8257
Texas Judge's Assistance Program.....	800 219-6474
Texas Lawyer's Assistance Program.....	800 343-8527
Toll-Free Number For All Departments.....	800 204-2222

Transportation, Texas Department of

Information Line.....	800 558-9368
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Veterans Commission, Texas

Veterans.....	800 252-8387
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Workforce Commission, Texas

TWC Fraud Hotline.....	800 252-3642
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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	956-318-0275	20	Brooks, Hidalgo (part), Jim Wells
Eddie Lucio, Jr.	956-787-5227	27	Cameron, Hidalgo (part), Willacy
Representative	Telephone Number	District	County
Oscar Longoria	956-580-6944	35	Cameron (part), Hidalgo
Tracy O. King	956-689-1860	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	361-643-0063	43	Bee, Jim Wells, Kleberg, San Patricio
Richard Raymond	956-753-7722	42	Webb (part)
Alex Dominguez	512-463-0640	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	956-383-0860	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 - Area Code 361

AGUA DULCE

Alphabetical Listings Area Code 361

A

Acuna Juan & Nifa.....996-2078
 Agua Dulce Baptist Church.....998-2561
 Agua Dulce Grain Co-Banquete387-3817
 Agua Dulce Grain Co.....998-2525
 Aponte Remy996-2402

B

Brest Jerald & Robyn.....998-9028

C

Carbajal Jesse.....996-2410
 City of Agua Dulce998-2532

D

Diaz Louisa Y998-2201

F

Franco Amberly996-2873

G

Garcia Emily998-2140
 Grimes R V998-2358

H

Harmon Kenneth998-2293
 Hernandez Duvelsa998-2598

L

Lalo's Mini-Mart998-2504
 Leadbetter Stephen998-2030
 Leija Denise996-2408
 Lopez Colarissa996-2400
 Lopez Delia.....998-2040
 Lopez Nora T.....998-2810
 Los Dos Carnales Quick Stop998-2380

P

Palacios Maria.....998-2115

R

R & A Drive Thru998-2299
 Ren Services Inc.....998-2120
 Riley Dana996-2421
 Riley Kenny.....998-2510
 Rouse J A.....998-2309

S

Santos Emily996-2403
 Scorpio Dylan996-2446
 Shooter's BBQ & Catering998-2100
 Smith S P.....998-8136

V

Vajdos David.....998-6626



ANNAROSE

Alphabetical Listings Area Code 361

A

Acker Stephen & Maria.....566-2455
 American Tower Corp566-2632
 Amthor John D.....566-2220
 Armstrong Edmund C566-2319
 Atkinson D W & Jill566-2282
 Atkinson J W566-2381
 Atkinson Sue.....566-2229

B

Baxter Kirk.....566-2640
 Bednorz Charles A566-2546
 Benavides Sergio566-2314
 Bisbey Alfred L.....566-2294
 Blucher George A.....566-2288
 Bludau Richard566-2415
 Bonilla Jr Ruben566-2340
 Bramblett Marilyn J.....566-2220
 Brown Pat M566-2722
 Buhidar Chris.....566-2217
 Byrum Karen L.....566-2388

C

Camco Oil Field Services.....566-2351
 Caron Jr Charles566-2262
 Champman Diane566-2679
 Chief's Office566-2786
 Cloninger Harris O566-2545
 Cook Lou M.....566-2320
 Copeland Jess566-2451
 Cow Creek Ranch LLC.....566-2251
 Cox Dorothy M566-2261
 Cox N Lee.....566-2751

D

Dale Land & Cattle Inc566-2793
 Dobson Tom566-2541
 Dougherty Ranch566-2292

E

Earles Clarence W.....566-2589
 El Chapote Ranch566-2704

F

F & F Partners LLC.....566-2738
 Faltysek Edwin J.....566-2446
 Floyd James566-2284
 Floyd James G Fax Line.....566-2270

G

Galatian Mike.....566-2458
 Garza Edmund T.....566-2391
 Gavit William566-2517
 Geraci Anthony566-2203
 Glass Leo M566-2336
 Gonzalez Ysidro566-2249
 Griffin A566-2227

H

H B Interests LP566-2652
 Hammit Bill566-2377
 Helmer Ronnie566-2447
 Hester Connie566-2438
 Holland David566-2226
 Horton Virginia566-2232
 Huff Ranch.....566-2241
 Hutchinson Amy.....566-2500
 Hyden Billie J.....566-2246

I

Irelan R566-2643

J

Jensen Mike566-2478
 Jewett C E566-2557
 Johnson Aaron E.....566-2732



Johnson Fred A566-2335
 Johnson Stephen A.....566-2413
 Jones B M.....566-2321

K

Kaspar Don G.....566-2747
 Kuenstler Jr Waymon.....566-2338

L

La Campana Ranch.....566-2244
 La Chusa Ranch.....566-2254
 Lake Ronel Oil Company566-2542
 Laso San Juan566-2266
 Lasos R Randall566-2210
 Lasos Rudy566-2317
 Lazos Jr Santos566-2216
 Liberty Tower & Flare Inc.....566-2566
 Locke Jamie Deane566-2426
 Lonesome Coyote Ranch566-2482
 Lonesome Coyote Ranch566-2692
 Lowther Michael M.....566-2625
 Lyne J Monty566-2755
 Lyne L J566-2326

M

Martin Jeff566-2346
 Martin Matt.....566-2240
 Martin Tom.....566-2481
 Martin Tom Genoveva V566-2484
 McCumber James Donald.....566-2385
 McDonald Kevin.....566-2269
 McMullen Target Site566-2647
 Mettel566-2267
 Miles Larry L566-2464
 Miles Mary L.....566-2462
 Mills Sherri566-2215
 Mitchell Ranch.....566-2434
 Morton III Brady566-2600

N

New Roy Henry566-2271
 Nohavitza Donald & Rosemary566-2644
 Novak LP Hank.....566-2532
 Nueces Electric Cooperative Inc.....566-1091

O

Ormand Jack & Diana.....566-2725

P

Prasek Mike.....566-2666

R

Ragsdale Dolly D.....566-2231
 Rancho Cruz566-2461
 Rancho Loma Alta Inc566-2465
 Redfern William J566-2233
 Reynolds John C.....566-2466
 Robertson John L.....566-2430
 Rodriguez Connie S & Leo566-2721
 Rollins Ranch Lagarto.....566-2256
 Rompel Alan.....566-2704
 Rutherford Oil Corp.....566-2770

S

Sanchez Celia C.....566-2325
 Schatte Andrew A566-2501
 Shelton Tom.....566-2460
 Sherron Charles R.....566-2574
 Simons Dennis S.....566-2760
 Sjolander Bill566-2417
 Smalley Albert R566-2375
 Stewart Maxine.....566-2360

T

Tavares MD Sergio.....566-2764
 Tepera Jeff.....566-1010
 Thurman Randall E566-2287

V

Valdez Noe.....566-2366
 Vicknair Jr John J.....566-2507
 Vogelsang John E & Debbie.....566-2564

W

W B Stagecoach LLC566-2221
 Wallace Ben B.....566-2799
 Ward Joseph Ben.....566-2313





ARTESIA WELLS

Alphabetical Listings Area Code 830

A

Affleck Jr H S.....676-3355
 Arnold Jim F.....676-3391
 Asche Ranch.....676-3441
 Asche Ranches Managing LLC.....676-3319

B

Baetz Jr Bert O.....676-3439
 Basic Energy Services.....676-3538
 Biedenbarn A M.....676-3471
 Biedenbarn III A M.....676-3448
 Brown Dan J.....676-3350

C

C A F Ranch.....676-3306
 C H Guenther & Son Inc.....676-3500
 Caiman Ranch Inc.....676-3442
 Casey Darren & Sandra.....676-3364
 Childers TJ.....676-3302
 Colorado Ranch.....676-3312
 Comer J Judy Winslow.....676-3421
 Covert Cattle Co.....676-3385
 Crisp Joe A.....676-3469

E

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

F

Farrell Sr G D.....676-3514

G

Golondrina Ranch.....676-8811
 Gonzalez Arnulfo.....676-3497
 Grace River Ranch LLC.....676-3547
 Great Horizon LLC.....676-3371
 Gypsy Doll.....676-3374

H

Harrison Bruce D.....676-3499
 Hearn James.....676-3540
 Henrichson Feed Yard.....676-3455
 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 III C W.....676-3447
 Hixion George C.....676-3327
 Hixion George C.....676-3365

J

Johnson C S.....676-3322
 Johnson Ryan.....676-3366

L

Los Cuernos Ranch.....676-3317
 Lowry Albert.....676-3330
 Lowry IV Bill.....676-3330
 Lyne Phil.....676-3361
 Lyne Phil.....676-3373
 Lyssy Sr Clinton J.....676-3583

M

Magey Ranch.....676-3450
 Maltzberger W A.....676-3474
 McGlothlin Steve.....676-3559
 Mullins Barbara T (Renfro).....676-3444
 Musgrave Philip.....676-3546

N

Nunley Brothers Inc.....676-3443

P

Pielop Jr W E.....676-3348





CHARLOTTE

Alphabetical Listings Area Code 830

A

Arnold Kathy771-0213
 Atascosa Exterminating Co.....277-1214
 Atascosa County Pct & Commissioner...277-1213

B

Badillo Olivia771-0374
 Barrera Phyllis771-0224
 Bekka LLC.....771-0238
 Benavidez Mike771-0040
 Bostel Connie.....771-0175
 Brauchle Marlin277-2318
 Briseno Lenora.....277-2737
 Bryan Robert.....277-1138
 Burnett Todd277-1083

C

Calvillo Abel771-0552
 Calvillo Jr Candelario277-1544
 Calvillo Diana771-0067
 Campos Domingo277-1297
 Calvillo Isabel.....277-1590
 Calvillo Lydia.....277-1655
 Calvillo M277-1267
 Campos Ruben.....277-1104
 Cantu Henrietta.....277-1652
 Carlee Bobbie771-0047
 Carreon Tony & Barbara277-1610
 Casares Julian277-1730
 Casedhole Solutions277-1200
 Castillo Jr Martin Z277-1339
 Charlotte Cafeteria.....771-0622
 Charlotte City Of.....277-1212
 Charlotte Supply Co277-1727
 Chavarria Martin771-0839
 City Hall277-1414
 Clements Fluid Buffalo LTD.....277-1726
 Cordova Gregorio277-1118

Cordova Keith277-2513
 Coronado Andy.....277-1261
 Cosme Alyssa.....771-0221
 Cruz Julio.....771-0076
 Cumpian Richard277-1687

D

Daughtry Marc & Danna277-2822
 Daughtry Zachary771-0155
 Davila Margie.....277-1406
 Deleon Diane B771-0202
 Delgado Simon771-0376
 Diaz Sarah771-0177
 Dominguez Manuel.....771-0207
 Duran Jr Ignacio771-0055
 Duran Isabel.....771-0611
 Duran Jesus.....277-2303
 Duran Marilie771-0508
 Duran Victor Manuel277-1782
 Dynamic Environmental Services277-2244

E

Edmondson Ron.....770-0811
 Elizondo Elias & Irma277-1488
 Emmanuel Baptist Church771-0048
 Escobedo Jose A.....771-0035

F

Figueroa Janie277-1012
 First Baptist Church277-1412
 Forsythe Nell.....277-1776

G

Gaitan Donna771-0045
 Gaitan Lucy277-1037
 Gallegos Alma277-2727
 Garcia Nicanor277-2025
 Garcia Paul274-1799



CHARLOTTE - Area Code 830

8

Garza Jr Franciso.....771-0060
 Gilbert Vicki.....771-0015
 Gonzales Mary Jane771-0032
 Gonzalez Jr Gonzalo277-1375
 Greer Bob & Peggy.....277-1134
 Groff Rosemary.....771-0038
 Guerrero Arnulfo J277-2129
 Guerrero Florinda.....277-1571

H

Hanby Jayti771-0011
 Harvey B Bryan.....277-1325
 Hassette Mary Lou.....771-0046
 Heiligman Equipment771-0111
 Heiligman John.....277-1565
 Heritage Well Supply.....277-1421
 Hernandez Angelica & Joey277-1094
 Hindes Bob277-1333
 Hoover Stephen771-0013
 Hurley Robert.....277-1361

J

Jennings Energy Service771-9099
 Juarez Sarah.....771-0008

K

KC Well Testing LLC277-1081

L

L & L Broadcasting LLC.....277-1306
 Lara Jason771-0733
 Light Tower Rentals277-1268
 Longoria Rachel.....771-0004
 Lopez Lourdes771-0210
 Lopez Noe771-0516
 Luna David.....277-1697
 Luna Jr David.....771-0028
 Luna Rick.....274-1058
 Luna's Tire Shop277-1661

M

Maintenance Office.....277-1643
 Maldonado Larry.....771-0346
 Marsh Michael277-2139

Marshall June277-1136
 Martinez Adela.....771-0400
 Martinez Angie.....771-0730
 Martinez Elidio.....277-1659
 Martinez Gabrielle277-1434
 Mayberry Richard D.....771-0743
 McCullough Douglas.....771-0487
 Mendez Noel.....771-0019
 Mendiola Gabriella.....771-0205
 Mendiola S Sunny.....771-0600
 Morales Gilbert771-0868
 Moses James G277-1555
 Municipal Court277-1529
 Munoz A.....277-1317

N

NTX Road Runner Transportation.....277-1122

O

Ochoa Auto Glass277-2333
 Ogden Sara771-0191
 Olga's Beauty Salon.....277-1336
 Ortiz Tomasa277-1460

P

P Tech Drilling Tubulars LLC.....277-1777
 Pearce Louis M277-1377
 Pesqueda Andres771-0623
 Porter R Roberta771-0236

R

Ramos Drive In277-1176
 Ramon Eloy.....277-1525
 Ramos Irene.....277-1284
 Ramos Ida.....771-0116
 Ramos Marina.....771-0012
 Ramos Liza771-0999
 Ray John.....277-1547
 Richter Cliff & Sandra277-1615
 Rico Eddie & Lupita277-1709
 Rivas Rocky771-0000
 Rodriguez Domingo771-0225
 Rodriguez Domingo Jr277-1101
 Rodriguez Miguel.....771-0010
 Rodriguez Paula.....771-0212



10

CONCEPCION - Area Code 361

CONCEPCION

Alphabetical Listings Area Code 361

A

Aguilar Albesa V539-4683
 Alaniz A Angelica539-4553

B

Bahr John W539-4652
 Barrera Arturo539-4765
 Barrera Edna539-4102
 Barrera Jr Fabricio539-4458
 Basaldua Roel539-4137
 Benavides Chris I539-4764
 Benavides Javier539-4145
 Bowers Donia539-4750
 Buena Suerte Ranch539-4147

C

Canales Annabel Chapa539-4477
 Canales Gilbert539-4740
 Cantu Evangelina539-4693
 Cantu Fantina S539-4302
 Cantu Homero R539-4276
 Cantu Nora A539-4128
 Cantu Rene539-4795
 Cantu Jr Toribio539-4663
 Carrillo Teresa539-4702
 Castellano Jose Raul & Cynthia539-4615
 Cielo Operations LLC539-4474
 Concepcion Civic Center539-4377
 Concepcion School Library539-4482
 Cruz Jr C Charles539-4350
 Cruz Raul539-4701

D

Diaz Joel539-4533
 Duval County Shop Prec No 2539-4493
 Duval County Shop Prec No 2-Fax539-4446

E

El Tule Ranch539-4262
 Escalante Irene539-4295

F

Flores Jr Hector539-4501
 Flores Noe539-4346
 Flores Mrs Hector539-4339

G

Gaither Petroleum Corp539-4723
 Garcia Armando & Marta539-4400
 Garcia Carlos G539-4154
 Garcia Jr Castulo539-4668
 Garcia David T539-4153
 Garcia Jose O539-4895
 Garcia Mrs Teodoro539-4611
 Garcia Onofre539-4486
 Garcia Oscar Daniel539-4199
 Garcia Raymundo539-4861
 Garcia Rolando539-4104
 Garza Cosme539-4641
 Garza Guadalupe R & Edna539-4102
 Garza Larry539-4886
 Garza Rubin539-4612
 Giuoco S E539-4321
 Glassell Jr Alfred539-4301
 Gonzales Adan & Ofelia539-4825
 Gonzalez Arminda539-4221
 Gonzalez G George C539-4443
 Guerra Arnoldo539-4648
 Guerra Eloy P539-4412
 Guerra Janie539-4731
 Guerra Jose Luis539-4240
 Gutierrez Sijifredo539-4423
 Gutierrez Jr Sijifredo539-4490





CONCEPCION - Area Code 361

H

H B Ranch539-4234
 Haley Robert539-4110
 Hall John R539-4239
 Hardeman Bryan.....539-4568
 Herrin Robert539-4268
 Hinojosa Javier539-4600
 Hofstetter Albeza A539-4385

I

Immaculate Conception Mission Church 539-4100
 Inglove Devin539-4109

L

La Fuente Alfonso539-4376
 La Fuente R Rosemary.....539-4535
 La India Recreational LP539-4105
 La India Recreational LP539-4125
 Land Mark Drive Inn539-4244
 Lara Adelina C.....539-4465
 Lara Sr Baldemar539-4695
 Lara Samuel.....539-4441
 Las Dos Palomas Inc539-4309
 Leal Daniel A539-4464
 Leal Jr Luis539-4630
 Leal Nelda.....539-4464
 Lohse David A539-4234
 Lopez Jr Juan P539-4777
 Los Compadres Ranch539-4447
 Lozano Jr Julian539-4794
 Luna Jr Pete.....539-4739

M

Mann Doris Jean.....539-4365
 Mann Kurt539-4327
 Mann Georgia539-4363
 Martin Theryn539-4475
 Martinez Moises539-4848
 Massie David539-4116
 Medary Tom & Brenda539-4729
 Mendoza Arnold.....539-4120
 Mireles Juanita539-4792
 Morin Orlando & Belia.....539-4582
 Munoz Alberto.....539-4344
 Munoz Erica Marie.....539-4122

Munoz George B539-4660
 Myrick Richard A.....539-4536
 Myrick IV Richard A.....539-4299

O

Our Lady Of Guadalupe Mission.....539-4114

P

Palacios Ignacia.....539-4275
 Palacios II Luis I539-4459
 Pena Mrs Avilio539-4348
 Perez Jr Adan.....539-4569
 Perez Cayetana P.....539-4404
 Perez Eloy V539-4531
 Perez Irma C539-4754
 Perez Linda539-4478
 Perez Robert539-4626
 Perez Zeanida539-4525

R

Ramirez Common School Dist539-4343
 Ramirez Common School Library539-4482
 Rancho Charco Redondo539-4488
 Rancho Isabela Isabela.....539-4155
 Renteria Robert H539-4760
 Rodriguez Aida N539-4742
 Rodriguez Julio.....539-4311
 Ruiz Aurora S539-4212
 Runnells Falfurrias Investments LP539-4396

S

Saenz Carolina T539-4445
 Saenz Horacio Heraldo539-4313
 Saenz Sylvia539-4463
 Saenz Vicente539-4650
 Saenz Yolanda.....539-4634
 Salas Juan Ruben & Virginia.....539-4680
 Salas Roque.....539-4342
 Salinas Jr Joe539-4617
 Salinas Manuela539-4163
 Salinas Odelia.....539-4561
 Sanchez Herlinda P.....539-4336
 Sanchez Jesusa B.....539-4130
 Sanchez Velma539-4730
 Sheffer James & Norma T.....539-4340





12

CONCEPCION - Area Code 361

Soliz III Faustino.....539-4509
Spear Sidney & Irene539-4398

T

Trevino Jose S539-4586

U

US Postal Service539-4148
Utley Guadalupe.....539-4560

V

Valdez Oscar539-4558
Vera A Adalberto539-4432
Vera Jesusa B539-4507
Vera Jr Matias.....539-4787
Vera Matias R.....539-4631
Vera Jr V Victor539-4467
Villa Ruben W.....539-4728
Villescas Bernie539-4595

W

Wagner Oil Company539-4271
Ware Bobby.....539-4652
Weaver Frank.....539-4322
William Naylor S539-4828
Wilson Wallace S539-4761

Horizontal lines for additional entries.



DILLEY

Alphabetical Listings

Area Code 830

A

51 Energy Services	449-3960	Cantu Dina	963-0064
A & D Express Lube	963-4040	Cantu Rebecca A.....	965-1163
A & L Electrical & Air Cond.....	965-4645	Carcamo Elmer A.....	963-0764
A Dependable Drug Testing.....	963-9110	Carrizales Christopher	963-0093
Acosta S.....	965-2089	Carrizales Pablo.....	965-2036
Adams Holly.....	963-0266	Carroll Bernard R.....	965-1272
Aguilar Luis.....	965-1545	Carroll Bill & Fran.....	965-1607
Alamo Ambulance.....	963-3398	Carroll David & Melody	965-1091
Alexander Insurance Agency	965-2070	Castaneda Janet.....	965-1054
Alingod Agnes.....	963-1718	Cervantes Mario & Leticia.....	965-4153
Alvarez Felicitas.....	963-4275	Christian Faith Center.....	965-1880
Alvarez Rudy.....	965-1328	City of Dilley.....	965-1920
Amaya Elida.....	963-2021	City of Dilley.....	965-2074
Americas Best Value Inn	963-3390	City of Dilley.....	965-4131
Anis Concepcion	963-1941	City of Dilley.....	965-4386
Aranda Catarino D.....	965-1366	City of Dilley Library.....	965-1951
Aranda Ray	965-1069	City Of Dilley Municipal Court	965-1279
Armour Dustin.....	963-0120	City Of Dilley Municipal Court	965-1419
Arriazola Hank	963-1203	City Of Dilley Municipal Court	965-1733
Autrey Jay.....	965-4787	City of Dilley-Police Dept	965-2113
Avant J R.....	965-1237	Courser Harvey	965-1016
Avila Janette.....	963-1806	Crain Philip	963-0963
		Culpepper Gene & Vicki	965-4293

B

Banning Bob	965-1256
Best Western Plus Dilley	326-3220
Big Star Crude Co	963-7980
Big's No 303	965-1818
Boatwright Ronnie.....	963-0410
Bone Stock Truck Shop.....	963-5000
Brush Country R V Park	963-7275
Bryan Michele & Woody.....	965-4296
BSC Rodlift Solutions.....	963-2850
Buebird Medical Enterprises	963-3100
Burger King	963-1680

C

Cano Dora R.....	965-1956
------------------	----------

D

Darnell Gloria.....	965-1886
Davalos Abby	963-0088
Days Inn.....	963-2219
De La Rosa Angelica	963-7989
De La Rosa Elvia	965-1526
De Leon David.....	963-0333
De Leon Manuel.....	965-4151
Dilley Apts LP.....	963-0061
Dilley Auto & Truck Supply.....	963-0056
Dilley Auto & Truck Supply.....	963-0057
Dilley Drug Store.....	965-1666
Dilley Feed & Grain	965-1591
Dilley ISD	965-1300
Dilley ISD Barn.....	965-1780
Dilley ISD Daycare	963-3590



Dilley ISD Elementary	965-1313
Dilley ISD High School	965-1814
Dilley ISD Jr High	965-2195
Dilley Laundromat.....	963-0090
Dilley Lube & Tires	965-4400
Dilley RV Park	965-4044
Dilley State Bank	965-1511
Dilley Truck Stop	326-4334

Garcia Bobby.....	963-0080
Garcia Isabel	963-1001
Garcia JJ & Mari	965-4222
Garfield MD Herbert I	965-1613
Garza Cassandra.....	963-0200
Garza Laura	963-1400
Gauna Armando R.....	965-1346
Gauna Donna	963-2726
Gonzales Alicia D	963-1097
Gonzales Frank G.....	965-1037
Gonzales Juanita Chavana.....	965-2063
Gonzales Manuel O	963-3218
Gonzales Reggie	963-9801
Gonzales Taco Stand.....	965-2090
Gonzalez Irma	965-2098
Gonzalez Juan	963-0884
Gonzalez Pola	963-2307
Gray Don R.....	965-1310
Guerra Danny.....	963-1444
Guerra Raevon	963-0145

E

Eagle Ford.....	963-5504
Eagle Ford Village	963-1000
Equipment Share Com Inc	963-0111
Espinoza Jesus R.....	963-0099
Esqueda David	963-0193
Esqueda Emma.....	965-1499
Estrada Juan F.....	963-1205
Executive Inn Dilley	965-1913

F

FJ Carroll Bookkeeping Tax Service	965-2006
Faith Christian Academy	965-1324
Felan Roberto G	963-1410
First Baptist Church	965-1013
First United Methodist Church	965-1111
Fleaux Services	963-0182
Flores Joe Mark.....	963-0103
Flores Odilia O	965-1052
Flores Pepe	963-1170
Flores Placido	965-1015
Flores Roberto	963-4079
Fonseca Abram.....	965-2110
Frio County	963-0530
Frio County	963-1266
Frio County	965-1209
Frio County	965-4700
Frio County Game Warden	965-1198
Frio County Justice Of the Peace.....	965-2009
Frio County Tax Office.....	965-4700
Frio County WIC Office	965-4473
Frio Lodges LLC.....	963-0068
Frio Self Serve Grocery.....	965-1537
Fuentes Jr Robby.....	963-0020

G

Galindo Maria.....	965-4003
--------------------	----------

H

Hardy Michael R	963-1224
Hartsfield Lance & Janeen.....	963-1013
Hawkins K.....	965-1728
Hernandez Ysidro.....	963-0077
Herrera Donnie	965-4182
Hines William	963-4480
Hurt Travis.....	965-4134
Hutchison J V.....	965-1759
Hydroline LLC.....	963-0175

I

Iglesia Baustista Belen	965-4030
Iness Emmitt & Karla	965-1730

J

Jane Thomas RV Park.....	963-5451
JNP Energy Services.....	963-0046

K

Kallio RS	965-1413
Keck Cliff & Lori	965-1342
Kinsey Billy J	963-1810
Kramer Michael & Tina	963-1109





DILLEY - Area Code 830

Krueger Joshua963-4819

L

La Lomita Inc963-1482
 Lighthouse Church.....965-1181
 Limons Road Service963-2162
 Livesay Phillis963-4007
 Lopez Connie963-7707

M

Mabely's Bakery963-2190
 Machado Alicia963-1216
 Mahan Joe M965-1921
 Martinez Ana Lisa965-4434
 Martinez Candelario L.....965-1226
 Martinez Jose & Juanita.....963-4171
 Martinez Jose L965-1125
 Martinez Maria C965-1191
 Martinez Jr Mario963-2020
 Martinez Rosa G.....965-1771
 Martinez Roy.....963-1911
 Mata Joel965-2162
 Mattingly Edmond.....965-1724
 McClain Charles.....965-2139
 McClain Curt965-1617
 McClain John H.....965-1855
 MHC Truck Leasing-Dallas963-0031
 MHC Truck Leasing-Dallas963-0035
 Midwest Hose & Specialty963-2063
 Millie's Mexican Restaurant963-1568
 Mireles Jr Manuel963-0050
 Mireles Yolanda963-1219
 Mitchell Candace963-1081
 Molina Juanita963-3277
 Molina Nicholette.....963-0320
 Montes Esther.....963-0004
 Moore A B & Marsha965-4483
 Moreno Eva.....965-2150
 Moreno Herminia G.....965-2045
 Mosley Daniel963-0115
 Mosley D Daniel965-4201
 Mumme Oil Inc965-2061
 Mumme Sheri963-2061

N

Navarro Sr Guadalupe.....963-0329

O

Obregon Robert.....963-1198
 Obregon Silvano965-1008
 Odessa Pumps.....963-7224
 Ortiz Bertha H963-1048
 Ortiz Pedro963-0010
 Ortiz Sr Raul.....965-4009
 Oscar's RV Ranch963-5450
 Osio Aggeo C.....963-1201

P

Pacheco Maria L963-1173
 Pacho Garcia Cafe965-1493
 Patterson Jesse965-1896
 Perkins Guy & Malinda965-1739
 Pimentel-Chavez Refugio963-1223
 Precision Pump.....963-2754
 Proctor Jr Jack E963-0127
 Pulis Paula965-1254

R

R & R Implements Inc965-1224
 R J Kallio & Sons965-1134
 Ramirez Brunita965-4475
 Ramirez Renelle A.....963-6496
 Ramirez Velinda963-2033
 Ramon Alejandrina963-0152
 Ramos Rene.....963-0202
 Ramos Rene & Janie965-1500
 Relax Inn.....965-4447
 Reyes Feliz.....963-1423
 Reyes Luz963-0780
 Reyes Steven & Nora963-2323
 Rincon Oscar965-2158
 Rivera Jose Ramon965-4348
 Rodriguez Angelina.....963-1263
 Rodriguez Arleen963-1788
 Rodriguez Efrain963-1032
 Rodriguez John.....963-0303
 Rodriguez III J Juan D.....963-6954
 Rodriguez Rene963-1969
 Rodriguez Ronaldo.....963-1253

S

Sairam SS Inc963-1779
 Sandia Apartments965-1974



EL SAUZ

Alphabetical Listings

Area Code 956

A

Alvarez Jr Reymundo.....	486-2203
Amezquita Eduardo J.....	486-2221
Arellano Jr Guadalupe	486-2612
Arjona Salvador	486-2301

B

Balderas Raquel.....	486-2246
Barrera III Leandro.....	486-2433
Barrera Maria Luisa.....	486-2242
Briceno Elva.....	486-2575

C

Canales Marie A.....	486-2250
Cantu Samuel	486-2332
Cantu Valentin.....	486-2222
Clarke Jr Alejo.....	486-2363
Cortez Federico.....	486-2283
Cumba Antonio	486-2604

D

De La Cruz Ana	486-2582
De La Garza Gloria	486-2395
Diaz George	486-2333

E

El Negro Ranch	486-2513
El Sauz Water Supply.....	486-2273
El Tecomate Ranch	486-2368
Elizondo Eleazar	486-2391
Elizondo Elias.....	486-2280
Elizondo Maria L	486-2444
Escobar Gustavo.....	486-2215
Escobar Thelma.....	486-2289

F

Falcon Jorge.....	486-2244
-------------------	----------

Falcon Lee Roy	486-2419
Falcon Ronald J.....	486-2271
Fidel Perez Grocery.....	486-2477
Flores Hector Raul	486-2729
Flores Lolis & Jorge.....	486-2765
Funk Tommy Estrella Ranch	486-2518

G

Garcia Andres	486-2608
Garcia Athziri	486-2303
Garcia Erma E.....	486-2460
Garcia Evangelina	486-2702
Garcia Jr Hector	486-2753
Garcia Hermelinda.....	486-2407
Garcia Jessica Lee.....	486-2443
Garcia Lucinda G.....	486-2473
Garcia Manuel David.....	486-1819
Garcia Marcelo.....	486-2585
Garcia Mario	486-2245
Garcia Monica R.....	486-2402
Garcia Noel	486-2509
Garcia Rene	486-2727
Garcia Silvano.....	486-2210
Garza Alicia A.....	486-2251
Garza Jr Aurelio	486-2743
Garza Balde	486-2372
Garza Elda V.....	486-2335
Garza Jorge	486-2360
Garza Jose G.....	486-2379
Garza Kathy	486-2354
Garza Lucy C.....	486-2673
Garza Maria Lydia S.....	486-2557
Garza Maria Oralia	486-2343
Garza Mariel	486-2432
Garza Suzanne S.....	486-2223
Gonzales Luis E.....	486-2678
Gonzales Ricardo.....	486-2714
Gonzalez Homero.....	486-2495
Gonzalez Melinda A	486-2494
Gonzalez Oscar O.....	486-2228



Guerra Jr Alejandro.....486-2340
 Guerra Enrique.....486-2545
 Guerra Felix486-2234
 Guerra Idolina V486-2200
 Guerra Rogelio486-2525

H

Hinojosa Guadalupe R.....486-2642
 Hinojosa Jose Luis.....486-2696
 Holler Deanna486-2760

I

Irenio Garcia486-2618
 Isaacks Gary (Buddy)486-2691

J

Jackson Nora Nell.....486-2504
 John Durham Fam Properties LTD486-2757

K

Kinder Morgan Inc486-2574

L

Las Comas Grocery.....486-2528
 Las Islas Ranch.....486-2262
 Laurel Gervacio.....486-2572
 Lopez Arnoldo486-2602
 Lopez Aurelia G.....486-2355
 Lopez Oralia G.....486-2253
 Lopez Ricardo L486-2538
 Lopez Romelia486-2447

M

Martinez Jesus486-2768
 Martinez Servando.....486-2540
 Mendez Juan Carlos486-2397
 Mendoza Mario486-2713
 Mendoza Jr Mauro.....486-2547
 Miller Andrew J.....486-2530
 Montes Samantha Guerra.....486-2797
 Moreno Jose S.....486-2285
 Munoz Ruben.....486-2755

O

Orta Fermin.....486-2291
 Ozuna Sabas486-2632

P

Pena Carlos.....486-2327
 Pena Jo David486-2300
 Perez Alfonso H.....486-2226
 Perez Grocery Store.....486-2213

R

R T Barrera Elementary.....486-2474
 Ramirez Roel R486-2568
 Ramon G Garcia486-2528
 Reyna Irma Alicia486-2579
 Rios Domingo Marbella.....486-2511
 Rios Elizabeth486-2243
 Rivera Maria G486-2306
 Rocha Jr Francisco J486-2214
 Rodriguez Eloy486-2274
 Rodriguez Felicitas R486-2241
 Rodriguez Irene486-2451
 Rodriguez Israel.....486-2615
 Rodriguez Jesus M486-2793
 Rodriguez Jr Samuel486-2766

S

Saenz Apolonio486-2282
 Saenz Apolonio R486-2721
 Salinas Adolfo486-2718
 Salinas Jose Eduardo486-2219
 Salinas Jose Enrique486-2834
 Salinas Juan Carlos486-2573
 Salinas Maria G.....486-2265
 San Isidro Fire Station486-2296
 Schiefelbein R E.....486-2364
 Schiefelbein Jr R E486-2484
 Schroeder Charles W.....486-2531
 Seeden J Jim D.....486-2700
 Sepulveda M Angelia486-2741
 Sisters Of St Benedict.....486-2680
 Solis Nicolasa B486-2422
 Sound Investments Unlimited Inc486-2230





EL SAUZ - Area Code 956

Surprise Ron486-2266

Villarreal Jaime T486-2235

T

Villarreal Juan D486-2635

Villarreal Noe486-2220

Trevino Jr Benito486-2576

W

Trevino Venessa481-3665

Trillayes Serapio486-2436

Wyatt Ranches-El Ramadero486-2211

Wyatt Ranches Of Texas LLC.....486-2814

V

Z

Vela Jesus A.....486-2486

Vela Ignacio R486-2569

Vela Ruben J.....486-2378

Vela Tommy J.....486-2225

Villarreal Jr Alfred486-2356

Villarreal Araceli R486-2651

Villarreal Flavio486-2553

Zamora Ramiro C.....486-2627

Blank lined area for additional entries.





ENCINO

Alphabetical Listings

Area Code 361

A

Anna Borglum Carter568-3746
Austin Elizabeth M.....568-3317

B

Bayarena Guadalupe.....568-3526

C

Cantu Eduardo G.....568-3279
Carter Lou568-3483
Cavazos Jr Leonel.....568-3397
Chavana Jose Rene568-3554

D

Dives Mario.....568-3799
Dos Haches Ranch.....568-3314

E

Ed Rachal Foundation.....568-3633
El Coyote Ranch.....568-3484
EOG Resources Inc.....568-3485
Escalante Joe R568-3432

F

Fonseca Agueda568-3658
French Jr L R568-3797

G

Galindo Maria Rita568-3529
Garcia Raul H.....568-3591
Garza Esther568-3348
Garza Jose O.....568-3459
Gonzalez Emiliano.....568-3300
Gutierrez April568-3207

H

Hartwell Maria M568-3255

Hause Franco Arnold.....568-3748
Hernandez Antonio.....568-3371
Hernandez Ercilia.....568-3454
Hinojosa Jacklyn.....568-3232
Hopper Steven568-3314
Huerta John568-3493
Huerta Ramon.....568-3389

I

Intergeren N A.....568-3558

J

Johnson Paul E568-3501
Jones IV A C.....568-3462
Jones Ranch568-3392
Jones Ranch Cantina568-3131
Jones Ranch Guest House568-3588
Jones Ranch Guest House568-3598

K

King Ranch Inc.....568-3364
King Ranch Inc Encin.....568-3419

L

La Rucia Ranch Co.....568-3361
Lockee Garette E.....568-3476

M

Mangel Emilio568-3337
Martinez Noe568-3445
Martinez Jr Noe568-3624
McMo Ran Oil & Gas Corp.....568-3614
Melendez Paulo568-3226
Morales Melba568-3229

O

Olivarez Jr Eduardo.....568-3208





FALFURRIAS

Alphabetical Listings Area Code 361

A

Adame Alfredo384-3185
 Alamo Lumber Company325-3090
 Alaniz Funeral Home.....325-5800
 Alaniz Vanessa.....323-3310
 Arevalo Anna.....325-2745
 Arredondo Noemi.....323-0051

B

Bellisima Salon.....325-4247
 Bluebird Medical Enterprises.....323-2000
 Boykin Larry.....325-3453
 Broadwater Bookkeeping323-2961
 Brooks County EOC.....323-0002
 Brush Country GCD.....325-5093
 Buenrosero Manuel323-3530

C

Cabrera Marla323-2234
 Cabrera Hotel.....325-4595
 Cadena Adan.....325-2433
 Cantu Brandi N.....325-5102
 Cantu Imelda.....323-2651
 Charping Micah323-2115
 Cisneros Delia.....323-0977
 City of Falfurrias323-0140
 City Of Falfurrias Golf Course.....325-5348
 Coldest Drinks In Town325-2972
 Collinsworth Jerry325-5951
 Corona Joel.....323-0035
 Corvera Automotive323-3033
 Corvera Tamara.....323-2141

D

De La Fuente Juan.....325-1597
 De Leon Armelinda323-0041
 De Leon Mike.....323-0031
 Deases Celina323-0026

Dees Boutique323-2190

E

Edwards Tina323-0055
 Esquivel D'nora.....323-2342

F

Falfurrias Facts.....325-2200
 Falfurrias Family Clinic323-2110
 Farm & Ranch Center325-5656
 First Baptist Church325-2616
 Flores Adalberto.....325-2668
 Flores Mary L.....323-2516
 FNB In Falfurrias.....323-0027
 Fugate Randy.....325-2785
 Funk Marianne.....325-3129

G

Galvan Alberto R325-2001
 Garcia Luana.....323-0010
 Garcia Vivian325-2663
 Garcia Ysidro.....323-0050
 Garza Derrick.....346-2009
 Garza Emmanuel323-3514
 Garza Jesus325-2641
 Garza Paul.....325-4475
 Garza's Wrecker Service.....325-3200
 GMET Communications.....323-2511
 Guerra Elizabeth323-2284
 Gutierrez Gilda Ann323-3447
 Gutierrez Victoria323-0045

H

Hearts Delight Floral Designs325-1983
 Hernandez Albert323-2014
 Hernandez Noe323-0043
 Hosanna Community Church323-7919
 Huerta Adan325-3444





FALFURRIAS - Area Code 361

Huerta Teresa.....323-0052

J

Jacobs Wesley J325-2356

K

Kruse John.....325-5478

L

Lara Analisa323-0013

Lara Cecelia.....346-2025

Las Palmas Veterinary Hospital325-3048

Law Office Of David T Garcia325-2520

Law Office Of David T Garcia325-2585

Lemus Guadalupe323-0012

Longoria Angela.....325-2975

Longoria Luis X.....323-0789

Longoria Michael323-0075

Longoria Natalia.....323-0053

Longoria Oscar S325-3551

Lopez Brandon.....323-2105

Lopez Jr Domingo.....323-0032

Lopez Genoveva.....323-2283

Lopez Hilda323-2117

Lopez Lucas.....323-0377

M

Maldonado Ricardo.....323-0234

Maranatha Assembly of God.....325-2893

Martinez Bonnie.....323-2296

Martinez Noel325-2150

Mejia Monica323-2024

Memories Forever.....325-9491

Mendoza Frank & Amy.....325-9807

Mendoza Robert.....323-2546

Mireles Argelia C.....325-3985

Molina Lazaro325-5595

Montel Elda.....323-0019

Morales Barber Shop.....325-5485

Mulanax Anita325-1482

Munoz Anne323-2866

Munoz Tracey.....323-0014

Murphy James325-3393

N

New Covenant Church325-5641

O

Ortiz Ismael.....323-0000

P

Pena Darlene323-0094

Pena Jesse323-2046

Perez Chelsie323-2032

Perez George323-2220

Perez Maricruz.....323-0004

Powell Carl G325-2478

Powells Liquor325-3300

Q

Quintanilla Jessica323-2599

R

Ramirez Noel323-2369

Requenez Noemi B323-2028

Rivera Roel325-2941

Rocking B Environmental667-4280

Rodriguez Esmeralda B323-0001

Rodriguez Gilberto323-0009

Rosas Pauline323-2133

Royal Appliance325-5788

Rudy's Produce.....325-2333

S

Sacred Heart Catholic Church.....325-3455

Saddlehorn Market325-5944

Saenz Felix323-3311

Saenz Leeroy323-0229

Saenz Roel.....323-0088

Salinas Genoveva R323-0058

Salinas Jennifer C.....323-2720

Salinas Sumara.....325-2300

Sanchez Abelardo325-3826

Sanchez Lucio325-3155

Schuessler Shelby323-0036

Solis Nelda.....323-2654

Starr Gary Andrew325-2050

Star Of Texas Restaurant325-3900

T

The Barber's Daughter Beauty.....325-2507





FOWLERTON

Alphabetical Listings Area Code 830

A

Auldridge Bobby373-4462

B

Barnes John373-4377
 Bays Maria G373-4585
 Beckett Ventures Inc.....373-4425
 Bridgers Rick373-4544
 Brown Alan J373-4428
 Brown III C V373-4342
 Brown Madeline.....373-4435

C

Carrizo Oil & Gas.....373-4486
 Cavazos Rosie & Isaac.....373-4558
 Cheyenne Petroleum Company.....373-4397
 Christ Bryan.....373-4312
 Citizens Realty Ranch.....373-4416
 Coastal Plains Disposal.....373-4391
 Corner S Ranch.....373-4599
 County Of Lasalle.....373-4490
 Crenwelge Dale A373-4553

D

De La Rosa Dimitri373-4315
 Dilworth Jr Blackstone373-4411
 Donnell James L373-4489
 Dos Rios Ranch Division373-4482
 Double R Pt Ranch LLC373-4533

E

E L Ranch.....373-4444

F

Franklin Mrs F E.....373-4529
 Franklin Sharon373-4513

Franklin Sr Harvey373-4422
 Frey Nancy C & Robert.....373-4385

G

Gardner Appraisal Group Inc.....373-4484
 Gardner Derry T373-4379
 Gardner Derry T373-4811
 George Donald373-4469
 GGG Oil Company.....373-4448
 Gorrell Walter.....373-4480
 Green Jack R373-4545

H

Hetrick Joe373-4564
 Hindes Brothers Farms.....373-4430
 Hoff III Gus Ralph373-4313
 Hollan Leroy S.....373-4571

J

JCE/Fearcy LTD373-4369
 JCE/Fearcy LTD373-4381
 Jimenez Roberto & Isabel.....373-4456

K

Kocurek Edwin Morris373-4570
 Krueger Ranch.....373-4577

L

Lansford Abigail373-4511
 Lasalle County Outfitters373-4465
 Lewis Robert.....373-4361

M

Mafrige Esperanza.....373-4452
 Mafrige Steven J373-4521
 Mafrige Steven & Heather373-4454
 Martin Thomas L.....373-4305





GEORGE WEST

Alphabetical Listings Area Code 361

A

281 Tire Service Center LLC.....	784-2066
A Plus Bail Bonds.....	449-4000
A Plus Bail Bonds Cash N Go	449-4949
AB Bail Bonds	449-2000
Adkins Tabitha	447-2107
Agave Jalisco.....	449-8899
Alamo Lumber Company.....	449-3200
Alcantar Miguel.....	447-2255
Anderson Layne	447-2092
Anzaldua Josue.....	447-2656
Arapahoe Field Services	447-2344
Arciba Cosme & Joann.....	449-2654
Austen Jr Charles S	447-2971
Ayala Nora	447-2198
Ayala Perla.....	447-2272

B

Baladez Raul.....	447-2434
Barnett Larry.....	447-2146
Bartlett Petroleum Inc.....	449-2300
BCFS Education Services.....	447-2200
Bednorz Insurance.....	449-3960
Bell Joel	447-2015
Berlanga Johnny.....	447-2266
Best Western Executive Inn	449-3300
Black James	449-8836
Black Steven C.....	449-1445
Blackman Mykayla.....	447-2088
Blevins Shelby	447-2399
Bode Kent	447-2001
Boeck Alice	449-8868
Bottom Line Services.....	447-2589
Bottoms Vann.....	447-1014
Brand Joseph.....	447-1120
Brown Mark	449-3301
Bryan Taylor	449-2153
Buenteo Carlos	449-2020
Buffalo Gap I & E.....	447-2240

Burney Melanie.....	447-2257
Burns Patrick	449-2047

C

Campbell Mary & Cody	449-1113
Campbell Mary & Cody	449-9912
Campbell Chuck.....	447-2170
Cano Joshua	447-1009
Cantu Erica	447-2141
Cantu Erica	447-2169
Cantu Jacob.....	447-2028
Carbajal Alonzo	447-2432
Carbonell Francisco	447-2233
Careville Pediatrics	492-5252
Carrillo Catarina.....	449-1959
Carroll Kathy	447-2244
Caruso Sanjuana.....	449-2350
Carvajal Braulio.....	449-2451
Carvajal Elena	449-1342
Casa Torres Juanita	447-1115
Castillo Carlos.....	449-2928
Castillo Fernando.....	449-3057
Castor Mary	447-2148
Cayetano Live Oak Villas	447-1397
Chapa Michelle	447-1006
Chapa Rocio.....	447-2175
Cheryl Thunberg	447-2179
Cisneros Teresa.....	447-2422
Clark Cynthia M	447-2247
Clifton Lloyd	449-1081
Coastal Bend Urgent Care LLC.....	447-1020
Cobb's Pharmacy.....	449-2631
Combs Susan.....	447-2208
Cortez Hector	447-2546
Cortez Maria	447-1002
Cortinas Michael.....	447-2034
County Line Cousins Boutique	447-2420
County Line Cousins Boutique & Salon..	447-2386
Cowan Lucas	447-1102
Crawford Philip B.....	449-3343





Crawford Co Philip B449-8977
 Crockett Lodging.....447-2077
 Cuevas Filimon449-1916
 Cuevas S Sidney Nicole447-1111
 Culpepper Jennifer447-2301

D

Dalia's Laundry447-2565
 Daniel Barrera & Associates447-2398
 Dave Moore's Office.....449-2611
 David Huser Insurance Agency449-1551
 Davis Cassandra447-2041
 Davis Fred.....447-2393
 Davis Mary Ann.....447-2108
 Davis Realty Inc449-2559
 Davis Robert449-2263
 Desert Flower Realty Inc.....449-2051
 Diaz Amelia447-2476
 Dickinson Greg L.....447-2047
 Dinger Isaac.....447-2209
 Downtime Garage447-2258
 Duenes Ermina447-2211
 Dunn Colton447-2454
 Duran Felix.....447-2056

E

Expressions In Hair449-2234
 E-Z Money Loans449-3700

F

Farris Kyle.....447-1015
 Feist Joseph447-2336
 Ferrell Anita447-2556
 Ferrell Derrick.....447-2191
 Ferrell Hank447-2184
 Ferrell Michael J.....447-2373
 First Baptist Church449-1231
 First United Methodist Church449-1111
 First United Methodist Parsonage.....447-3111
 Flores Nick.....449-1374
 Flores Jr Robert447-2597
 Forehand Title Company449-2841
 Franklin Patricia.....447-2158
 Freeborn Jr S T447-2770
 Freeman Spencer447-2104

Freiley Jim449-1366
 Fuentes Elodia C447-2024

G

G Dub's447-3434
 Galbreath Buck Robert.....449-2220
 Galloway Rebecca.....447-2020
 Galloway & Sons Funeral Home.....449-2522
 Gamez Abel449-2109
 Gamez Albert447-2207
 Garcia Danny447-2096
 George West Chamber Of Commerce.....447-2700
 George West Church Of Christ.....447-2951
 George West Steakhouse447-3300
 George West Storyfest Assn.....449-2481
 Georgio's Pizza & Subs447-3100
 Gerth William449-2216
 Gonzales Sr Abelino T449-1204
 Gonzales Jason.....447-1023
 Gonzalez Javier.....447-2009
 Good Shepherd Episcopal Church.....449-2737
 Guajardo Arnold447-2051
 Guerra Gena.....449-2502
 Guerrero Alejos449-2124
 Guerrero Cyndee.....447-2033
 Guerrero Darla447-2119
 Guerrero Jessica.....447-1000
 Guerrero Maria L.....447-2491
 Guerrero Samantha.....447-1005
 Guerrero Teresita449-2359
 Gutierrez Amador449-2159
 Gutierrez Armando J447-2038
 Gutierrez Casandra447-2292
 Gutierrez Diana449-3874
 Gutierrez Francisca.....447-2195
 Gutierrez Joe447-2136
 Gutierrez Joe & Mickie.....449-1455
 Gutierrez Josefina.....449-1326
 Gutierrez Marisa447-2058
 Gutierrez Rudy449-2100

H

Hallmark Trailers.....449-3500
 Hammit Stacey447-2389
 Hargreaves Henry449-1383
 Hargreaves Oil Co449-1051



GEORGE WEST - Area Code 361

29

Harris Ross	449-1275	Live Oak Title Co	449-1415
Hasette Raymond.....	447-2350	Lopez Brianda.....	447-2210
Hatfield Dennis W	449-1641	Lopez Gracielda	447-2423
Helio Del Bosque.....	447-2522	Lopez Rachel	447-3049
Henicke Willie	449-2021	Lovington Ramon Pena.....	447-2145
Herring Lisa	447-1011	Lowrance Maria R.....	447-2160
Hines Co.....	449-1713	Lozano II Manuel.....	447-2133
Hines John T	449-2034	Lucas Monique	447-1130
Hispanic Target Media	447-2510	Lyne Bandy	447-3356
Hochmuth Kim	449-9999	Lyne Rufus	449-2278
Holland John Ed.....	449-1471		

J

Jalisco Taqueria.....	449-2874
James Jr J G.....	449-1935
Jennings Wesley.....	447-2018
Johnson John W	449-2012
Johnson Mary	449-9482
Jungman James	447-2121
Jurica Larry.....	449-2121

K

Kendall Margie.....	449-2886
Kullenberg Sherril.....	447-2094

L

L & H Machine Shop	449-2585
Lane Esmeralda	447-2390
Lara Stephanie.....	447-2869
Las Tres Hermanas	449-3141
Leblanc Veronica.....	449-8991
Lee Tyree.....	447-2044
Lenholm Charles.....	449-1301
Leo's Auto Service	449-2083
Lewinski Clarence	447-2246
Lewis Bobby	447-2006
Lewis Joseph R.....	449-1262
Light Donald.....	449-2258
Likens Greg.....	447-2016
Live Oak Apartments.....	449-3232
Live Oak County	449-1703
Live Oak County Appraisal District.....	449-2641
Live Oak County Emergency Unit.....	447-2250
Live Oak County Veterinary Services	447-5440
Live Oak Electric	449-1621
Live Oak Insurance	447-1733

M

Marker Andy	447-1100
Martin Staton.....	449-2028
Martinez Margarita	449-1327
Martinez Nicolas	447-2147
Martinez Sandra	447-1012
Martinez Air Conditioning & Heating Inc.....	449-1566
Mata Jason	447-2199
Maywald Jerry	447-2474
McBee Lidia	447-2238
McCormick Carrie	447-2023
McGee Sarah	447-2228
McKinney Ashley.....	447-1105
McKinney Ashley.....	447-2082
McQueen Randall.....	447-2115
Melendez Fernando	447-2128
Mendoza Joey.....	447-2220
Mettlen Sara	447-2827
Mikes Septic Service	449-4448
Miller Elisa	449-1329
Millermon Arriel	447-2318
Minnick Cade	447-2189
Mireles J Joe D	447-2295
Moffatt Bridgett	447-2299
Moffatt Harold.....	449-3059
Molina Lee Roy	449-1653
Morin Joey	447-2262
Morton Beckie.....	447-1101
Morton Kristen	447-2070
Murphy Sharon	447-2751
Myers Danny.....	449-1117

N

Neal One Stop.....	447-2517
Nguyen Pete	447-2256
Nicholson David	447-2008



Norris George.....447-2027

O

Online Construction447-3161
 Orr Jimmy449-1270
 Ortiz Delaney447-2073
 Ortiz III Lorenzo.....447-2573
 Ortiz Sabrina447-2091
 Ortiz Sanjuana449-1401
 Oyres Rodney A.....447-2187

P

Paiz Adolfo447-2511
 Paiz Alejandra447-2268
 Paiz III Trinidad.....447-2586
 Palacios Corina M449-1018
 Patton Tyler447-2249
 Pawlik Dwayne449-1162
 Pawliks Supply Co449-1576
 Pena S Simon R449-2776
 Pennington Bailey J.....447-2161
 Perez Abel.....447-3999
 Perez Art447-2243
 Perez Rolan.....447-2897
 Pond Tawnya.....447-2025
 Posey Madi447-1024
 Presas Maria F.....447-2288
 Prestenbach Brennan447-1013
 Process Piping Materials Of South449-2222
 Puth Lisa447-2433

R

Rangel Maria.....447-2259
 Raptor Solutions LLC (TMI)494-5222
 Reagan Dan447-2367
 Reagan Mr & Mrs OC449-2122
 Reagan Thad447-2111
 Redding Larry449-1267
 Reyes John447-2300
 Reyna Hillary.....447-2444
 Reyna Jr Simon.....449-2329
 Roberts Melanie.....447-2149
 Robinson Kevin449-3400
 Rochester Tiffany447-2098
 Rockin M Boutique.....447-2053
 Rodriguez David.....447-2157
 Rodriguez Isaac449-1010

Ross Mary Y449-3379
 Royal Jamey447-2330
 Royal Lana449-8827

S

Saenz Ricardo447-2143
 Saenz Ruben.....449-1685
 Salazar Elda447-2588
 Salazar Lucero447-1010
 Saldana Abby447-2959
 Saldana Amber447-1001
 Saldana April.....447-2628
 Saldana Robert447-2090
 Saldiva Teresa.....449-4169
 Salinas Louis.....447-2202
 Sartori Michael Law Office449-2691
 Schneider & McWilliams PC449-1501
 Scott Christopher447-2194
 Serco449-2227
 Shaw Cassandra447-1007
 Skidmore James O.....449-2128
 Skoruppa Raymond449-1802
 Smith Nathaniel447-2214
 Smith Randy447-2585
 Smith Tragina.....447-2277
 Smith II CPA William A.....449-9442
 Snider Auto Parts449-1333
 Snider Charles447-2566
 Snider Joseph.....449-1863
 Snider Kerrie.....447-1008
 Snuggs Ann.....449-2592
 Soliz Noe J449-2694
 South Trust Bank.....447-2382
 Soyfoo Adeel447-2315
 Spiekerman Patricia449-1675
 Spiekerman DDS Patricia.....449-2755
 Spiller Jacob447-2046
 St George Church.....447-2893
 Steelhammer John449-9918
 Strause Seth447-2080
 Stubbs Sharyon Faye.....449-2211
 Suarez Juanita R.....449-1468
 Sullivan Redgy447-2380
 Suniga Samantha447-1094

T

Tanner Kandice447-2048



HARGILL

Alphabetical Listings

Area Code 956

A

Aguirre Jesus	845-6642
Alaniz Norma	845-6724
Alcala Maria	845-6410
Almaguer Guadalupe	845-6407
American Broadband Inc	845-6308
Anzaldua Celia Jesus A.....	845-6541
Anzaldua David O.....	845-6363
Anzaldua Hilda	845-6554
Anzaldua Melissa S.....	845-6252
Aranda Olga	845-6408
Arce Maribel	845-6107

B

Bailey Sandra.....	845-6102
Bailey Sandra.....	845-6104
Bazan Rudy	845-6848
Bryan Ashely	845-6677

C

Cantu Pully.....	845-6547
Cavazos Eloisa D.....	845-6617
Cavazos Jesus A	845-6715
Conway Kathleen	845-6393

D

Davila Arturo C.....	845-6618
Davila Elida G.....	845-6270
Davila Elisa	845-6307
Davila Jr Fidel	845-6188
Davila Lynette	845-6160
Davila Jr Pantalion.....	845-6895
Davila Priscilla	845-6173
De La Fuente Francisca	845-6135
Deleon Roberto	845-6281
Dominguez Elizabeth	845-6625
Drew Jim	845-6815
Dyke Lester M.....	845-6430

E

Esau David	845-6150
------------------	----------

G

Garcia Claudia C	845-6112
Garza Juan.....	845-6352
Garza III Plutarco.....	845-6414
Gomez Hermilo	845-6537
Gomez Veronica C.....	845-6641
Gregorio Pesina	845-6302
Guerra Pam.....	845-6179
Gutierrez M Maria Cruz.....	845-6615

H

Haley Powell J	845-6298
Hargill Growers Gin	845-6682
Hargill School.....	845-6753
Hargill Tacos	845-6566
Hout Ruth	845-6200

L

Linton Patricia.....	845-6283
Linton Priscilla Ann	845-6322
Lopez Agedita	845-6110
Lopez Bruno.....	845-6678
Lopez Jose Ascencion.....	845-6247
Lopez Juanita	845-6664
Lopez Olivia	845-6544

M

Martinez Albert	845-6666
McAllen Ranch.....	845-6590
McClagherty R Ray D	845-6250
Mendoza Andrea	845-6442
Microtech LLC.....	845-6128
Montes Jr Ezekiel	845-6258
Moreno Encarnacion.....	845-6111



HARGILL - Area Code 956

Moreno Rafael845-6362
Munguia Graciela.....845-6596

T

O

Talamantez Velia845-6729
Tres Corrales.....845-6789
Turner Narciza845-6132

Olivarez Pedro845-6204
O'Neill John845-6565

U

P

US Postal Service.....845-6688

Pecina Jose845-6580
Pollock Margie845-6611

V

R

Valdez Magdeleno.....845-6523
Veale Jr Paul G.....845-6545

Ramirez Maribel R845-6105
Richards Tommy845-6543
Robledo Jr J Juan Jose845-6893
Rubio Maria Carmen845-6443

W

S

Wyatt Ranches-El Ramadero845-6655

Salazar Olivia845-6493
Sandoval Elvis.....845-6261
Serrato Veronica Gaitan845-6447
Solis Sanjuanita845-6108

Horizontal lines for additional entries.





JOURDANTON

Alphabetical Listings Area Code 830

A

7-Eleven Inc 40524	770-0981
AA All Day Bail Bonds	767-2222
AAA Ace Bail Bonds	767-2333
Able House Leveling Foundation And Repair.....	769-3537
Acuff Jared	770-0364
Affordable Cabinets	769-2150
Affordable Rentals	769-3694
Aguero Dominga G.....	769-2859
Alejandro Serrata.....	770-0442
Allen Travel Service	769-2304
Allison Jeanne	770-0041
Allstream Environmental Services.....	341-1777
Almendarez Mary Ann.....	770-0696
Alpha Machine & Repair LP	769-9333
Alpha Media LLC.....	277-1057
Alpha Omega Cabinets	769-2873
Alvarado Jr Cipriano	770-0146
American Legion Post.....	770-0201
Americana Tattoo and Art.....	770-0465
Americas Best Value Inn	770-0044
Andale Construction.....	770-0367
Andale Construction.....	770-0368
Andrus James R.....	769-3807
Angelman John N	770-0173
Argent Pleasanton Operations	770-0167
Arnold Tim.....	770-0103
Atascosa Air	767-3060
Atascosa County	769-1013
Atascosa County Adult Probation.....	769-3724
Atascosa County Animal Control.....	769-2341
Atascosa County Attorney	769-3573
Atascosa County Auditor.....	769-3620
Atascosa County Child Protection Crt	769-2427
Atascosa County Clerk.....	769-2115
Atascosa County Court at Law	769-4232
Atascosa County District Clerk	769-3011
Atascosa County Election Administrator.....	769-1472
Atascosa County Emergency Mgmt.....	769-9348

Atascosa County EMS	769-2702
Atascosa County Indigent Health Care.....	769-4174
Atascosa County Judge	769-2349
Atascosa County Justice Center	580-2098
Atascosa County Juvenile Detention	769-3900
Atascosa County Juvenile Probation.....	769-3222
Atascosa County Pct #3 Justice Peace ..	769-2074
Atascosa County Sanitation	769-2787
Atascosa County Tax Office.....	769-3142
Atascosa County Veteran's Services.....	769-3251
Atascosa Wildlife Supply.....	769-9711
Atencio Evelio	770-0560
Attoyac Energy Services	770-0784
Ault Sandra	769-2325
Ayars Janie	767-2172
B & T Sales.....	769-1429
Badillo Freddy C.....	769-3689

B

Bainbridge Aerospace LLC.....	769-3150
Balasz Angelina L.....	770-0000
Balasz Frank & Angelin	769-3945
Barrco Oilfield Services LLC	480-5237
Baugh Robert.....	770-0056
Beavers Gary	769-2463
Beavers Shawn.....	770-0953
Bedwell Donald.....	770-0301
Begines Dexter	769-2620
Benavides Gloria.....	769-2730
Benton City Water Supply Corp	769-3624
Berrios Veronica.....	770-0213
Best Bail Bonds.....	769-9999
BHS Physician Network	770-0383
BHS Physician Network	770-0384
Blalock Sierra	770-0428
Bluebonnet Oncology.....	770-0890
Bosquez Gloria.....	770-0429
Bosquez Mary Ann.....	770-0174
Boyd Corey.....	770-0578
Brady Daniel	769-3234





Braun Intertec	769-2369	Coberly Sandra	770-0819
Bridges Faye	769-1333	Collier Fred L.....	770-0408
Brill Paul	770-0673	Community Council Of So Cent TX.....	767-2019
Brioner Jeannette	770-0157	Connections Individual & Family.....	770-0866
Briseno Juanita.....	769-2017	Contreras Gloria	770-0977
Briskey Ed.....	769-3262	Cooper James E.....	769-3205
Brooks Pauline.....	769-2177	Cope Benny.....	769-3604
Brush Country Supply	569-3704	County Commissioner.....	769-3922
Burket F J & Glynda	769-3656	Cowboy Fellowship	769-3733
Burris Hanley G.....	769-3005	Craig Valerie.....	769-3128
Bush April	770-0567	Crawford Jeff.....	770-0159

C

C & K Services LLC	769-2700
Calderon Marisol.....	770-0207
Calvary Baptist Church	769-4222
Camber G Gerald V.....	769-3667
Campbell Christina.....	769-9977
Campos Gladys Y	770-0419
Cancun Mexican Restaurant.....	769-2824
Canion B B & M.....	769-3621
Carrasco Eddie.....	769-3522
Carrillo Ninfa.....	769-3187
Casas Jonathan	770-0309
CGH Insurance	769-4000
Champagne Heidy.....	770-0186
Champion Clarence.....	770-0331
Chandler Irvin	769-1341
Chaparral Veterinary Center.....	769-2046
Chaparral Veterinary Center.....	769-2592
Chaparral Veterinary Center.....	769-3736
Chaparral Veterinary Center.....	769-3737
Chaparral Veterinary Center.....	769-3810
Chaparral Veterinary Center.....	769-3878
Chaparral Veterinary Center.....	769-4009
Chapman J.....	769-3828
Chemflex LTD.....	769-2993
Chevron Food Mart	770-0539
Chilly Ice	769-2020
Chisholm Debbie.....	770-0068
Cisnero Louis	769-3487
City Of Jourdanton	770-0010
City Of Jourdanton Library.....	769-3087
Classic Touch Salon & Dayspa	769-4171
Claus George.....	770-0322
Clinical Pathology Laboratory Inc	770-0154
Coastal Plains Trucking.....	770-8024

D

D & C Bookkeeping	769-2089
Dadig Paul.....	769-3601
Dairy Queen	769-2021
Damarillo Joe III.....	769-3403
Daniel And Hudson PLLC.....	769-3567
Darling Kim	770-0033
Davis Joshua L.....	770-0286
Deese Johnnie	769-2908
Detmer Betty.....	770-0349
Diaz A.....	769-3161
Diaz Destini.....	770-0984
Dojahn Dennis.....	769-3342
Donut Palace.....	769-1030
Dornak Auto Diesel	769-3463
Dornak Auto Parts.....	769-3553
Dornak Bill & Peggy	769-2903
Dornak Garnett	769-3643
Dornak James.....	769-3629
Dornak M	769-3266
Dornak Patrick	770-0042
Douglas Peter	770-0912
Dow Cathy.....	769-2988
Drisch Gene	769-2452
Dunlevy Bruce & Patricia	769-2747
Dunlevy K.....	767-2974
Duren Jack.....	770-0203
DXP Enterprises Inc	770-0940



JOURDANTON - Area Code 830

36

E

E & E Income Tax Service	769-1497
Education Matters.....	770-0999
Edward D Jones & Co LP	769-2172
El Paso Bail Bonds	769-1200
Elite Portable Buildings.....	770-0138
Elizondo Dominique	770-0676
Escalante Emilio	769-2004
Estala Cristina.....	770-0149
Everett Kenneth & Sharon.....	769-2469
Everett Tommy	769-3084
Eye Care for Texans	569-3334

F

Farley Magan	770-0975
Farmer Brian.....	769-2734
Feathers Erynn.....	770-0206
Fernandez Shelly	770-0088
Fischer J	769-2106
Fit Boot Camp and Group Fitness	769-1166
Flores Javier	769-1235
Flores Rachel	770-0001
Floyd Owen H.....	770-0910
Forrest Ruby	769-2137
Foster Kara	770-0427
Franklin Rodney.....	769-4012
Franklin & Franklin	769-2485
Franklin & Franklin	769-3511
Franklin & Franklin	769-3512
Freedom Bail Bonds.....	769-2000
Freedom Oil Services LLC.....	769-2555
Fresenius Medical Center	769-4125

G

Gaenzel Maria	769-3484
Galindo Cynthia.....	769-2402
Gallardo Olma	770-0109
Gallegos Benjamin.....	770-0535
Gallegos Charley.....	770-0441
Gallegos Robert	770-0211
Garcia Evelyn	770-0700
Garwood Gae	769-2790
Garza John.....	770-0273
Garza Kaitlynn.....	770-0533
Garza Olga	770-0620
Garza Rachel.....	770-0268

Gauna Betty	770-0152
Gawlik Mark.....	769-2822
Georg David	769-1060
Geyer Edmond J.....	770-0685
Gil's Boots Inc	770-0888
Gomez Irma	770-0362
Gonzales Benita	770-0372
Gonzales Dominique	770-0590
Gonzales Mike M	769-4399
Gonzales Victor S	770-0816
Gonzalez Marcos.....	770-0690
Goslin Joseph	769-2276
Gracia Bennie	769-3467
Green Kory	770-0271
Griego Larry	770-0734
Grijalva Dylan.....	770-1513
GSS Transport LLC	769-2796
Guajardo Eleni.....	770-0232
Guerrero Tina	770-0280
Guevara Maria G	770-0377
Gulf Coast Operators.....	769-2720
Gutierrez Carlos	770-0018
Gutierrez Consuelo.....	769-2503
Guzman Johnny	769-3236
Guzman Ray.....	769-1308

H

Hahl Brenda	770-0714
Hairston T L.....	770-0972
Hairston III T L.....	769-3244
Hancock Nikki.....	770-0697
Handy Michael	770-0027
Harlan Meghan	770-0795
Harper John & Pat.....	769-4392
Harris Lisa.....	770-0852
Harrison Jack.....	769-2745
Heat Waves Hot Oil Service LLC.....	580-1518
Helena Chemical Co.....	769-2635
Hennis Richard G	769-3768
Hernandez Juan.....	769-2311
Hernandez Ronnie	770-0704
Hernandez Tereso	769-3677
Herrera J T	769-3462
Herrera Martin	769-3188
Hilburn Roger.....	769-4164
Hillman Daniel.....	770-0357
Hindes Colby & Tracy	769-4088



Hindes James277-1170
 Hindes Kelli770-0240
 Hinojoza Patricia770-0448
 Hodges Terrell770-0119
 Hodgson Bruce770-0585
 Holiday Inn Express769-2691
 Hollingsworth Casey770-0257
 Hughes Sydney770-0346
 Hunter Demolition769-3650

I

I Ware By Saec769-2480
 Iglecias Briana770-0190
 Ingraham Suzanne770-0121
 Isaac Magaly770-0962

J

J & J Steel769-0769
 J & M Premier Services Inc769-9000
 Jackson John E.767-2059
 Jalisco Mexican Restaurant769-9226
 Jasik John769-3470
 Jay Fred D.769-3754
 Jenkins Jake770-0976
 Jensen Aaron767-2079
 Jimenez Gabriela769-2759
 Jimenez Roland770-0025
 Jiminez Rachel769-4074
 Jimmy's Chevron769-3338
 JMAC Resources Inc770-0120
 Joe's Place770-0777
 Johnson Diana770-0730
 Johnston Cody770-0885
 Jones Jonathan & Susan770-0077
 Jordan Clark769-1192
 Jourdanton Chamber Of Commerce769-2866
 Jourdanton Finance Co769-2001
 Jourdanton Housing Authority769-2502
 Jourdanton Ice House Inc769-4377
 Jourdanton ISD769-5400
 Jourdanton Pharmacy770-0770
 Jourdanton Square Apartments769-2222
 Jourdanton UMC769-2608
 Jourdanton's Own Mini Storage769-3999
 Js Window Tint767-2020
 Julie's Care Home767-3082
 Jung Sarah770-0382

Jupe Eugene & Shirley769-4314
 Jupe Rick & Terri769-2803

K

Kaiser Billy Wayne769-3625
 Kaiser David769-3414
 Kaiser Shellie769-2997
 Kane Sherry770-0210
 Kelley Odell770-0326
 Kessler Dan769-2323
 Kinsey Bryan770-0644
 Kraft Karen769-2343

L

La Quinta Inn & Suites769-3050
 Lansford Jeri-Lynn769-3364
 Lanther Beulah C769-4153
 Laser Wash Of Jourdanton769-2362
 Lauren's Deli770-0608
 Lawson Ronald769-3657
 Leal Nicole770-0525
 Lem Rhonda767-4477
 Leon Santiago769-2500
 Leonard Bernard770-0423
 Lewis Victor C769-3020
 Long Norman277-1686
 Long's Supply Company II769-9520
 Lopez Susana769-3184
 Loring Jessica770-0302
 Lovett Car Wash LLC341-1778
 Lowe's Market-Store #126769-2939
 Loza Richard769-3545
 Lozano Brooklyn770-0407
 Lozano Paul770-0198
 Lugo Delia769-4047
 Lugo Game Fences769-9800
 Luna Christopher769-2871
 Lyssy Clifford770-0815

M

Majesky Lazara767-2220
 Mangum Mary769-2122
 Mann Charles769-3469
 Mann John770-0135
 Manning Safety Services769-3652
 Marley Wanda769-2092



Marshall Roy & June277-1136
 Martin Abstract767-3031
 Martin Mildred770-0480
 Martin Rosemarie P769-2637
 Martinez Emilia767-2028
 Martinez Nicholas770-0350
 Martinez Rosalinda770-0518
 Martinez Tony770-0466
 Marvic Bernard769-4065
 Mary's Flowers & Gifts769-3585
 Matheson Gas769-9353
 Matocha Dan769-2614
 Matocha Frances770-0139
 Maverick Field Services LLC767-2000
 Max's Services770-0707
 Mcbee's Bar-B-Que769-2634
 McCarn Jacklin769-3054
 McNeill Casandra769-4202
 Medina Carolyn770-0285
 Melancon Maria E770-0951
 Mendez Amber770-0779
 Mendez Cynthia770-0282
 Mendoza Albert770-0721
 Mendoza Rosie770-0219
 Mesa Safety Services769-1484
 Mesa Southern CWS Acquisition LP767-2132
 Methodist Air Care770-0312
 Meyer Peggy770-0710
 Meyer Trey770-0160
 Mi Mexico Restaurant770-0143
 Michael McFarland MD770-0002
 Molina Jenny770-0094
 Moody Robert769-2309
 Moon Randy & Celest770-0051
 Morado Diana770-0725
 Morales Evelyn770-0998
 Morales James769-3347
 Moring Edward769-2055
 Morris Holly770-0105
 Morrissette Fred770-0304
 Moya Frances769-3503
 Muckleroy James770-0220
 Mueller Betty769-2410
 Mueller Johnnie L769-2479
 Mueller Leslie769-3057
 Munoz Apolonia769-4192
 Munoz Nina770-0495
 My Falsies770-0376

Myers Buddy & Patricia769-2117

N

Nate Maria769-2501
 Netardus Blaise769-3269
 Norwood Michael R769-2541

O

Ochoa Adam Lee770-0272
 Olivarri Paul & Hortencia769-2798
 Ophthalmology Associates Of S A769-4200
 Ormand Martha Jane769-3047
 Orr Cody770-0323
 Orr Robert L769-9033
 Ortiz Cynthia770-0834
 Ortiz Jesse767-2067

P

Park Henry770-0238
 Patel Bimal769-2109
 Pawelek John E769-3864
 Paxson Carl769-2948
 Peeler Alonzo Jr769-3126
 Peterson J769-4339
 Petrotex770-0806
 Petrotex770-0807
 Piazza Elixes770-0796
 Pichardo Alicia769-4124
 Pico Convenience Store No769-3359
 Piedra Linda769-4175
 Pino Patrick769-2801
 PMI Pipes769-1234
 Polansky Georgia769-3466
 Polasek Jimmy L769-3291
 Polasek Kathleen769-2569
 Powell Jack770-0336
 Production Fire & Safety770-0249
 Pullin A769-2676
 Puzon Jennifer770-0098

R

Rakowitz Otto769-3755
 Raley Chuck770-0290
 Ramirez Jose770-0253
 Ramos Andres770-0680



Ramos Erik.....	770-0144	Sierra Safety Services	769-2600
Rankin Gerald	769-2816	Sillivent Law Firm	769-3555
Ray's Tire Service	769-2015	Simmons Mike	769-2078
Regalado Timothy	770-0772	Sisk Shannon.....	769-4152
Reichert Lester	769-3800	Smith Desiree	770-0317
Reid E K	769-2601	Smith Frank	770-0305
Restaurante Chile Bandera	769-2105	Smith Thomas.....	769-1418
Reyes Dora D	769-4151	South Central Air Cond Inc.....	767-2400
Reyes K.....	769-4238	South Texas Ready Mix	769-2629
Reyes Lisa J.....	769-2705	Southern Oil Field Services.....	769-2636
Riley Deborah	770-0949	State Of Texas-HHSC.....	769-2003
Robertson Oilfield	769-3108	Steel Magnolias	769-1400
Rock House Cafe.....	767-2116	Steffek Paul	769-2722
Rodeguez Ana G.....	769-4201	Steinle Alfred A	767-2219
Rodriguez Jayson	770-0455	Steinle Insurance Agency	769-3524
Rodriguez Ray.....	770-0116	Steinle Joyce	769-2744
Rodriguez Jr Simon	770-0307	Steinle Kevin.....	769-9007
Rogers Candy & Clint	769-2677	Stephens Colby.....	769-4008
Romo Patty L.....	769-4083	Stephenson Alyssa.....	770-0744
Royce Groff Oil Company	769-3351	Sterling Crane LLC	769-2703
Rutherford Je.....	769-2669	Stevens Gene.....	769-2326
Rutherford Jim.....	769-4187	Stewart Curtis.....	769-9110
Rutkowski Robert	769-2382	Stewart Frank	770-0037

S

S & S Truck Repair	770-0320
Saenz Aaron.....	770-0432
Salamanca Desirae	770-0261
Salazar Tommy	770-0688
Salinas Richard.....	767-2005
Sanchez Denae.....	770-0169
Satterfield Dana.....	770-0433
Saucedo Roberto	770-0293
Schmidt Courtney	770-0058
Schmidt Land Services	769-2746
Schmidt Land Services	769-2999
Schorsch Kendall	770-0205
Schuchart Pat	769-3395
Schuchman William	277-2149
Schulte John.....	277-2121
Senkbeil Lorna.....	769-1185
Serrata Gregorio Sr	769-4204
Shearrer Randy.....	769-2879
Shelton James	770-0291
Shelton CPA Richard C.....	769-3016
Shining Stars	769-3763
Shores Lifts Solutions.....	769-2019

T

Tausch Thomas	770-0354
Tenberg Rayn.....	770-0545
Tender Care Day Care Center.....	769-2340
Texas Dance Culture & Studio.....	770-0095
Texas Dept Of Public Serv.....	769-9344
Texas Farm Bureau Mutual Ins Co	770-0436
Texas Sand Services	770-0195
The Bullet Hole.....	769-3200
The Crafting Duo.....	770-0360
The Feed Pen	769-3644
The Gym.....	770-0599
Third Coast Distributing	770-0504
Third Coast Distributing	770-0505
Third Coast Distributing	770-0507





JOURDANTON - Area Code 830

Third Coast Distributing770-0508
 Third Coast Distributing770-1999
 Tijerina Norma769-3818
 Torres Fortino.....770-0184
 Trevino Jr Richard.....769-2564
 Tri Cities RV Community.....769-1040
 Trout Trucking769-2729
 Truck & Tire Shop.....770-0445
 Turner Craig769-2942
 Twilight Services Inc.....769-2888
 Twin Aviation Inc.....769-9174
 TX Dept Of Public Safety.....769-9345
 Tymrak Lawrence769-2753
 Tymrak Mary.....769-2823

Weiss Frances.....770-0818
 West Creed770-0338
 West Hwy 97 RV Park LLC.....769-2315
 Westbrook Barbara & Clyde.....769-4333
 White J R Jr769-1276
 Williams Robert A.....769-2298
 Willmon Brett.....770-0397
 Woomer Carl767-3103

U

Ulbrich Bryce769-2097
 Underwood Yvonne769-9187
 Universal Land Clearing.....769-9100

Y

Yanas Lucia & David767-2507
 Yazoo RGV769-3769
 Ybarra Erlinda770-1081

V

Valadez Guadalupe R770-0050
 Valadez L Luz C.....770-0524
 Valdez Donna770-0414
 Valdez Gerald.....770-0310
 Valdez Maria769-3319
 Valdez Shelley.....770-0821
 Vasquez Justin.....770-0556
 Velasquez Jose769-3013
 Velasquez Mallory.....770-0420
 Venture Energy Services Inc.....770-0193
 Villalobos Lilliana770-0659
 Villalobos Patricia770-0306
 Villarreal Cristina L.....770-0342
 Villarreal Monica.....770-0898
 Virtex Petroleum Co Inc769-3289
 Vrana Chad769-2762
 Vrana Feed & Seed769-3685
 Vrana Willie & Judy.....769-2505
 Vyvlecka Greg769-9111
 Vyvlecka Karen770-0416
 Vyvlecka Maryann.....769-3609

Z

Zavala Jesse770-0933
 Zavala Lupe.....769-2878
 Zelaya Marilu Lugo770-0375
 Zepeda Mary.....769-2364
 Zuhlke V769-2514
 Zuniga Paula.....770-0217

W

Wade Scotty.....770-0361
 Watson Leah770-0218



LASARA

Alphabetical Listings

Area Code 956

A

A & E Quick Stop.....642-3373
 Aguilar Marina G.....642-3593
 Alvarado Armandina.....642-3813

B

Bell Blanca E.....642-3387
 Benitez Olga.....642-3246

C

Cantu A J.....642-3733
 Cantu Gilberto.....642-3391
 Cantu Juan C.....642-3386
 Cantu Leo.....642-3298
 Cantu Sr Martin.....642-3638
 Cantu Jr Pedro.....642-3290
 Cantu Rudy.....642-3557
 Cantu's Day Care.....642-3763
 Cardenas Jr Mario A.....642-3015
 Chapa Adelaida.....642-3215
 Chapa Guadalupe M.....642-3356
 Chapa Raul R (Bobby).....642-3413
 Chavez Adan.....642-3580
 Chavez N R.....642-3690
 Chavez Nelda V.....642-3267
 Chavez Noel & Terry.....642-3318
 Chuey's Mechanic Shop.....642-3822
 Clinton Jr Christopher.....642-3220
 Conde Annette.....642-3509
 Conteras George.....642-3429
 Contreras Roberta.....642-3529
 Coronado Elias O.....642-3660
 Cortes Gregoria.....642-3460
 Covarrubias Hernandez Lorena.....642-3477
 Covarrubias Margarito.....642-3586
 Cruz Juan.....642-3762

D

Damian Hector.....642-3523
 Delgado John Edward.....642-3255
 Dominguez Herlinda & Adrianna.....642-3570
 Dominguez Rosita.....642-3314
 Durbin Dylan.....642-3248

E

Esparza Maria E.....642-3389
 Evans Roy J.....642-1589

F

Flores Carlos.....642-3375
 Flores Clara.....642-3632
 Flores Jesus.....642-3240
 Fuentes Diana.....642-3294

G

Garcia Brenda G.....642-3111
 Garza Bud.....642-3596
 Garza Irma.....642-3396
 Garza Juanita.....642-3511
 Garza Marcelo & Jesenia.....642-3433
 Garza Miguel & Aurora.....642-3653
 Garza Jr Reynaldo.....642-3664
 Gilbert Kathleen & Herbert.....642-3424
 Gomez Naomi.....642-3377
 Gomez III Gilbert.....642-3268
 Gonzales Claire.....642-3299
 Gonzales Esperansa.....642-3360
 Gonzalez Richard & Mary.....642-3615
 Guajardo Ronald.....642-3210
 Guerra Manuel Carlos.....642-3652
 Guerrero Martha.....642-3400
 Gutierrez Martin.....642-3284
 Gutierrez Mireida.....642-3348
 Guzman Consuelo.....642-3666

**H**

Hernandez Guadalupe.....642-1820
 Hernandez Petra642-3310
 Hernandez Sonia V.....642-3365
 Hernandez Victoria.....642-3242
 Herrera Thelma642-3547

K

Kelm Wayne & Herlinda642-4758
 Kiefer Connie642-3206
 Kiefer Dana S642-3341
 Kiefer Matthew L642-3262
 Kiefer Paul D642-3422
 King Ranch Inc.....642-3482

L

Lasara ISD.....642-5466
 Leyva Juan M.....642-3737
 Lopez Jaime & Danette.....642-3379
 Lopez Jose.....642-3602

M

Marceleno Esmeralda642-3399
 Marceleno Esmeralda642-3420
 Martinez Lorie Ann.....642-4277
 Medina Elvira642-3358
 Mendoza Manuela.....642-3281
 Munoz Olivorio642-3438

N

Nieto Maria Luisa.....642-3273
 Nunez Bolivar X.....642-3319

O

Ochoa Miguel.....642-3538
 Olivarez Clarissa642-3533
 Olivarez Octavio642-3344
 Orozco Pedro642-3643

P

Perez Elias T642-3768

Q

Quintero Vanessa642-4003

R

Ramirez Ramon642-3036
 Ramirez Reynaldo642-3223
 Reyes Tomas Rene642-3229
 Riata Cattle Co642-3686
 Rio Beef Feedyard.....642-3617
 Rodriguez Eliseo642-3571
 Rodriguez Marcella.....642-3282
 Rodriguez Terri.....642-3264
 Rowland II B S.....642-3201
 Rowland Dusters.....642-3322

S

S & S Produce Company642-3239
 Saenz Salome642-3212
 Salazar Israel642-3234
 Salazar Marcela R.....642-3393
 Salinas Margot.....642-3440
 Sanchez Sr Ramiro642-3761
 Silva Felix T642-3548
 Silva Jr Joe T642-3555
 Solorio Diana.....642-3430
 Sosa Frances642-3432
 Studebaker Annie.....642-3244
 Studebaker Mary Jane.....642-3230

T

Tamez Lionel642-3238
 Tamez Michael642-3237
 Trevino Mario642-3515
 Trevino Melinda.....642-3222
 Trevino Pilar Del Toro642-3331
 Troppy Albert & Linda.....642-3544
 Troppy Jr Henry R642-3330
 Troppy Herman J.....642-3252

U

United Health Group/Juan Camarillo.....642-3112
 US Postal Service.....642-3622





LYFORD

Alphabetical Listings

Area Code 956

A

Aguilaga Gloria R347-5887
 Aguilar Patrick349-2072
 Ahumada Dora349-2382
 Alaniz Jose A347-3242
 Apostolic Assembly.....347-5114

B

Barrientos Eva349-2183
 Barrientos Manuela349-2088
 Bethel Lutheran Church.....347-3201

C

Cadena Aurelio.....349-2356
 Cano Mario347-5458
 Cantu Cynthia743-5300
 Cantu Maria A347-5708
 Cardoza Jr Leonardo.....349-1155
 Castillo Yesica L.....349-2403
 Cavazos Juanita.....347-3807
 Cedillo Rodrigo349-2474
 Cepeda Dara349-2853
 Champine Maria349-2028
 Chavez Alma349-2074
 Chavez Andrew349-2195
 City Of Lyford City Hall357-3512
 City of Lyford Fire Dept347-3571
 City of Lyford Police Dept.....347-3250
 Coronado Beatriz347-3059
 County Line RV Park347-3762
 Cruz Enoc.....347-5126
 Cruz Rickie.....349-2138

D

Daugherty Esquivel Francisco349-2155
 Davila Esmeralda.....349-2108

E

Ellington Jimmy R.....347-3840
 Enuar Galvan.....349-2453

F

Figueroa Esperanza347-5326
 Figueroa Juan.....349-2166
 First United Methodist Church347-3023
 Flores Terry349-2122

G

Gamez Cynthia.....349-2623
 Garcia Adelaida.....347-3074
 Garcia Gloria347-4006
 Garcia Jr Jesus349-3035
 Garcia Jr Jose.....347-5021
 Garcia Rudy349-2076
 Garcia Sara349-2129
 Garza III Albert349-2002
 Garza Higinio L.....347-3259
 Garza Sr Pablo347-3707
 Gonzales Durel.....349-2154
 Gonzales Guadalupe349-2065
 Gonzales Joanna349-2007
 Guerra Gloria.....349-2016
 Guerrero Monica349-2140
 Guerrero Ronaldo.....349-2169

H

Hasson Justin349-2182
 Hasson Kay349-2105
 Hernandez Frank349-2043
 Herrera Maria Luisa349-2305
 Herrera Rocio.....349-2770
 His & Hers Beauty Salon.....347-5311



LYFORD - Area Code 956

45

I

Infante Elida.....347-3284
 Infante Sigifredo347-5148
 Interface Security System349-2071

J

Jaramillo Patricia.....743-5465
 Johnson Irene347-3227

K

Krnavek Frances.....347-3478

L

Lopez Ninfa.....349-2323
 Lyford Head Start.....349-2186
 Lyford SDA Church.....349-2005

M

Machado Felipe349-2227
 Marquez Ricardo.....349-2187
 Martinez San Juana C.....347-2322
 Mena Jaime349-2077
 Mendez IV Eulalio349-2013
 Murad Fernando349-2067
 Murad Roel349-2100

N

Naranjo Luis.....349-2910
 Nyquist Billie.....347-3220

O

Olivarez Homer349-2207
 Orozco Rosa.....349-2027
 Ovalle Rosa349-2273

P

Patlan Deyanira349-2081
 Perez Maria.....347-3555
 Posada Maria Criselda.....349-2292
 Prince Of Peace Office347-3580
 Puente Maria349-2202

R

Ramirez Crystal349-2467
 Ramirez Gloria349-2209
 Ramirez Rico.....349-2041
 Reyna Maria.....349-2333
 Rivera Jaeth.....349-2038
 Rivera Juan J.....349-2991
 Rivera Rosamarie349-2059
 Rocha Jr Juan.....349-2061
 Rodriguez Elizabeth349-2624
 Rodriguez Eric349-2032
 Rodriguez Genoveva A.....349-3650
 Rodriguez Maria C349-3865
 Rodriguez Merced.....347-2579
 Rojas Johnny Lee349-2279
 Rojas Juan349-3038
 Romo Myra C349-2113
 Rutiaga Rudy347-3742

S

Saldana Maria.....349-3411
 Salinas Juan A347-5026
 Santillan Jose R.....349-2070
 Saucedo Manuel349-0017
 Sebastian Municipal Utility347-5105
 Shortt Joseph349-2073
 Sosa M Mary N349-3337
 Storage Place-Lyford349-3030

T

Tamez Marcus349-2127
 Taqueria El Angel349-2110
 Tijerina Monica349-2009
 Torres Guillermo349-2104
 Trevino Isabel Garcia347-3169
 Trevino Robert.....349-2562
 Tuli's Quik Mart.....347-5333

V

Valledares Ana349-2602
 Vargas Cristian.....349-2297
 Variety Flower & Gift Shop.....347-3177
 Vasquez Eliseo.....349-3101
 Vasquez Karina349-2080



MCCOOK

Alphabetical Listings

Area Code 956

A

Aegis Chemical Solutions842-3301

B

Bennack Flying Service Inc.....842-3630
 Bentsen Lloyd M842-3624
 Best Lorin E.....842-3723

E

Elkins Grain LLC842-3355
 Extreme Well Testing LLC.....842-3501

F

Farias Maria G.....842-3410
 Fike Kimberly.....842-3419

G

Garza America.....842-3580

H

Hi Star Grain Corp842-3646
 Hilcorp Energy Company.....842-3765
 Hippo Tank USA.....842-3677
 Hipsher Roger842-3683

I

Immaculate Conception842-3663

K

Keller Ida Mae842-3612
 Keller Paul.....842-3790
 Keller Vincent.....842-3337
 Kotara Hedwig J842-3343
 Kotzur Albert M842-3616
 Kotzur Farms842-3324
 Kotzur Frances S.....842-3613
 Kotzur Frank J.....842-3614

Kotzur Richard842-3697
 Kotzur Robert.....842-3621

L

L&B Oil & Gas Equipment LLC.....842-3755
 Lawrence Jr Frankie A842-3358
 Lawrence Jr Frankie A842-3383
 Looney Cullen842-3400
 Lysy Francis842-3397

M

Machac Angela842-3322
 Machac Jr Frank.....842-3717
 McCook Tradin' Post842-3597
 Mission Crane Service LLC842-3777

O

Obst David.....842-3602
 Outlander's Cafe842-3655
 Pawelek Caroline842-3323

P

Pilarczyk Eugene R842-3302
 Pilarczyk Eugene R842-3675
 Prukop Emil J.....842-3631
 Prukop Ted842-3633

R

Respondek Theodore842-3348
 Reyes Marisol842-3798
 Rodriguez Luis J842-3572

S

Sabana Verde LLC842-3341
 Sekula Maria.....842-3338
 Skloss Anthony W842-3635
 Skloss August842-3638





MILLETT

Alphabetical Listings

Area Code 830

A

7 K Farm378-5538
 Anderson D C378-5511
 ATC Tower Corp378-5264

B

Baker III James A378-5711
 Barile Roger C378-5578
 Bassler Energy Services378-5133
 Bauerle Leon & Cyndi378-5709
 Benavides Cindy R378-5833
 Benavides Clara378-5202
 Brown Jr Paul P378-5229
 Brown Timothy D378-5467

C

Calvert Jonathan C378-5368
 Calvert Richard W378-5327
 Carrizo Oil & Gas378-5212
 Carrizo Oil & Gas378-5335
 Carroll Andy378-5510
 Carroll Mike378-5510
 Casto S Stanley D378-5370
 Castor Velda C378-4733
 Cervantez Trucking & Service378-5598
 Champion Technologies Inc378-5670
 Chiodo Farms378-5520
 Christian Faith Center378-5035
 City of Dilley Park963-0062
 Clark Carolyn J378-0111
 Clark Patrick378-5123
 Collenback Loyce378-5919
 Cops Freddie C378-5533
 Cox Jr Jerry378-5759

D

Davis Brandon378-5206
 Dilley Disposal Co Inc378-5749

Dilley Ranch LLC378-5546
 Dunn K B Dozer Service378-5452
 Dunn Kevin & Marilyn378-5452

E

Energy Fishing & Rental Services378-0215
 Esqueda Family Farm378-5885
 Ewald Dwayne378-5463
 Exco Resources Inc378-1855

F

F Garcia Hauling LLC378-1208
 Fenner James D378-5372
 Freeman George W378-5761

G

Gallardo Rafael378-5621
 Genco Energy Services378-2675
 Gerke Paul378-5341
 Gerke William378-5458
 Gonzales Juan R378-5825
 Gonzalez Mario T378-5705
 Good R B378-5510
 Grossie Jr Bruce V378-5515
 Grossie Jr V Bruce378-5414
 Guajardo Florinda378-5313
 Gutierrez Anthony L963-0100

H

Harlan John L378-5787
 Harlan Keira378-0538
 Harris Arline378-5465
 Harrison Alexandria378-5308
 Hausser Albert378-5588
 Hausser Robert378-5697
 Hausser Jr Robert378-5317
 Hausser Will S378-5474
 Hebbon Jr Jack C378-0019





MILLETT - Area Code 830

Hernandez Walter & Yolanda.....378-5258
 Hiner Billy378-5504
 Hines Karen378-5235
 Horlen Buster & Katie378-5446
 Hughes Frances378-5462
 Hugo Ranch378-5545
 Hunter William S378-5541
 Hurt Jim378-5363
 Hurt Richard.....378-5440
 Hurt Robbie378-5459

J

J B Oil & Gas Well.....378-5586
 Jones Mary378-5642

K

Kahlig Sarah378-0209
 Kahlig Tina H.....378-5493
 King Construction Co378-5480
 Kinsel Dan.....378-5856
 Kirk Terry B378-5969
 Kloth John Albert378-5707
 Kortis Joe S.....378-5349

L

L&H Packing Company.....378-5539
 Lansford Ira.....378-5840
 LC & HR Wright Ranch LTD.....378-5875
 Leona Ranches378-5454
 Luna Brenda.....378-0060

M

M G Water Well Services378-5355
 M W Rentals & Services Inc378-5241
 Martin Marietta Materials378-5818
 Martinez Jr Domingo378-5242
 Martinez Samuel.....378-5922
 Mathews Joe378-5911
 Maxum Petroleum.....378-5245
 Maxum Petroleum.....378-5246
 McCelvey James L378-5988
 McCelvey M S378-5771
 McCelvey Minerva378-5710
 McMillian Joe C378-5447
 Meiners Partners LTD.....378-5357

Mesa Natural Gas Solutions.....378-5211
 MG Services.....378-5572
 MKS Services LLC.....378-5933

N

Namahoe Adams Juanita I.....378-5836
 NGL Water Solutions-T02 Dilley378-5105

O

Obregon Saul378-5558
 Olivarez Homer P378-5650

P

Paradigm Midstream Services St LLC....378-5900
 Parker Blue378-1423
 Parker Leslie L378-5451
 Paschal Welding.....378-5662
 Peach Blane R.....378-5339
 Pena Wanda963-0762
 Perez Rick.....378-5492
 Pichardo Abram378-6340
 Pitman III B F.....378-5200
 Priest Andrew J.....378-5795
 Pro Field Services Inc378-5291

Q

Qwik Pipe.....378-0015
 Qwik Pipe.....378-5201

R

Ramirez Mario A.....378-5464
 Ramirez Jr Santos.....378-5455
 RCLJ Construction Inc.....378-5939
 Regalo Ranch.....378-5965
 Renegade Services378-5977
 Robertson Brooklyn378-5679
 Rod & Tubing Services378-5088
 Rodriguez R H378-5304
 Ruiz Blanca378-5649
 Rumfield Jr W J.....378-5530

S

Sanders Jr Benny.....378-5982
 Schnautz Waldine378-5801
 Shackelford William378-5555
 Smyth Lance and Tres.....378-5452



MIRANDO CITY

Alphabetical Listings Area Code 361

A

777 Service Co.....	586-4755
7-B Cattle Co LTD.....	586-4795
Adams Wig & Connie	586-4283
Aguirre Joel	586-4347
American Tower Corp.....	586-4605
Avila Maria Noela.....	586-5655

B

Benavides Francisco.....	586-4141
Benavidez Jr Joel	586-4705
Bigelow David K.....	586-4423
Black Alan.....	586-4817
Black Jr Robert L.....	586-4941
Blaisdell Leticia	586-4113
Bowden Richard O.....	586-4456
Bowers Jr Edwin J.....	586-4552
Bustamante Juan.....	586-4156

C

Cabello Recovery Inc	586-4617
Cantu Amber	586-4122
Cardenas Silvia.....	586-4621
Caroll Christopher David	586-4929
Carothers Karla Denise	586-4640
Carr Bill.....	586-5067
Carranco Bess & Carlos	586-4492
Carrera Cesar.....	586-4111
Cerda Jose Juis	586-5008
Cerda MD Oscar J.....	586-4390
Chamberlain Jr Bland	586-4918
Compton Amparo G.....	586-4431
Cortinas Socorro G.....	586-4424

D

Davila Luis Ruben	586-4699
DBA Mirando Machine & Steel.....	586-4428
DBA Mirando Machine & Steel Fax.....	586-4614

De La Cruz Gregorio.....	586-4791
De La Cruz Maria B	586-4952
De La Cruz Pablo	586-4349
Despain Irvin.....	586-4287
Doria Juanita	586-4246
Dragonfly Aviation LLC.....	586-4831
Dragonfly Aviation LLC.....	586-4855
Dragonfly Aviation LLC.....	586-4879
Dragonfly Aviation LLC.....	586-4927
Dupnik Ranch	586-4197

E

Esquivel Evelina.....	586-4103
Esquivel Jr Jose.....	586-4449
Exelon Corporation	586-5654

F

Fulbright Robert.....	586-4904
-----------------------	----------

G

Garcia Miguel.....	586-5000
Garza Jr Jose M.....	586-4838
Garza Luis.....	586-4852
Garza Raquel	586-5020
Gonzalez Emerenciana	586-4600
Gonzalez Evelina.....	586-4620
Gonzalez Maria R.....	586-5075
Gonzalez Noe	586-4220
Gribble Clifford F.....	586-4468
Guerra Evelia	586-4167
Gutierrez Jr I B.....	586-4746
Gutierrez Jr Jose A	586-4489
Guzman Diego	586-4721

H

Hamon Tomy	586-4107
Hein Kelle.....	586-4225
Hernandez Joel.....	586-4180
Hernandez Sr Jose	586-4818



Hilcorp Energy586-4466
 Hilltop Ranch586-5067
 Hinds Janice L586-4356
 Holbein Carole Kay586-4750
 Holbein Hans.....586-4563
 Houston Pipeline.....586-4725
 Houston Pipeline Company LP586-4910

I

Inocencio Catalina586-4634

J

J Lopez Inc.....586-4372
 Jackson Noemi586-4338
 Javelina Wind Energy LLC.....586-4155
 Javelina Wind Energy LLC.....586-4800
 Johnson Matilde G.....586-5019
 Johnson Salvador586-4710
 Johnson Salvador586-4713

K

Kasper Disposal LLC586-4244
 Kinder Morgan Inc586-4944
 Koonce R L.....586-4555

L

Landeros Eleazar586-4130
 Laurel Jr Anselmo586-4382
 Lira Jr Javier.....586-4528
 Lira San Juana.....586-4928
 Long Carol A.....586-4142
 Lopez Adam586-4581
 Lopez Alexander586-4499
 Lopez Alfredo586-4784
 Lopez Anna586-4551
 Lopez Regino A586-4672
 Lundells Inc586-4283

M

Martinez Juan Carlos.....586-4865
 Martinez Mario586-4567
 Martinez Rogelio.....586-4169
 Mata Jose586-4323
 Mata Lorenzo & Patricia586-4337
 Martinez Jr Victor586-4890

Medrano Jr Tomas586-4417
 Meier Mary586-4779
 Mendieta Raquel.....586-4901
 Meza Francisco & Edna586-4894
 MGS Land And Cattle Company586-4453
 Mirando City Water Supply586-5092
 Mirando Operating Co.....586-4550
 Moglia Ralph A.....586-4214

N

Natural Gas Pipeline586-4585
 Noel Lawrence.....586-4549

O

Oilton Rural Water Supply Corp586-4576
 Ornelas Grocery586-4511
 Ornelas Socorro586-4568

P

Pena Alfredo586-4440
 Perez Alfredo586-4899
 Perez Jose M586-5079
 Perez Judy586-4203
 Pickens Well & Lease Service.....586-4781
 Ponderosa Regional Landfill586-4376
 Puig John.....586-4736

R

Ramon Jose R.....586-4749
 Ramos Abigail586-4165
 Ramos Raul.....586-4588
 Rancho Nuevo San Antonio.....586-4679
 Rodriguez Guadalupe.....586-4720
 Rodriguez Jose A586-4703
 Rodriguez Michael A586-4331
 Rodriguez Rene586-4729
 Russell Ruth B586-4205

S

Salas Miguel586-4987
 Salinas Jose R586-4782
 Sanchez Alberto586-4461
 Sanchez Ramona586-5056
 Sanchez Silvia E586-4100
 Santa Maria Ranch Co586-4407





ORANGE GROVE

Alphabetical Listings Area Code 361

A

A & H Connection Solutions Inc382-2120
 Alaniz Joseph.....382-2196
 Alaniz Jr Teofilo.....384-9161
 Armstrong Properties.....384-2888
 Arredondo Brittany.....382-2005

B

Barfield Gerald382-2104
 Barrera Telesforo384-2125
 Barry's Automotive384-9152
 Boscamp John382-2214
 Brammer Don.....382-2028
 Bridges Jean.....384-0920
 Brieden Ned490-4100
 Bulldog Pizza & More.....382-2000

C

Calloway James382-2129
 City of Orange Grove384-2322
 City of Orange Grove Vol Fire Dept384-2681
 City of Orange Grove Police Dept.....384-2844
 Cole David.....384-2620
 Cunningham Gary382-2037
 Cunningham Sean.....382-2358

D

Dan's Garage382-2039
 Diersing Robert J382-2006

E

Esparza Julian384-2623

F

Floor Store The.....384-9641
 Flores Reynaldo384-9616

Forneris Benny.....382-2202
 Froh Camille.....382-2154
 Fuhrken Trevor382-2133

G

Garcia Noe382-2002
 Garcia Pablo.....384-3185
 Garza Evangelina382-2339
 Graham Janet382-2459
 Growth & Profit Consultant Inc.....384-1040

H

Hatton Laura384-2291
 Heritage Homes.....382-2303
 Herschap DC382-2015
 Herschap Jeanette.....384-2255
 Herschap Tancy.....384-9490
 Hinze Nathan384-0776
 Hometown Healthcare LLC382-2024

J

Jim Wells County384-2747
 Jim Wells Co Comm Prct 3.....384-2486

K

Keys Cody W382-2147
 Klatt Bailey.....382-2392
 Klatt Hardware384-2219

L

Las Milpas.....384-9400
 Lopez Carloyn382-2004
 Lopez Rick & Mari.....382-2112

M

M & M Enterprise384-3000
 Mark's Exxon382-2336





ORANGE GROVE - Area Code 361

Morales Mark.....382-2014
 Moreno Guadalupe.....382-2080

N

Nelson Crissy382-2054

O

OG Kidzone.....382-2273
 Oil States Energy Services.....384-0041
 Orange Grove Insurance384-9240
 Orange Grove Mini Storage.....384-9019
 Orange Grove Mobile Home384-0033
 Orange Grove Post Office.....384-2301
 Orange Grove Senior Apartments.....384-2960
 Orange Grove Vet Clinic382-2990
 Ortiz Desirree382-2186
 Osborn Bryce382-2035

P

Parker Joseph.....382-2036
 Paws and Claws Spa382-2518
 Pena Rosa.....382-2240
 Phelps Ruth.....384-0159
 Porras Arlena382-2420
 Premier Auto Collision Center384-0091
 Preusser Rodney.....384-9306
 Priddy Cecil.....384-0694
 Primo Oilfield Services.....382-2160
 Prochazka Wanda & Dale384-2832

R

Rivera Frances384-9279
 Rivera Petina.....382-2111
 Roadhouse Johnny and June.....384-4003
 Rode Brian384-2780
 Rosa Erasmo384-9568

S

Salinas Rene384-0526
 Sanchez Alfredo384-0304
 Sanders Terry & Jeanette.....384-3238
 Sandoval Alonzo Jr.....384-9329
 Schmidt Robin384-0359
 Scott Minevera T.....384-2971
 Scott's Taxidermy384-2308
 Siegmund Otto J384-2351

Skytech Wireless LLC.....384-0609
 Slater Martha384-2749
 SM Hercshap Propane384-2355
 SSP Partners-Circle K 7134384-2722
 St John of the Cross.....384-2795
 Stage III Development.....384-9030
 Stream Energy Services LLC.....384-0040
 Sullivan Courtney.....382-2090

T

T & B Electric384-0046
 Taqueria Vallarta384-2644
 Taylor Michele.....382-2432
 T-Bones Meat Market.....382-6328
 TDK Machine Inc.....384-2900
 The Donut Palace.....384-0099
 Thompson Macy.....382-2011
 TNT Sports Designs382-2017
 Tornado Production Services384-2713
 Trees Jimmy384-0804
 Trevino Insurance Agency384-0521
 Tumlinson Billy.....382-2007

U

U-Haul Neighborhood Dealer384-2925
 United Vision384-9911

V

Valuebank Texas384-2500
 Vela Joseph.....384-2257
 Verdin Maria.....382-2062

W

West Mark.....384-2350
 Wiechring C.....384-2788
 Winters Greg382-2366
 Wolf's Guns382-2199
 Woodmen Of The World.....384-2130
 Woody's Whisky & Wine490-4025

Y

Ybanez Rocky.....384-0575

Z

Zaragoza Jose A.....382-0170





PORT MANSFIELD

Alphabetical Listings Area Code 956

A

Alvarez Dorothy.....944-2639
Armenta Manuel944-2129

B

Bassler Miller & Kathie944-2560
Bauer Carl & Connie944-2696
Bayview RV Park.....944-2313
Bowling Jr Joe.....944-2277
Brunner Ludovina944-2674
Buchen Capt Tricia.....944-2535
Bullock Mel.....944-2474
Busse Lara.....944-2111

C

Cantor Larry.....944-2899
Cariweb International LLC944-0060
Carpenter Lydia944-2851
Carrizales Cori944-2465
Chadwick James W944-2625
Chapman Hugh T944-2830
Cochran Toni L944-2574
Coleman Lela J944-2444
Connelly Douglas944-2290
Corkill Gloria944-2330
Cornelius Donna944-0101
Crawford Dennis & Barb944-2542

E

East Cut Wash & Boat Storage.....944-0015
El Toro Ranch.....944-2102
Ellis Dr Ken944-2104
Evans Roy Lee.....944-2633

F

Felske Don.....944-2101
Ferguson William F944-2329

Ficklen Jack.....944-2369
Fisher Ricard944-2770
Flores Raul P.....944-2498
Flores Robert R.....944-0114
Floyd Thomas.....944-2558

G

Garcia Francisco O.....944-0020
Garst Js (Bubba) & Diana.....944-2126
Garza Irene944-2422
Garza Oralia944-2864
Garza Ruben944-2179
Get A Way Adventures Lodge944-4000
Goebler Matt944-2500
Graves Nancy Denise944-2002
Griffith Kenneth L.....944-2106
Griggs Donald K.....944-2547
Gruber Kevin944-0206

H

Hagan John.....944-2191
Harbor Bait & Tackle944-2367
Harbor Bait & Tackle944-2627
Harbor's End Condominium.....944-2450
Heitzenrater Roger A.....944-2662
Hicks Dale K.....944-2196
Hill Karen944-2396
Hopkins Tim & Sharon944-2153
Hull George944-2327

J

Jay J L944-2306
Johnson Charles R.....944-0035
Johnson John W944-3164

K

Kendrick Steve.....944-2349
Knee Deep Adventures LLC.....944-9801





PORT MANSFIELD - Area Code 956

Kohutek Capt Roger & Beth944-2150
 Kohutek Properties944-0044
 Koska Ron.....944-2136

L

Laguna Madre Baits..... 944-2628
 Laguna Madre Club..... 944-2314
 Lany Robert & Pat 944-2392
 Lazofson Kenneth A 944-2871
 Lewis Arland 944-2514
 Long Victor Bonnie & Kenneth 944-2472
 Long Victor H 944-2145
 Long Norman 944-2345
 Lucero Dallas..... 944-0508
 Lund Ann..... 944-2115

M

Machen Kimberli 944-2318
 Mallory Ron & Hazel 944-2242
 Mark Brown Insurance 944-2390
 Mayes David 944-2693
 Mayo Jr J T 944-5464
 McConnell Paul J 944-2469
 McDonald Jr John..... 944-2739
 McGee Robert L 944-2321
 Means Christopher 944-2118
 Mika Kinney Invest LLC DBA Laguna Madre ..944-0106
 Miller Gregory P 944-0031
 Mleynek Donald 944-2147
 Moffett Jeanne Marie 944-2828
 Morado Nick 944-2112
 Muller Robert..... 944-2811

N

Neal Terry..... 944-2559
 Nelson Susan..... 944-2144
 Nicholas John J 944-0000
 Nicholas John J 944-2518
 Nicosia Dr Pat 944-2229
 Nolte Ken & Patsy 944-2800

O

Ohlinger Michael..... 944-2539
 Osborn Timothy..... 944-2138
 Osborn WB Oil & Gas..... 944-2599

P

Padre Tubular Inc..... 944-2120
 Palacios Jorge 944-2630
 Palo-Palms 944-2506
 Paschal Benjamin A 944-0100
 Pelican's Pub 944-2848
 Pilgrim's Rest 944-2280
 Poole Jim 944-2264
 Port Mansfield Chamber Of Commerce...944-2354
 Port Mansfield Chamber Of Commerce-Fax .944-2515
 Port Mansfield Harbor..... 944-2325
 Port Mansfield Marina 944-2331
 Port Mansfield Public Utility..... 944-2233
 Port Mansfield Real Estate 944-2803
 Port Mansfield Volunteer Fire Dept..... 944-0099
 Port Mansfields Properties LLC 944-2143
 Powell Byrd..... 944-2624

R

R & R RV Park 944-2253
 Raatz V L 944-2525
 Ralston Charles T 944-2298
 Rayl Larry M & Debbie 944-2441
 Razo Armando 944-2602
 Redington John..... 944-2845
 Reimer Erin 944-2100
 Rodriguez Maribel 944-2614
 Rooster Charters..... 944-2150
 Rudy Donna 944-2121

S

Salinas Daryl..... 944-2162
 Sauls Eric..... 944-2190
 Scamardo Jr Pete J 944-2854
 Schwanda Henry & Vicki..... 944-2494
 Seawatch Realty 944-2800
 Seeligson Frates 944-2829
 Simmons G L 944-2588
 Simmons Sybil..... 944-0050
 Skille Gene & Doris 944-2231
 Speer Norman E..... 944-2211
 Spence Susan R..... 944-2103
 Spence Susan R..... 944-2149
 Springer Ted & Ann 944-2201
 Stark Marie 944-2508





PREMONT

Alphabetical Listings

Area Code 361

A

Alaniz Irma 348-2418
 Allen R..... 348-3451
 Araiza Arturo 348-3169
 Arellano Electrical Services LLC 348-3185
 Arellano Gicelda 348-3884

B

Barrera Daniel 348-5017
 Barrera Olinda..... 348-4910
 Basic Energy Services 348-3320
 Belasquez Rodney 346-2110
 Branch Office 348-3528
 Brasada Camp LLC..... 348-3179
 Brown Jr Robert C..... 348-3498

C

Canales Armandina 346-2216
 Cantu Ruben 346-2010
 Cantu Rudy 348-3773
 Carlile Carmen & Terry 348-2601
 Carrales Joe E..... 348-2692
 Carrillo Eva Linda..... 346-2892
 Carrillo Rosa M 348-2727
 Castillo Letty 346-2059
 Cavazos Irma 348-3940
 Champion Jr Reuben E 346-2131
 Circle H Consulting 346-2060
 City Of Premont..... 348-2022
 Contreras Natalia 348-4767
 Corona Felix 346-2000
 Cowboy Credit Union..... 348-3578
 Crimson Exploration Inc..... 348-3581
 CTS Brands 348-3711

D

Dairy Queen 348-3215
 De Leon Mike 346-2023

De Los Santos E 348-2652
 Deering Sara 346-2054
 Delapaz Maida 348-3086
 Diamond G Convenience Store 348-3212
 Dunn J..... 348-2065

E

Escobar Richard..... 346-2017
 Estringel Roel..... 348-2129
 Exxon 348-3123

F

Feliciano Sanchez 348-3901
 First Baptist Church 348-3567
 Forshage P J 348-3399

G

Galindo Illeana 346-2001
 Galindo Yolanda 348-3490
 Garcia Carmela 348-2381
 Garcia Clarence..... 346-2005
 Garcia Raul R 348-2761
 Garza Emilio & Nelda 348-2314
 Garza Xeina 346-2035
 Gas Co Trunkline 325-5123
 Gemini Donuts 346-2454
 Gomez Ramiro 346-2050
 Gracia Elvira..... 348-3180
 Guerra Luis 348-3990

H

Heritage Church 348-2800
 Hilcorp Energy Corp 348-3539
 Hinojosa Alyssa 346-2030
 Hofstetter Luther..... 348-4425

I

In Home Provider Services..... 346-2261





61

PREMONT - Area Code 361**J**

Jaramillo Rosemarie346-2101
 Jetta Operating Company Inc.....348-2721
 Jim Wells County Premont346-2071
 Jimenez Rafael348-3000
 Johnson E O348-3430
 Juarez Veronica346-2040

L

Leal Norma348-2175
 Lopez Country Bar348-3098
 Lopez Tire Service.....348-3013
 Los Olmos Construction Inc348-2220
 Los Olmos Construction Inc348-3908

M

Mar Flor348-2909
 Mar Victoria.....346-2049
 Martinez Cheryle.....346-2046
 Mata Katrina346-2086
 Montemayor Irma348-3427
 Morales Mary Lou348-3129
 Moreno Maria Elena.....346-2061
 Munoz Esther346-2080
 Munoz Gloria.....348-2489
 Myan Insulation348-2818

N

Navarro Jesus348-5110

O

Oasis Motel348-3514
 Oasis Restaurant.....348-3917

P

Pena Audon348-3062
 Pena Gilbert346-2004
 Premont Chamber Of Commerce346-2036
 Premont Feed Supply & More346-2133
 Premont Flower Shop348-3736
 Premont ISD348-3915
 Premont Nursing Home.....348-3489
 Premont Public Library348-3815
 Premont Rehab & Nursing348-3553

R

Ramirez Viola346-3035
 Raytheon Service Company348-3648
 Raytheon Systems Company348-2712
 Redus Kimberly348-3109
 Reyes Emma348-2089
 Ricardo Soliz Attorney At Law348-3669
 Rico Elizabeth348-4687
 Rios & Sons Body Shop.....348-2147
 Robledo Leslie346-2064
 Russell Kathy346-2033
 Russell Kathy348-4050

S

Saavedra Modesto Sr348-2672
 Saavedra Richard M.....348-2805
 Saenz Gretchen.....348-4051
 Salinas Manuel M348-3082
 Salinas Norma346-2051
 Sanchez Jennifer346-2020
 Schneider Dora & Charles.....348-3819
 Scott Marcela.....346-2016
 Smith Jack L348-3128
 St Therasas Catholic Church348-2202
 Stanfield Winnie346-2013
 Stanfield Winnie346-2015
 Stryder Construction348-3218

T

Tamez Ramiro348-3015
 Taqueria Guadalajara348-3728
 Top Hand Lease Service LLC.....348-3161
 Trevino Jose.....348-3197
 Turner Nursery348-3314

U

U-Haul Co325-1748

V

Villarreal Anselmo Jr348-2548
 Villarreal Arm348-3703
 Villarreal Paula L348-2826

W

Weeks Environmental LLC348-4700



RAYMONDVILLE

Alphabetical Listings Area Code 956

A

Aguilar Cindy	699-2133
Alamo Lumber Company	689-2167
Alcantar Brandon	689-2856
Alderete Patty	689-0584
All Star Motors	689-2277
Almanza Francisca	689-6898
Alvarado Juan	689-2673
Alvarez Simon Alcalá	699-2104
American Legion Post 390	689-1903
America's Best Value Inn	689-5900
Amigo Loan Company	689-1307
Antler's	689-5531
Antojitos Mexicano	689-4410
Anzaldua Alex	689-2373
Armando Boot Company	689-3521

B

Barbee-Neuhaus Implement Co.....	689-2481
Barrera Dolores.....	689-3120
Barerra Fidela	689-2760
Barron J Abel	699-2113
BCFS	689-2096
Behavioral Health Solutions of South Tx..	232-2300
Bella Jessica.....	699-2446
Berkman Geary.....	689-2003
Best Western	699-2056
Best Western Executive Inn	689-4141
Bethel United Methodist Church	689-3376
Beto's Garage	689-6259
Blooming Day Care	699-2169
Boot Co Bar & Grill	689-3850
Boot Company Baskets & Gifts	689-2668
Brewer Wayne.....	689-0598
Bridge Church Raymondville	699-2380
Brittney's Boutique	689-3131
Brown Boys Crop Insurance	699-2767
Brown Dorothy	689-3126
Brown Yvonne.....	689-2990

Buffo John A	689-2696
Buffo & Burkman	689-2479
Burcham Kay	699-2058
Burciaga Stephanie	699-2076
Buse Terry.....	689-2812
Business 77 Trucking.....	690-4227
Butch's Brake-Quick.....	689-3256

C

C & M Boutique & Market	689-1329
Campos Analisa	699-2531
Cano Raymundo.....	699-2086
Cantu Dionicio B	699-2639
Cantu Jose	689-3865
Cantu Jose Luis	699-3984
Cantu Ulysses	699-2197
Casa Blanca Restaurant.....	689-3230
Casillas Henry	689-3237
Castaneda Lucy	699-2053
Castillo Alicia	699-2619
Gastro Arturo.....	689-6958
Cavazos A M	689-3069
Cavazos Ramiro	699-3000
Cepeda's Income Tax	689-3874
Cervantes Eusevia L	689-3219
Cervantes Gregorio	699-3795
Chapa Joana.....	699-3751
Chapman Duane	699-2125
Chappell C T.....	689-2202
Chaya's Mexican Restaurant	689-3040
Church's Fried Chicken.....	689-5000
Circle R Electric	689-2634
Cisneros Gloria	689-5137
Cisneros Packing Co Inc	699-2068
City of Raymondville-EDC Main	689-1860
City of Raymondville-EDC secondary.....	689-1861
City of Raymondville-City Hall	689-0981
City of Raymondville-City Hall	689-0982
City of Raymondville-Smiley Water Twr ...	699-2072
City of Raymondville-Waste Water Plant ..	699-2206



City of Raymondville Animal Shelter.....	689-3534
City of Raymondville Fire Dept.....	689-2332
City of Raymondville Pool	689-9913
City of Raymondville Public Work	699-2192
City of Raymondville Public Work	699-2207
City of Raymondville Water Plant.....	689-3669
Clinton Edgar	689-3333
Colchado Augustin.....	699-2253
Cole W R	689-3172
Conde Melissa	699-2290
Coppock Chuck.....	699-2525
Cordero G.....	689-3330
Cortez Rosie.....	699-2228
Cots Charter School	689-3300
County Of Willacy	689-2710
County Of Willacy	689-9151
County Of Willacy Precincts	689-4214
Croll Poll	690-4019
Cruz Cassandra.....	699-2990
Cruz Eladio.....	689-5140
Cruz Virginia.....	699-2686
CVS Pharmacy	689-2830

D

Damstrom John	689-5569
Danny's Auto & Diesel Repair	690-4076
Davila Minnie	689-5605
Davita Valley Baptist	689-9084
De Leon's.....	689-3503
Delgado Jennefer	699-3935
Delossantos Beatrice	689-2904
Dept Of State Health Service	689-5906
Dewitt John Lee.....	689-5351
Diaz Maria.....	699-2744
Diegos Tire Service	689-1000
Dominguez Manuel.....	689-1974
Duda Grass	689-6400

E

Eagle Insurance Agency.....	699-2776
Earl's Agri - Business	689-2235
Ed's Kwik Stop.....	689-5944
Ed's Kwik Stop #3.....	699-3149
Envy Designs	689-3434
Espinosa Ronika	699-2030
EZ Money	689-6402

F

F & R Packing	689-2656
Fambrough Guy & Charlene.....	689-3311
Fambrough Realty & Ins	689-3312
Family Optical	689-5977
Famsa Inc	689-5525
Fantastic Cuts.....	689-2140
Fegan Merlin.....	689-5603
First Baptist Church	689-2911
First Community Bank	699-4000
First Community Bank Na.....	689-3999
First United Methodist	689-3632
Fischer Steveatty	689-2164
Fit 540.....	699-2204
Flores Cleaner.....	689-3414
Flores Joe B.....	699-3153
Flores Leslie	699-2114
Flores Engineers.....	699-3003
Fuentes Lizzie M.....	699-2008

G

Galvan Alberto.....	689-2291
Garcia Aron	699-2210
Garcia Cesar	689-6302
Garcia Guadalupe	699-2103
Garcia J A.....	689-5674
Garcia Maria	699-2880
Garcia Ranch	689-5495
Garza Arturo.....	689-5182
Garza Irene	689-3215
Garza Juan.....	689-1968
Garza Juan J.....	699-2509
Garza Laura	699-2500
Garza Martha	689-5032
Garza Samuel	699-2291
Garza Serapio	690-4160
Gateway Mobile Park.....	586-1000
Gateway RV Park	689-6658
Gene Smith Studio.....	689-2621
Germania Insurance	689-0105
Gomez Angelica	699-2165
Gomez Cristina	398-0016
Gomez Juan A.....	699-2238
Gomez Rosanna.....	699-2082
Gonzales Andrea	699-2273
Gonzales Cindy	699-2025





RAYMONDVILLE - Area Code 956

Gonzales Juan F689-3181
 Gonzales Leeroy699-2106
 Gonzalez Domingo689-9404
 Gonzalez Eva.....689-5012
 Gonzalez Joanna.....699-3338
 Gonzalez Maria689-4553
 Good Shepard Funeral Home699-3523
 Gracia Jr Gumercindo699-2083
 Green Josette699-2116
 Griggs David699-2226
 GSE Mirasoles Adult Day Care689-4349
 Guerrero Cruz699-2780
 Guthrie Jessie689-5124
 Gutierrez Luciano.....699-2092
 Gutierrez San Juanita689-2815
 Guzman Becky699-2673

H

H & A Drive Thru699-2755
 H & R Block.....689-3397
 Hagne S689-2042
 Harding Douglas689-0206
 Harding Foundation689-2706
 Harding Insurance Agency689-2416
 Health Care Unlimited Inc689-6109
 Hector's Auto Sales689-5472
 Heine Orville689-6645
 Henderson Santiago699-2242
 Herdegen Carole689-1019
 Hernandez Albert699-2182
 Hernandez Hector699-3109
 Hernandez Manuel.....699-2131
 Hernandez Maria C689-3672
 Herrera Jesse699-2824
 Hess Air Inc.....702-4377
 Hinojosa Annette C690-0239
 Hite Richey.....699-2315
 Hocott Kendall689-5347
 Holland D689-6384
 Hoot Dennis689-5297
 Huff Bob.....689-1914

I

I M G Hardware689-1313
 Ibarra Amelia699-2249
 Impact Physical Therapy LLC.....689-9195

J

Jacobs George & Sheryl689-1305
 Janos Super Store689-3039
 Janos Super Store689-3620
 Jetton Gale E.....689-6270
 Jimenez Jaime699-2218
 JL Lamas Investments LLC699-2303
 Jones Environmental Drill.....689-0804
 JPO Enterprises Inc699-2032
 Juarez Driving School LLC.....699-3537

K

Karseno Johnnie.....689-3062
 Kids Skills689-5301
 Kilbourn Joe David & Laurie690-0700
 Knowles Joann699-2922
 Kretzmann James.....689-6214

L

L M Nail Salon.....689-1700
 La Mexicana689-1325
 La Quinta Inn & Suites689-4000
 La Quinta Inn & Suites690-4171
 Laras Bakery Inc.....689-5571
 Law Offices Of Ryan Solis.....689-9600
 Law Offices Of Ryan Solis.....689-9601
 Ledesma Dominga.....699-3131
 Lily's Golden Shears For Men & Women...689-2586
 Linda's Lounge689-5198
 Little Caesars.....690-4134
 Loaves & Fishes.....699-2170
 Longoria Elisa689-3339
 Lopez David689-3646
 Lopez Edie699-2042
 Lopez Josie.....689-2690
 Lopez Juan Manuel.....689-6798
 Lopez Pedro.....689-1691
 Lopez Towing689-5650
 Loya Belida Elida699-2766
 Lozano Viola.....689-5618
 LRGVDC 9-1-1 Department689-5052
 Lucero N L689-0205
 Luna Adela689-0352
 Luna Deborah699-2143
 Luster Fred699-2256



**M**

Mallet Maria.....	689-6140
Mares Maria.....	689-0869
Marroquin Hose & Rosalinda	689-5312
Martinez Jr Alejandro	699-2411
Martinez Francisca	699-2089
Martinez Guadalupe.....	699-2692
Martinez Josie	689-9180
Martinez Lizette	699-2399
Martinez Maria	689-6891
Martinez Ruby.....	699-2730
McDonalds Restaurant	689-5546
McCormick & McCormick.....	699-2331
Mendez Mary.....	699-2198
Mendez Noe.....	689-3093
Mendiola Jose	689-3796
Mendoza Sabrina.....	699-2301
Mesa Baldemar.....	699-2101
MGB Ranch Partnership.....	232-2287
Mi Pueblito Restaurant	689-3435
Mitchell Bobby	699-3292
Modern Beauty Shop	689-3818
Moreno Lydia	699-2225
Moreno Paulo.....	699-2974
Morrow D E.....	689-2662
Mr Z's Quick Lube & Service	689-4200
Mr Z's Quick Lube & Service	699-3200
Munguia Adelfa Reyna.....	699-2020
Munguia Robert	689-2756
Murphy USA.....	689-2086
Murray Maxine.....	699-2152

N

Najera Deborah.....	699-2077
Najera Priscilla.....	699-2173
Navarro Jose M.....	689-2573
Neuhaus & Co LTD	699-3711
Next Gen Performance.....	699-2090
Nicolls Priscilla	699-2590
Nieto Clarissa.....	699-2229
Nieto Diana	699-2339
Nieto Vanessa	699-2026
North Star Apartments.....	689-5400
Noyola Basalisa	699-2027

O

Ochoa Oliver	689-5338
Oil Field Treating	689-5521
Olivarez Jose Angel	699-2444
Oltivero Jr Ricardo.....	699-2857
Olvera Damacio	398-0027
Olvera Diana	699-2777
O'Reilly Auto Parts	689-1112
Orozco Robert.....	699-2189
Otis Klar Head Start	699-2338
Our Lady Of Guadalupe	689-2408

P

Palomo Abby.....	699-2344
Paredes Jr Joe.....	699-2625
Patel Neil	689-0469
Pena Veronica	699-2393
Pennington Farms Inc.....	689-5125
Pennington J.....	689-2065
Pentecosteces En El Nombre De Jesus ..	699-2138
Perez Abel.....	699-2448
Perez II Antonio.....	699-2036
Perez Horacio	699-2127
Perez Laurie.....	689-2654
Perez Lucia Gutierrez.....	699-2486
Perez Velma	699-2670
Pescaderia Y Restaurant El A.....	689-2910
Pierson Greg	699-2646
Pittman Elementary School	689-5202
Playville Child Daycare Center	689-1185
Powerball.....	699-2325
Professional Insurance Agency.....	689-5583
Puente Marian	689-2973
Puga Alfredo A	699-2135
Puga Alfredo R	689-5394

R

Radio Shack.....	689-9528
Rainwater Rebecca.....	689-3038
Rajiv Sinha MD	689-2296
Ramirez Dora	689-6040
Ramirez Gisela.....	699-2153
Ramirez Gregorio.....	699-2821
Ramirez Minerva.....	398-0017
Ramirez Roberto G.....	689-3249





RAYMONDVILLE - Area Code 956

Ramos Santiago.....	699-2003	Salazar Michael	699-2573
Rangel Body Shop.....	689-1166	Salazar Octavio.....	699-2317
Raymondville Adult Day Care.....	689-0200	Salazar Paula.....	689-2742
Raymondville Family Dentistry	689-2153	Salazar Ramon O	689-2919
Raymondville Golf Course.....	690-4068	Salazar Rebecca.....	699-2465
Raymondville Independent School District.....	689-2471	Salazar Victoria.....	689-6315
Raymondville Pediatric	689-4120	Salinas Ester.....	689-3451
Raymondville Police Dept	689-2441	Salinas Janie	699-2308
Raymondville Historical Center.....	689-6604	Salinas Jorge.....	699-2246
Reber Memorial Library	689-2930	Salinas Juan Jr.....	689-2369
Reliable Finance	689-6512	Salinas Ricard D	699-3909
Rent-A-Center.....	689-1573	San Perlita ISD.....	232-2595
Rent-A-Center.....	689-3544	Sanchez Manuel	689-5180
Renteria Eleazar & Eva	689-9205	Sandoval Laura.....	699-2191
Retama Manor Nursing Center	689-5131	Satterwhite Roxie	699-3889
Reyes Angelica	699-2282	Sayas Benita C.....	699-2577
Reyes Angelita	689-3448	Sayas Manuel	699-2408
Reyes L.....	689-5173	Security Finance Corp	689-1155
Reyes Mary.....	689-3140	Sias Alexis	699-2822
Reyna Jose G.....	699-3844	Silva Maria B.....	689-2697
Reynolds Linda	699-2120	Skyline Print & Design	689-6600
Rio Sports Live.....	699-2227	Smith & Robinson.....	699-3566
Rios Rene.....	699-3247	Smith Family Medicine	689-5506
Robles Javier.....	689-3409	Smith Family Medicine	699-2295
Rodriguez Cynthia.....	699-2172	Smith Marilyn	689-2670
Rodriguez Elisa.....	699-2016	Snow JA.....	689-3691
Rodriguez J C	689-0575	Solis Richard.....	699-2123
Rodriguez Maria	699-2181	Sosa Patricia.....	689-2228
Rodriguez Mary Jane.....	699-2772	South Texas Ag Research.....	689-5958
Rodriguez Ofelia	689-1048	Stamper William	699-2330
Rodriguez Rachel.....	699-2505	Stars Drive Inn	689-5497
Rodriguez Towing	689-5368	State Of Texas DPS	689-1332
Rodriguez Ben	689-3127	Stephen Mary Lou	689-3216
Rogers Laundromat	689-3606	Storage Place	689-3600
Rosas Sabrina.....	699-2091	Strader Ashley L.....	689-3217
Rubalcaba Rafael.....	689-1655	Stripes	689-2015
Rudy's Meat Market.....	689-2186	Stripes 2277	689-3292
Ruiz Raynaldo.....	689-5427	Stripes 7311	689-6363
Ruiz Sofia M.....	689-5735	Suarez Socorro	689-0757

S

Saenz Jr Enrique	699-2178
Salas Rebecca	689-1479
Salas Rebecca	699-2418
Salazar Dora	699-2252
Salazar Erlinda G	689-5158
Salazar Jesse	699-3107

T

Terri's Tax Store	689-1356
Texan Credit Corporation	689-2658





Texas Boll Weevil689-2800
 Texas State Bank689-2131
 Texas State Of689-1431
 The Neighborhood Doctor689-0345
 The Neighborhood Doctor689-2455
 The Neighborhood Doctor689-2493
 The Neighborhood Doctor689-2494
 The Neighborhood Doctor689-2499
 The Neighborhood Doctor689-3223
 The Neighborhood Doctor689-3366
 The Neighborhood Doctor689-4132
 The Neighborhood Doctor689-5090
 Tibbs George398-0022
 Tidwell Plumbing Co689-5936
 Torres Antonia699-2193
 Torres Ruby Ann699-2385
 Tovar Clarissa699-3577
 Trevino Brian689-5873
 Tuckers699-2055
 Tuckers699-2259

Willacy Appraisal District689-5979
 Willacy Co-Op689-2813
 Willacy County Adult Correctional Facility ..689-5099
 Willacy County EMS689-1439
 Willacy County EMS689-4809
 Willacy County EMS689-5456
 Willacy County EMS689-6341
 Willacy County Hospital District689-6565
 Willacy County Housing Authority689-0261
 Willacy County Housing Authority689-2733
 Willacy County Housing Authority689-2764
 Willacy County Housing Authority699-2195
 Willacy County Housing Authority689-3799
 Willacy County Housing Authority699-2051
 Willacy County Judge Adm Bldg699-3431
 Willacy County Navigation689-3332
 Willacy County Sherriff Office689-0714
 Willacy County Sherriff Office689-1534
 Willacy County Sherriff Office689-3867
 Willacy County Sherriff Office689-5576
 Willacy County Sherriff Office689-9467
 Willacy County State Jail689-4900
 Wittenbach David689-5465
 World Finance Corp689-2406
 Wylie Implement689-2137

U

Unique Floral Designs689-3700

V

Valejo Noe699-2270
 Valley Federal Credit Union689-9102
 Vargas Jr Adulfo699-2108
 Vasquez Greg699-3987
 Vasquez Ill Ramon699-2041
 Vela Bobby Lee699-2305
 Vera Lisa699-2039
 VFW II699-2518
 Villalobos Guadalupe689-5820
 Villarreal Carolyn699-2294
 Villegas Gaudalupe689-2129
 Villegas Ruben699-2146
 Villegas Salvador699-2096

Z

Zambrano Carriers LLC699-2154
 Zamora Patricia699-2999
 Zamorano Edwardo689-2653
 Zuniga Robert699-2985

W

Walter Ronald & Obdulia689-2193
 Watson Harland A689-5116
 Watson's City Drug689-2161
 Weaver Catherine699-2288
 Wells Fargo Bank689-8100
 Wetegrove Wr689-3179





SAN ISIDRO

Alphabetical Listings Area Code 956

A

1017 Cafe.....	481-3316
A and F Mart	481-3716
Adams Darryl	481-3505
Alaniz Elia	481-3214
Alaniz Maria Isabel.....	481-3343
Alaniz Teresa N	481-3202
Alfred Jr West P	481-4009
Alvarado Francisco G	481-3698
Alvarado Francisco G	481-3735
Alvarado Jr Hilario	481-3513
Alvarado Jr Larry	481-3654
Alvarado Luis Francisco	481-3447
Alvarado Neal.....	481-3487
Alvarado Sara.....	481-3443
Alvarez Dominga P.....	481-3536
Alvarez Francisco.....	481-3901
Alvarez Jr Jorge Luis	481-3999
Alvarez Jorge Luiz.....	481-3439
Alvarez Patricia	481-3575

B

Barrera Higinio	481-3429
Bellamy Dana & Bill	481-3383

C

Cantu Gloria	481-3657
C/O Randy Margo San Rodolfo Ranch....	481-3308
Colunga Rosa I.....	481-3560
Cruz Aisha Lee	481-3295
Cruz Martha G.....	481-3683
Cruz Nora G.....	481-3552
Cruz Patricia	481-2011
Cruz Veronica V	481-3474

D

De Leon Leon Alejandro	481-3651
De Leon Leon Alejandro	481-3955

Delgado Sr Vicente.....	481-3740
Dewitt Leroy.....	481-3464
Diamond O Ranch LTD.....	481-3351
Diamond O Ranch LTD.....	481-3564

E

Economy Awards Co	481-3379
El Indio Ranch	481-3467
Elizondo Roxana A.....	481-3322

F

Fankhauser Jr Delmar	481-3338
Fankhauser Dora I Valverde	481-3338
Farias Serfin	481-3926
Farm & Ranch Supply	481-3266
Farm & Ranch Supply	481-3346
Farm & Ranch Supply	481-3682
Farm & Ranch Supply	481-3982
First Baptist Church	481-3685

G

Garcia Adolfo.....	481-3771
Garcia Eduardo A	481-3390
Garcia Juan M (Johnny).....	481-3589
Garcia Marco A.....	481-3492
Garcia Marisela S.....	481-3375
Garza Esther M	481-3750
Garza Evangelina G	481-3427
Garza Humberto	481-3484
Garza Noel O	481-3612
Garza Omar J	481-3215
Garza Jr Ramon	481-3615
Garza Rebecca Rojas	481-3538
Garza Rodolfo T.....	481-3759
Garza Jr Santiago	481-3369
Garza Sylvia A	481-3599
Garza Trinidad	481-3766
Gonzalez Felipa.....	481-3765
Gonzalez Noe & Noelia.....	481-3588



Gonzalez Servando481-3271
 Guerra Lesvia481-3314
 Guevara Israel & Alma.....481-3221

H

Hernandez Celinda.....481-3242
 Herrera Francisco481-3711
 Hinojosa Criselda481-3788
 Hinojosa Nicasio481-3876

I

Izaguirre Eduardo.....481-3434

J

Johnson DS.....481-3383
 Jordan Garry B.....481-3388
 Jordan Garry Ben481-3532
 Juarez Eloy481-3688
 Justice of the Peace Pct #5481-3210

K

Koch Pipeline Co481-3395
 Kostarr Resources LLC.....481-3954

L

Lanes Cafe481-3970
 Las Islas Ranch LP481-3920
 Laurel Abel481-3455
 Laurel Leonel481-3593
 Longoria Omar481-3334
 Lopez Omar481-3721
 Lopez Maria M481-3957
 Lopez Jr Reyes Raul481-3502
 Lopez Jr Ruben481-3760

M

Macal Concepcion.....481-3614
 Margo DVM Robert S.....481-3436
 Margo DVM Roberto S.....481-3200
 Martinez Felix481-3478
 Martinez Jorge.....481-3959
 McAllen James481-3555
 McAllen Jr James A481-3535

McAllen Ranch Gate Guard481-3230
 McKinney Ranch481-3383
 Mendez-Arauz Maria Teresa481-3542
 Mendieta Victor481-2004
 Mendoza Ramon481-3358
 Mike's Pump Sales & Service481-3500
 Montalvo Alberto.....481-3592
 Montalvo Nelda G.....481-3547
 Montalvo Ricky481-3616
 Moreno Rosa L.....481-3238

N

Nani's Cafe.....481-3287
 Nani's Cafe.....481-3278
 Noel's Pump & Windmill Service.....481-3554

O

Ochoa Irma481-3734
 Olivarez & Sons Farm481-3645
 Olivarez Ida Cecelia.....481-3652
 Olivarez Oglia O.....481-3585
 Olivarez Omar A481-3571
 Osborn WB481-3725
 Osborn Jr W B481-3351

P

P G & E Gas Texas Pipeline.....481-3653
 Pena Alicia481-3442
 Pena Efrain481-3481
 Pena Eligio481-3399
 Pena Jorge E.....481-3738
 Pena Jose Noe481-3499
 Pena Lilia G481-3488
 Pena Noel N481-3584
 Pena Robert481-3710
 Perez Edgar.....481-0099
 Perez George.....481-3607
 Perez Gloria.....481-3208
 Perez J Jorge D.....481-3893
 Perez Jose A481-3248
 Perez Jose A481-3360
 Perez Martin481-3306
 Perez Mike R.....481-3206
 Presidio SWD Inc.....481-3797



SAN MIGUEL

Alphabetical Listings Area Code 830

A

Applewhite Billy466-5318
 Arthur Ray & Barbara.....466-5294

B

Benke Lloyd466-5546
 Betty T Johnston Marital Trust466-5449
 Betty T Johnston Marital Trust466-5459
 Black Creek Ranch.....466-5329
 Brauchle Tobin466-5222

C

Carnes C Bar Ranch466-5458
 Carnes Louis G.....466-5213
 Carnes Louis Mae466-5557
 Compton Joyce466-5440
 Cook James R (Butch).....466-5462
 Crawford Ranch466-5545
 Cumpian Charles.....466-5412
 Cumpian David.....466-5401
 Cumpian Jr E C466-5511
 Cumpian Jr Joe.....466-5563
 Cumpian Roger O.....466-5522
 Cumpian Tero466-5559

D

Del Toro Guadalupe C.....466-5379
 Dykowski A466-5598

E

Enriquez Bonifacio466-5467
 Enterprise Texas Pipeline LP466-5330
 Enterprise Texas Pipeline LP466-5331

F

Friemann Tom466-5225

G

Gallegos Rudy B.....466-5243
 Gulick Marsha.....466-8761

H

Harpole Jay466-5334
 Harrison Sheridan A.....466-5565
 Harrison Sheridan A.....466-5582
 Heiligman John E.....466-5224
 Hillman Clifford466-5278
 Hills John D.....466-5473
 Hornbostel M T.....466-5425

J

Jay Kay Ranch466-5492

K

Kain John G.....466-5492
 Kubeczka Kevin466-5276

L

Lange Christopher.....466-5219
 Lutz Jerome466-5275

M

Mann Earl.....466-5392
 Mann James H.....466-5428
 Mann Jimmy466-5210
 Mann Zachary466-5216
 Moffitt Jeremy466-5527

N

Neumann Gerald466-5249
 Neumann Glenn466-5411
 Neumann Jr Martin.....466-5520





SAN PERLITA

Alphabetical Listings Area Code 956

A

Adameit William Robert248-5406
 Ambriz Christie248-5623
 Austin Kathye.....248-5788

B

Blanco Ramiro642-3790
 Bonner Marion Jones.....248-5525
 Bruenning's Breeze Wind Farm LLC248-5205
 Byers Suzanne Shewmaker.....248-5958

C

Calvin H R248-5293
 Cardenas Luis Amaranto.....248-5537
 Castillo Jr Sergio A248-5689
 Cavazos Ramiro248-5935
 Citation Oil & Gas Corp248-5741
 Colchado Ramiro248-5392
 Contreras Jr Anastacio248-5252
 CPL/CSW248-5428
 Cruz Zoila.....248-5774
 CSW/CPL.....248-5396

D

Darling Debra.....248-5493
 De La Torre Virginia.....248-5612
 De Los Angeles Nieto Maria.....248-5626
 Dewitt Farms248-5251
 Duron Jr Antonio248-5538

E

Esparza Maria & Juan Roja.....248-5856

G

Garcia Nora.....642-3249
 Gomez Ernestina.....248-5710
 Gonzales Jose Carmen248-5635

H

H P El Sauz Ranch248-5593
 Hernandez Delfino248-5253
 Hinojosa Mike248-5576
 Hinojosa Sylvia248-5558

K

Koester Curtis248-5513

L

Lemmons Steve248-5261
 Leyva Guadalupe248-5546
 Llanes Lydia.....248-5590
 Llanes Norma248-5776
 Longoria Eduvina G.....248-5246
 Lopez Ezequiel.....248-5702
 Loya Victor248-5784
 Lund Cody.....248-5584

M

Magnolia Farms248-5266
 Magnolia Farms248-5268
 Martin Sandra248-5904
 Mayo Jr Jt.....248-5585
 Munoz Omar248-5758

N

Nieto Sr Eubaldo248-5232
 Nieto Federico248-5330
 Nieto Rolando248-5500

O

Orozco San Juanita.....248-5543

P

Pena Beltran248-5298
 Pohlmeier Randy.....248-5854





SAN PERLITA - Area Code 956

Prieto Gustavo248-5202

Q

Quintanilla Abelardo F.....248-5400

Quiroga David248-5424

Quiroga Gilberto.....248-5932

Quiroga Noel.....248-5884

R

R 2 Country Store248-5880

Ramirez Gerardo.....248-5222

Ramirez Yesenia248-5370

Ramos C C248-5217

Reyes Jose248-5219

Rhodes Farms.....248-5243

Riggan James C.....248-5277

Rincon Francisco248-5771

Rod III Charles W.....248-5847

Rod III Charles W.....248-5848

Rodriguez David & Soyla.....248-5859

Rodriguez Jr Francisco.....248-5517

Rodriguez Irma248-5210

Rodriguez Jr Manuel.....248-5574

Rodriguez Maria Del Carmen.....248-5909

Rodriguez Tomasa248-5547

S

Salvador Johanna.....248-5800

San Perlita City Hall248-5725

San Perlita ISD248-5200

San Perlita ISD248-5250

San Perlita ISD248-5375

San Perlita ISD Attendance.....248-5560

San Perlita ISD High School.....248-5250

San Perlita ISD Administrative.....248-5563

Sepulveda Carlos.....248-5942

Shewmaker David.....248-5297

Silva Graciela.....248-5341

Silva Jr Juan248-5959

Silva Ruben R248-5925

Smith Kristi Lee248-5505

Stratton Ernest.....248-5798

T

Terrazas Yuliana.....248-5580

Tiffin H W248-5588

Torres Maria.....248-5203

U

US Postal Service248-5220

V

Vargas Eladio248-5479

Vargas Javier A.....248-5290

Vasquez Chris248-5201

W

White Garry.....248-5945

Willacy County Pct #2248-5226

Willamar Operating LP248-5733

Wolfe Thomas248-5746

Wright Jr W E (Bill).....248-5507

Horizontal lines for additional entries.





SANTA ROSA

Alphabetical Listings Area Code 956

A

Aguilar Delia636-2318

B

Badillo Sergio.....633-0084
 Balli Nancy.....633-0110
 Banda Victoria.....636-2252
 Barbosa Jessica.....633-0422
 Benavidez Josh.....633-0414
 Briones Julian & Delia.....636-1995

C

Cabrera N.....636-9040
 Cameron County WIC636-1389
 Canales Yvette633-0011
 Cantu Jorge636-2439
 Cavazos George & Juanita636-1660
 Conde Noe636-9126
 Corpus Beauty Salon.....636-1240

D

De La Cruz Jasmina633-0176
 De La Fuente Gilberto636-1135
 De La Fuente Juan636-1001
 De La Garza M J.....636-1980
 Diaz Juanita636-9650

E

Elizondo Lucas633-0030

F

Fernandez Letitia636-1291
 First Baptist Church636-1603
 Flores Rolando636-2882
 Frontier Baptist Mission.....636-1723

G

Garcia Beatrice636-1754
 Garza Elsa D.....633-0001
 Garza Jose Manuel636-1857
 Gonzales Cecilia.....636-1207
 Gonzales Elida.....636-9999
 Gonzales Soledad636-1307
 Gonzalez Alicia F.....636-1015
 Gonzalez Genaro633-0803
 Gonzalez Jose L.....636-1263
 Gonzalez Torivia636-1426

H

Health Care Partners Inc633-0043
 Health Care Partners Inc633-0044
 Hernandez Enrique636-1825

J

J & R Copiers636-1328

K

KMS Express Mart636-2960

L

Leal Angie633-0630
 Lopez Adelaida.....636-9147
 Lopez G636-9164
 Lopez Juan T.....636-2145
 Lopez Lucio.....636-1591
 Lopez Omar.....633-0120
 Lopez Rene633-0554
 Lopez Robert.....636-2933
 Lozoya Leonora.....633-0217

M

Madaffari J.....636-9601





SANTA ROSA - Area Code 956

Martinez Cassandra633-0019
 Martinez Esmirna.....633-0013
 Martinez Norma L633-0055
 Medrano Gloria636-9091
 Mendoza Rafael633-0023
 Mercy's Creations636-2099
 Monreal Carlos.....633-0134
 Montezuma Maria.....633-0033
 Moreno Innocencia636-1547
 Moreno Josefina633-0020

O

Ochoa Ram633-0126
 Ochoa Trinidad636-9125
 Oviedo Karina.....633-0998

P

Pardue Bob L636-1989
 Perez Alissa636-1429
 Perez Eric.....633-0060
 Perez Guadalupe.....636-1382
 Perez Juan M.....636-9023
 Perez Maria.....636-1214
 Pit The.....636-1300

Q

Quintanilla Convention Center636-2590

R

Ramirez Amadeo.....636-1270
 Reim Eve.....633-0057
 Reyes Erasmo636-1793
 RGV Autos633-0130
 RGV Autos633-0299
 Rocha Patricia.....633-0439
 Rodriguez Jose L633-0271
 Rodriguez Maria J.....636-2359
 Rodriguez Ramona.....636-1360
 Romero O636-2491

S

Salce Jesus.....633-0035
 Saldana Maricela633-0224
 Salidvar Sr Gilbert.....633-0025
 Sanchez Maria R.....636-1017
 Sanchez Olivia636-2179
 Santa Rosa Coffee Shop636-1710
 Santa Rosa Head Start.....636-1711
 Santa Rosa Youth Center.....633-0150
 Sheriff Dept.....636-2395
 St Marys Catholic Church636-1098
 St Marys Catholic Church636-1211
 St Marys Catholic Church636-2941
 Stripes636-1348

T

The Oldies Restaurant.....633-0193
 Thoeni Heidi636-1890
 Torres Cruz.....633-0010
 Torres Josue633-0291
 Torres Noemi.....633-0027
 Trevino Gabriela633-0106
 Trevino Maria Elena636-1924
 Trevino Miguel797-3620
 Trinity Homecare Inc636-2273

V

Vasquez Jr Arturo633-0003
 Vela Ramon.....633-0227
 Villa Maria.....636-1550
 Villarreal Tanya.....633-0411

Y

Ybarra Maribel633-0040





STILLMAN

Alphabetical Listings

Area Code 956

A

Aguirre Andrea C.....743-5639
 Albritton Samuel E743-5600
 Alvarez Mauro C.....743-5434
 Arellano Ascension743-5560

B

Barnetts Bookkeeping743-5588
 Barrientez Benito743-5345
 Bates Larry743-5542
 Benavides Janie.....743-5305
 Bennack C P.....743-5471
 Bennack Flying Service Inc.....743-5577
 Bennack George H743-5409
 Bennack George H743-5487
 Berg Frances M.....743-5548
 Bourne Michael.....743-5578
 Busse Dale743-5455
 Busse Gary L.....743-5445

C

Cantu Juan D743-5556
 Castillo Edna743-5371
 Cavazos Jr Doroteo743-5496
 Cavazos Frank.....743-5689
 Chappell Charles Robert743-5439
 Chappell Jerry.....743-5408
 Corona Jr Roque743-1889
 Correa Mando743-5425
 Cortez Felipe De Jesus743-5618
 Cox Michael743-5567

D

Darmikel Inc.....743-5675
 De La Rosa Rogelio743-5527
 De Vries Jr Louis S.....743-5368
 Diaz Heliodoro.....743-5313

Duke Charles.....743-5401
 Durivage Charles M.....743-5411

E

Escobar J Jose A.....743-5685

G

Galle Daniel.....743-5561
 Galle Lloyd H.....743-5474
 Galle Terry.....743-5679
 Garcia Alfredo L743-5585
 Garcia Angelica L743-5464
 Garcia Damasias.....743-5635
 Garcia Emma743-5514
 Garcia Emma C743-5676
 Garcia Jose R.....743-5534
 Garcia Ernesto Loya743-5584
 Garcia Manuel S.....743-5475
 Garcia Velma743-5418
 Garza Esther H743-5671
 Gomez Juan M743-5365
 Gracia Juan J.....743-5330
 Greenhill Paul & Wanda743-5503
 Guajardo Aurelia743-5499
 Guajardo Juan Jesus743-5442
 Guerra Jesse A.....743-5602
 Gutierrez Maria T743-5583

H

Harding Louis (Butch)743-5451
 Herrera Rudy.....743-5497
 Hinojosa Jose M743-5321
 Hinojosa Ofelia.....743-5670

I

Infante Herminia743-5553





J

Johnson Alden N.....743-5590
 Johnson Farms Inc743-5452
 Johnston Maria G.....743-5693

K

KGBT Radio743-5410
 Klostermann Alida.....743-5443
 Klostermann Dan743-5653
 Klostermann Russell.....743-5477
 Klostermann Wyndi & Josh.....743-5568
 Krenek Steve D743-5489
 Krupala Charles P743-5423

L

Lassig Billy.....743-5580
 Lassig Daryl W743-5513
 Lassig Farms743-5675
 Lassig Michael.....743-5646
 Llanes Adan743-5458
 Llanes Ray743-5424
 Longoria Juanita.....743-5494

M

Mares Adelina C.....743-5427
 Mata Asencion743-5616
 McKinney Patricia.....743-5592
 Montalvo Dora E.....743-5645
 Moore Rickey743-5422
 Moore Ricky743-5657

N

Nelson Mrs Milan W.....743-5341
 Nelson Alexandra Orozco.....743-5302

P

Parker Bryan.....743-5549
 Perez Clara.....743-5627

R

Rincones Rafael.....743-5467
 Rocha Martin743-5470
 Rocha Rey & Ali.....743-5426

S

Schroder Randy743-5518
 Scogin Cody & Wendy743-5573
 Selvera Jr Manuel.....743-5398
 Smith Albert.....743-5428
 Stewart Benjamin743-5511
 Swanberg Derrick R.....743-5634
 Swanberg Farms PTN743-5537
 Swanco743-5694

T

Taylor Susan Jennifer743-5575
 Tucker Beatrice M.....743-5310

U

Uribe Danny743-5397

V

Valdiviez Estevan743-5576
 Vasquez Jr Martin.....743-5303

W

Warrington Bros.....743-5572
 Wilde Courtney.....743-5521
 Williams Jr Roland.....743-5559
 Williams Sr Roland.....743-5500

Z

Zdansky Crain743-5311



THREE RIVERS

Alphabetical Listings Area Code 361

A

Adams Joshua	784-2226
Agave Jalisco.....	786-4050
Agave Jalisco Restaurant	769-2150
Aggreko LLC	786-3062
Aguero Jose.....	784-2016
Aguilar Raul	786-4545
Alexieff Peter	786-4854
Ama's Cleaners.....	784-3241
Anchor Drilling Fluid	786-3250
Aries Building Systems LLC.....	786-4243
Arturos Barber Salon	786-9990
Ash's To Beauty LLC.....	784-2299
Avila Adrianna.....	784-2900

B

Baker Christopher	784-2178
Baker Ross.....	784-2147
Baldwin Wayne	786-3827
Ballou E.....	786-4066
Baptist Oakville.....	786-3030
Barton P.....	786-2450
Bass Inn	786-3521
Bay LTD	786-2960
Bay LTD	786-3082
BBQ Wagon	786-3996
BCFS Education Services.....	784-2675
Becker Andrea	786-4987
Beights Steve.....	786-2865
Bellows Dewey	786-3640
Bellows Law Firm LLC	786-4595
Big Dawg Drive Thru	786-4707
Big Mesquite RV Park	786-2161
Billings Katherine	786-3775
Bledsoe Debi.....	784-2361
Bluhm Law Firm PLLC	784-3541
Bowerman Yvette	784-2138
Branton Tools LLC	786-3755

Braune Peggy	786-3463
Briseno Christina	784-2504
Brosig Linda.....	786-4444
Brown Tommye	786-2057
Bud's Bait And Tackle	784-2389
Butler Bianca	786-4554

C

Campbell Bill.....	786-2484
Campbell Drug Store.....	786-3757
Campbell W J Jr.....	786-3295
Campos Maria.....	784-2098
Canales Christina.....	784-2374
Cantu Claudio	786-1192
Carbajal Annette	784-2848
Carrillo Juan	786-1472
Carroll Adriana	784-2068
Castillo Norma	786-3145
Castro Irma	786-3783
Castro Marie	784-2065
Central Bolt & Industrial Supplies	786-3510
Chapa Ismael	786-4960
Charles Wrecker Service	786-2602
Chimene Justin.....	784-2067
Choke Canyon Lodge	786-3999
Chris Garcia Tire Shop	784-2170
Church Of Christ	786-3792
Churchill Richard	786-2841
City Of Corpus Christi.....	786-2641
City Of Three Rivers	784-2528
City Of Three Rivers Police Dept	784-2282
Clarke John.....	786-4233
Claude Council	784-2333
Clifton Kathy	786-3986
Coastal Plain Community Center	784-2220
Coastal Valve & Equipment	786-2046
Colorado Materials LTD	786-2072
Conn Marissa.....	786-4015
Copano Field Services	786-2031
Coquat Joe.....	786-1098



Coquat Nancy786-2706
 Cortez George784-3659
 Cox Mark & Ruth.....786-2946
 Crawford George.....786-3222
 Creative Printing Inc786-2122
 CST Brands786-3451
 Culberson Construction Inc.....786-4070
 Cunningham Emily.....784-2192
 Curbello Randy784-2175
 Curbello Randy784-2280
 Curry Teresa.....784-2597
 Curry's Nursery & Floral786-9921
 Curry's Nursery & Floral LLC786-4808

Fernandez Julie784-4795
 Ferrell Diana784-3181
 First Baptist Church449-1231
 First Baptist Church786-2251
 First Baptist Church786-3758
 First Baptist Church786-4619
 First National Bank786-4332
 First State Bank786-2525
 Fitzgerald Alyne Meyer786-3060
 Fitzgerald Terrence J786-3263
 Flores Emma.....786-2307
 Floyd Sondra.....784-2150
 Forehand M R786-3144
 Fox Regan.....784-2260
 Franke Dorthy786-2737
 Franke Freddie.....786-3254
 Freeman Carl & Jeanette.....786-2922

D

Darling David784-2161
 Davila Delfina.....786-2746
 Del Valle Alan784-2606
 Delarosa Mary L.....786-1146
 Diamond C Body Shop784-2699
 Diamond Shamrock Pipeline Co786-2536
 Dixie Nail Designs786-3473
 Dobie Se786-3728
 Dockery Cathy.....786-3137
 Dockery Richard784-3400
 Dockery & Associates786-2562
 Dominguez Mary.....786-1009
 Dove Regina.....786-4929
 Dragon Stephanie784-2332
 Dubose Michael786-3161
 Dubose Michael786-4662
 DWS Construction786-4151

G

Gaither Edward786-3809
 Galloway & Sons LLC786-2752
 Garcia Alex.....786-3953
 Garcia Brenda786-4381
 Garcia Dancy.....786-2006
 Garcia David784-2048
 Garcia Eduardo784-2183
 Garcia Grace786-3714
 Garcia Janice786-1052
 Garcia Kristy786-3919
 Garcia Samuel784-2795
 Garner Leesa784-2069
 Garza Beatrice786-3769
 Garza Elida.....786-2203
 Garza Erik784-2362
 Geffert Robert Jr786-4328
 Gentry Joyce.....786-3366
 Gilmore Heritage RV Park LLC786-4477
 Ginster Michael & Consuelo.....786-1983
 Gisler Rodney & Jolynn.....786-4276
 Glenn Audrey786-3756
 Gloor Debra.....786-1303
 Go RV Parts & Mobile Service Inc786-1400
 Goebel Welding & Construction786-3797
 Goldman Wesley786-3793
 Gonzales Annie786-2918
 Gonzales Arthur786-2695
 Gonzales Sandra.....786-3821

E

Eagle Ford Reclamation Co LLC.....786-3952
 Eagle Welding Supply786-3142
 Eagles Den Suites.....784-2400
 Eagles Den Suites At Three Rivers.....786-1919
 Eaves Ron786-3312
 Edens H L.....786-2929
 Edgen Murray786-3174
 El Tapatio Mexican.....786-3949

F

Federal Correctional Institute786-2190
 Fernandez Erika.....784-2160





THREE RIVERS - Area Code 361

Gonzalez Myriam	784-2181
Goodhope Baptist Church	786-4673
Gregory Danny	786-2070
Griffin Dolores	786-2404
Griffin Walter	784-2191
Grubbs Virgina	786-3816
Guajardo Alisa	786-4234
Guajardo Jessica	784-2059
Guajardo Luis	786-2214
Guajardo Rocky & Dee Dee	786-2633
Guerra George	784-2202
Gutierrez Mary	786-2002
Gutierrez Matthew	784-2096

H

H & R Block	786-3844
Halbrook Linda	786-4246
Handi Stop	786-4335
Ham J	786-1007
Hardcastle Mary	786-3704
Harrod Cecil	786-2417
Harvest Pipeline Company	786-4269
Haun Edna	786-2222
Heavenly Angels	784-2034
Hefco Inc.	786-3206
Herring Virginia	786-3935
Hilcorp Energy	786-2037
Hilcorp Energy Company	786-3021
Hill Doray	784-2298
Hillis Keaton	786-3135
Hinojosa Haley	784-2045
Hinz Holly	784-2074
House Brenda	786-3173
Howard Lorrie A	786-2780
Huff John	784-2103
Huff John & Audra	786-2420
Hughes Deanna	786-1362

J

J P Construction	786-2181
Joe's Appliance & Service	786-2557
Johnson J C	786-2086
Johnson Leia	784-2483
Johnson Natasha	784-2929
Johnston Hagan	784-2935
Jones Sharon	786-4628
Jones T L	786-2750

JP Construction	786-3494
-----------------------	----------

K

Keese James M	786-3856
Keller David	784-2003
Kellie's Beauty Bar	784-2012
Kelly's Treats	786-1620
Kerr Perry & Joyce	786-1402
Kickin' Bass Cabins	786-1900
Kinder Morgan	786-3781
King Jeanette	784-2050
Kinsels Ford	786-2547
Knights Inn Atria	786-1500
Kopplin Barbara	786-3024
Korenek Laura	784-2110
Kruse Rhett	786-3648

L

Lago Premium Water LLC	784-2185
Laredo Discount Metals	786-6024
Lee Ginny	784-2019
Lee Katherine E	784-2154
Lee Services	786-2370
Lemons Ron	784-2300
Lewis Pat Corky	786-1737
Limon Ana	784-2066
Lindsey Michael	784-2017
Little Stacy	786-2600
Live Oak & McMullen City-Child	784-2509
Live Oak Cleaners	786-4244
Live Oak County Boys & Girls Club	784-2025
Live Oak County Sr Citizens Ctr	786-3820
Live Oak Insurance	786-2533
Live Oak Lodge	786-4440
Live Oak Manor	786-3733
Longoria Arturo	786-2561
Lopez Abel	784-2157
Lopez Rosa	786-3175
Lopez Savannah	784-2120
Loves Travel Stops	786-2523
Lozano Azalia	784-2437
Luna Deandra M	784-2035

M

Malone Delina	786-3762
Marbach Kally	784-2343





Marlin Industrial Rental Inc.....784-2132
 Marroquin Teresa.....784-2198
 Martinez Robert786-4425
 Mata Bianca.....784-2363
 Mata Emmanuel.....784-2001
 Matthews Adonis786-3490
 May Fabricating Co.....786-4226
 McDonalds Three Rivers786-1020
 McNeill Mattie784-2811
 McTighe Lewis.....786-4343
 Means Ernest.....784-2153
 Mendez-Estrada Debra784-0095
 Mercer Valve Co Inc786-6332
 Meyer Tax Service.....786-2864
 Miller Environmental Services786-3458
 Mills Glen786-4317
 Mills Surveying786-3446
 Mission Petroleum Carriers Inc784-2091
 Momentum Fitness786-3001
 Monte Olivo Church786-2655
 Morales George784-2084
 Moya Erasmo Jr.....786-2777
 Moya Roy & Benjie.....786-3247
 Multi-Chem Group LLC.....786-3940
 Muniz Beatrice G786-2907
 Muniz J786-3731
 Muniz L786-2748
 Munoz Felicia.....784-3404
 Munoz Joe786-2099
 Munoz Susie784-2245
 Myrick Y786-1465

N

Nance V Sue.....786-2760
 Naylor Kathy786-3019
 Neff Mary786-3572
 Newport Norma786-3707
 Newport Real Estate786-4944
 Norris Susan786-4020
 Northside Laundry And Car Wash786-1818
 Nustar Energy786-3652

O

Ochoa Israel B.....786-4313
 O'Connor Desmond.....784-2162
 Ortiz Meghan784-2106
 Ottis Kelly.....786-3831

Our Savior Lutheran Church786-3327

P

Patriot Oilfield Services786-1049
 Patton Colonel James786-2704
 Perez Joanne786-3961
 Perez Shane.....784-2008
 Performance Plus Auto Repair786-3034
 Performance Top Drives.....784-2445
 Piggy Cakes784-2118
 Pipeline Supply Co.....786-3573
 Pizza Hut.....786-3506
 Plains Pipeline LP786-3700
 Ponce Gloria786-3670
 Powell Betty.....786-2638
 Powell Debra786-3715
 Powell Kenny786-2666
 Price Robert.....786-2683
 Pruski Cary786-4983
 Pruski DDS Cary A786-2559
 Pullin Darrell W786-2509
 Pyramid Instrumentation & Electric Corporation...786-6520

Q

Quast Christine786-2983
 Quick Pipe.....786-2255

R

Raimond Letty.....784-2011
 Ramirez Daniel784-2126
 Ramos Janie786-1051
 Ranch House The786-2196
 Reba's Rock-N-Rose RV Park786-1414
 Reliant Field Services Inc786-1200
 Reyes Isabel784-2540
 Rialto Theater786-4400
 Rialto Theatre786-4403
 Richardson Lorin.....784-2168
 Rios Narcia784-2230
 Robbins Milton.....786-2249
 Roberds Betty Sue786-3747
 Roberson Funeral Home786-3666
 Roberts Eugenia786-4705
 Roberts Vance.....784-2320
 Rocha Lupe.....786-4052
 Rodriguez Irene784-2211





THREE RIVERS - Area Code 361

Rodriguez Jesus784-2244
 Rodriguez Jesus784-2783
 Rodriguez Jesus786-1070
 Rodriguez Richard786-3267
 Rosales George.....784-2344
 Rosemount Inc.....786-1600
 Rouley Jeff.....786-2757
 RSC Equipment Rental.....786-2425
 Ruffles & Rust.....784-2054
 Ruiz Celia.....786-3074
 Ruiz Lisa786-1514
 Ruiz Salvador.....786-3165

S

Sacred Heart Rectory.....786-3398
 Saenz Diana.....784-2136
 Saenz Monica786-1003
 Safety Eyes Of America Inc.....786-4906
 Salazar Jr A.....786-3389
 Salazar Odilia.....784-2086
 Salazar Pedro786-3156
 Salinas Tony.....784-2020
 Schulz & Schulz.....786-2544
 Schulz & Schulz.....786-2545
 Schulz & Schulz.....786-2546
 Shale Lodge Three Rivers786-1100
 Shannon L.....786-3818
 Sinor Claudine786-4221
 Slough Katherine K.....784-2102
 Smith Angel784-2474
 Smith Candiss.....786-4290
 Smith Genevieve.....786-4352
 Smith Homer.....786-3258
 Smith T786-3749
 Smith Vance.....786-1624
 Soliz Dino & Sandy.....786-1747
 Soliz Ramon.....786-3023
 Sonic Drive In Of Three Rivers786-3336
 Sowell's BBQ786-3333
 Stafford Rodney.....784-2114
 Staghorn Restaurant.....786-3545
 Stapleton Monte786-4905
 Statoil Texas Onshore Properties786-1201
 Statoil Texas Onshore Properties786-3293
 Steele Misty.....784-2081
 Stephens Christopher784-2033
 Stephens Meagan.....784-2167

Stewart Bobby786-2284
 Stewart Lloyd Jr786-3701
 Stoddard Robert.....784-2177
 Straube Cindy784-2645
 Stroleny James.....786-4783
 Subway-CST Brands.....786-3308
 Sulaica Norm784-3385
 Sunoco Logistics786-2142

T

Tadlock Samantha784-2771
 Tanguma Anita786-2535
 Tanguma Elena784-2243
 Tanguma M786-2975
 Tanguma Jr Martin786-2781
 Tanguma Ramsey786-3449
 Tanguma Richard.....786-2879
 Taqueria Vallarta No 7.....786-2961
 Taylor B.....786-3444
 Tech Corp Usa.....786-3480
 Terry Sean.....784-2511
 Texan #4784-2125
 Texas Energy Services LP.....786-2390
 The River Gypsy Boutique & Outfitters...784-2819
 Thompson Kelsey B784-2100
 Three Rivers Chamber Of Commerce786-4330
 Three Rivers Church Of Christ786-3923
 Three Rivers Doughnut786-2927
 Three Rivers Farm & Ranch LLC.....786-3242
 Three Rivers First United Methodist Church.786-3217
 Three Rivers FRC & Safety Supplies786-2384
 Three Rivers Housing.....786-2295
 Three Rivers Inn & Suites786-4700
 Three Rivers Lumber Co784-2070
 Three Rivers Nursing Home786-2256
 TJ's Tire Repair.....786-3539
 Tollackson Thomas786-4383
 Torres C.....786-4143
 Tri County Mobile Concrete LTD (volume Metric) 786-4500
 Trillium Transit LLC784-2800
 Triple J Construction.....786-3857
 TSR Inc786-3018

V

Valdez Priscilla784-2119
 Valerus Compression786-3138
 Vanhouten Jason784-2063



TILDEN

Alphabetical Listings

Area Code 361

A

A W P Operating Co	274-3680
Aery Bradley & Randi	274-3455
Allen George C	274-3570
Almendarez Carroll M	274-3778
Anthony Family Property Holdings	274-3276
Arisola Frank	274-3346
Arrowhead Ranch	274-3700
At Your Road Service	274-3235
Atascosa Health Center Inc	274-3690

B

BCS Tilden Enterprises LLC	274-3791
BCS Tilden Enterprises LLC	274-3797
Blahe Nell	274-3317
Blahe Wade L	274-3394
Boss RV	274-3735
Bracken Robert A	274-3556
Brown C	274-3384
Brown J Alan	274-3810

C

CCW Ranches LTD	274-3832
Clarence Holt	274-1433
Coughran Joe	274-3264

D

Daughtry Wma	274-3573
David L L Valtierra	274-0111
Day Stacy	274-3502
Dickinson Jay	274-3255
Dickinson John B	274-3298
Dickinson Lester H	274-0000
Dickinson Ross	274-3588
Dilworth Scott	274-3401
Dusek James	274-3733

E

Edwards Clay & Julie	274-3788
Edwards Ralph S	274-3541
El Dorado Oil & Gas Inc	274-0001
Elliott Ken V	274-3446
Epley III Arthur W	274-3544
Errington Robert W	274-4894
Esquivel Josie	274-3234
Evans Shirley	274-3512

F

Fetterman Jerry James	274-3286
First Baptist Church	274-3330
Fisher James J	274-3534
Fisher James J	274-3597
Foster Fran	274-3585
Foster Jim	274-3587
Franklin Claude	274-3713
Franklin Elaine	274-3389
Franklin Jr F E	274-3292
Franklin Jr JB	274-3275
Free Flo Feeds	274-3232
Friesenhahn Lawrence W	274-3399

G

Garcia Armando	274-0016
Garcia Cecilia	274-3237
Garcia Felipe	274-3808
Garcia Ramiro	274-3361
Garcia Jr Tomas	274-3826
Garza Sr Arturo	274-3646
Garza Jr Domingo	274-3718
Garza Dora L	274-3302
Garza Lillian	274-0022
Garza Mariane	274-3819
Garza Mario	274-0088
Garza Mario	274-3398
Garza Oscar & Heather	274-3816



Gentry James B274-3503
 Gilbert Eurikie274-0619
 Grand Eagle Ford Lodge Of Tilden.....274-6786
 Gunter Michael.....274-3546

H

Hamilton Lane & Mardee274-3226
 Hasette Oralia274-3261
 Haskin Tom274-3699
 Hebert Terrell274-3869
 Henry Linda Lee274-3566
 Hilcorp Energy Company.....274-3279
 Hodgins Nell274-3293
 Hollan Lottie Lively.....274-3501
 Howell Regina.....274-3320
 Hundley Charles O274-3681

I

Ida B Family LTD Partnership274-3629

J

Jennings Energy Service771-9099
 Johnston Greg.....274-3785
 Jones Jason.....274-0010
 JV Steel Inc274-3283

K

Keefer Jamie.....274-0091
 Kendall P C274-3754
 Kolinek Jerry.....274-3799
 Kruger Mike274-3833
 Kuehlem Tanya.....274-3495

L

Lange Mrs C A.....274-3513
 Lee Jim D.....274-3652
 Lehnert L A274-3806
 Leos Pete274-3702
 Longan David & Deborah274-3549
 Lowe William A.....274-3225
 Lyons Charles A.....274-3870

M

Martin Guy274-3705

Mary Ann Wheeler FLP274-3562
 McCartney Shane.....274-3915
 McClagherty Dustin.....274-3211
 McClagherty Pamela.....274-3207
 McClagherty Suzi & Scotty274-3518
 McGuire Michael K.....274-3490
 McMullen Co J P.....274-3348
 McMullen Co Sheriff274-3311
 McMullen Co Sheriff Dept.....274-3809
 McMullen Co Soil & Water274-3221
 McMullen Communications LTD.....274-3367
 McMullen County Ca/Ag.....274-3206
 McMullen County EMS274-3213
 McMullen County Fire Department274-3496
 McMullen County WCID #1.....274-3441
 McTee L7 Ranch Management.....274-3365
 McTee L7 Ranch Management.....274-3558
 Munro Bill274-3890

N

Naylor Jackie274-3287
 Naylor James.....274-3542
 Nichols Carroll J.....274-3386
 Nichols Teresa.....274-3762

O

Oilfield Instrumentation274-3478
 Osburg Richard C.....274-3319

P

Petrohawk Energy Corp274-1286
 Petrohawk Energy Corp274-3616
 Pilot Travel Centers LLC274-1558

Q

Q-Haul Inc274-3322
 Q-Haul Inc274-3364
 Quintanilla Leo274-3229
 Quintanilla Macy274-3772
 Quintanilla Jr Max.....274-3263
 Quintanilla Santos.....274-3300

R

Ramert Mark M.....274-3857
 Ramon Patricia C274-3201





TILDEN - Area Code 361

Regency Field Services LP.....274-7300
 Rhino Operating Company LLC274-3333
 Riojas Alice274-3411
 Roark Gary274-3716
 Rose Terri274-3238

Triton Networks LLC.....274-0020
 True Ted W.....274-3531
 Turner Chris274-3742

S

Sadovsky Mattie274-3265
 Saucedo Jessie.....274-3223
 Scott III E O Trey274-3603
 Segura Catarino V274-3347
 Serrata Jake274-0055
 Serrata Melinda274-3848
 Smith April274-3220
 Smith Scott274-3387
 SNB McMullen Bank274-3391
 South Texas Electric Co-Op274-3798
 Springer Brenda.....274-4899
 St Joseph's Catholic Chruch274-3374
 Stallion Oilfield Construction274-3726
 Stanley Gary.....274-3344
 Stillwater National Bank & Trust274-3694
 Swaim Arthur Wayne274-3355
 Swaim Franklin274-3424
 Swaim Murray.....274-3624
 Swaim Robert274-3734
 Swaim Rodney274-3422
 Swaim Sue.....274-3615
 Swenson Ranch Ops274-3219

U

US Postal Service.....274-3222

V

Valero Corner Store #1498.....274-3520
 Varga Tw274-3611
 Verastegui Joe274-3232
 Verastegui Joe274-3373
 Verastegui Joe274-3382
 Verastegui Jr Joe274-3839
 Verastegui Jr Joe274-3883
 Villarreal Eutemio M.....274-3281
 Villarreal Miguel274-3688

T

Taylor Richard A274-3481
 Taylor Shannon274-3595
 Teal James E.....274-3824
 Teal Tim.....274-3224
 Texas Dept Of Transportation274-3351
 Texas Hot Oilers Inc.....274-3738
 Texas Parks & Wildlife.....274-3669
 Texas Parks & Wildlife.....274-3682
 Thomas Bruce.....274-3775
 Tilden Baptist Church.....274-3499
 Tilden Country Inn.....274-3451
 Tilden Country Inn.....274-3473
 Tilden Hospitality LLC274-2267
 Tilden Ready Mixed.....274-3779
 Tovar Jesse D.....274-3586

W

Walden Nancy B.....274-3325
 Weaver Tony.....274-3515
 Wheeler Charles.....274-3722
 Wheeler Gloria A274-3356
 Wheeler Gloria Ranch274-3353
 Wheeler Jr J E.....274-3204
 Wheeler Jr J E.....274-3205
 Wheeler Karen B274-3345
 Wheeler Mercantile.....274-3331
 Wheeler Warren274-3695
 White Oak Operating Co LLC274-3649
 Wilson Industries LP274-3335
 Wright Phil & Jo Ann274-3617
 Wyatt John C.....274-3210

X

XTO Energy Inc.....274-3326

Y

Yanas Elvira274-3379
 Yanas Jennifer T274-0011
 Yanas Joe & Jennifer274-3363

Z

Zeo Tech Corp274-3357



