

1956-2016

# Dial Tones

November 2016



Dial Tones is published monthly for members of Dell Telephone Cooperative, Inc., a member-owned cooperative since 1956. Proud to serve Dell City, Desert Haven, Guadalupe Peak, Mile High, Timmeron and Queen.

## Volume 22 Edition 11

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### Dell City Office

610 South Main Street

PO Box 67

Dell City, Texas 79837

(915)964-2352

### For Trouble,

Nights and Holidays Call

611 or 1-800-245-2991

(915) 964-2352

### Web Address

www.delltelephone.com

### Email Address

dteci@dellcity.com

### Editor

Deborah Hickox



## DTC/DELCOM CUSTOMER NOTICE: Federal and State Do Not Call Registries

### TEXAS NO-CALL LIST

Texas state rule §26.37(g) requires Certificated Telecommunications Utilities (CTUs) provide annual notice via one or more of the following methods with regards to the Texas No-Call List:

Beginning January 1, 2002, residential customers may add their name, address and non-business telephone number to a state-sponsored no-call list that is intended to limit the number of telemarketing calls received;

A customer who registers for inclusion on the no-call list can expect to stop receiving telemarketing calls within 60 days;

Registration of a non-business telephone number on the no-call list expires on the third anniversary of the date the number is first published on the list;

Registration of a residential, wireless, or business telephone number on the no-call list can be accomplished via the internet, phone, or mail;

Online at <http://www.texasnocall.com> – No fee to register

Call toll-free 1-866-TXNOCAL(L) (1-866-896-6225) - \$2.25 registration fee will apply for each residential or wireless phone number and \$2.55 for each business phone number

Mail written request for an application to: TEXAS NO CALL, PO Box 313, E. Walpole, MA 02032 - \$2.25 registration fee will apply for each residential or wireless phone number and \$2.55 for each business phone number

The customer registration fee must be paid by Mastercard or Visa when registering by telephone. When registering by mail, the fee must be paid by credit card, check, or money order;

A customer that registers for inclusion on the no-call list may continue to receive calls from certain non-profit organizations and debt collectors who are exempt.

### NEW MEXICO-CALL LIST

The State of New Mexico adopted the Federal Do-Not-Call list in July 2003. New Mexico does not have a separate database; they simply share the federal database. Therefore, New Mexico residents only need to register their telephone number(s) with the federal Do-Not-Call database.

### NATIONAL NO-NOT-CALL REGISTRY (TEXAS AND NEW MEXICO)

Federal rule §64.1200(g) requires Common Carriers of local exchange service to provide an annual bill insert furnishing information regarding the National Do-Not-Call registry.

The FCC does not specify the exact language of the bill insert but states that it must be “clear and conspicuous” and at a minimum, must include the toll-free telephone number 1-888-382-1222 or 1-866-290-4236 (TTY) and the internet address ([www.donotcall.gov](http://www.donotcall.gov)) established by the Federal Trade Commission for the consumer to register or revoke registration with the National Do-Not-Call database. Customers should also know that telemarketers have 31 days to stop calling new numbers on the list. Registered telephone number(s) will remain on the list until the number is disconnected or the customer asks for it to be removed. The national registry is nationwide in scope, applies to all telemarketers, with the exception of certain non-profit organizations, and covers both interstate (from one state to another) and intrastate (within state) telemarketing calls.

A consumer who receives a telemarketing call despite being on the federal registry will be able to file a complaint by visiting [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 or 1-866-290-4236 (TTY).

**“USDA is an equal opportunity provider, employer and lender”. To File a complaint of discrimination, write USDA, Director, Office of Civil rights 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice), (202) 692-0279 (Fax).**

## THE NEW DIRECTORIES ARE HERE!

The 2016 directories are here and will be mailed out to subscribers. Please check your name, address and telephone number to see if they have been printed correctly. If not, please let us know right away. We will go ahead and make the corrections needed to our records so that the information submitted in the next issue will be correct.

Each customer should be mailed one directory. If you need additional copies of the directory, please come by the office at 610 South Main Street in Dell City, Texas between 8:00am—4:30pm. We have extra copies on hand.



## YOUR RIGHTS AS A CUSTOMER

The substantive Rules, Section 26.31 (a)(4), of the Texas Public Utility Commission, requires all telephone companies to inform subscribers of “Your Rights as a Customer”. Your rights have been published in the October 2016 Telephone Directory.

## SUS DERECHOS COMO UN CLIENTE

Las reglas substantivas, seccion 26.31 (a)(4) de la comission publica de utilidades de Tejas, requiere que todas las companias de telefono informen a sus suscriptores de “Los derechos como un cliente”. Sus derechos se han publicado en la guia telefonica de Octubre 2016.



*In Observance of Thanksgiving our offices will be closed Thursday, and Friday November 24th and 25th. Have a safe and happy holiday!!*



### NEW LISTINGS—October 2016

|                         |          |
|-------------------------|----------|
| Ojo, Edwin              | 828-3382 |
| Ainsworth, John Daniell | 964-2959 |
| Karr, Kay               | 964-2311 |
| Jim Merriman            | 964-2313 |
| TSR INC                 | 988-2418 |
| Guikema, Chris          | 987-2374 |
| Scott, Gary             | 987-2469 |
| Anderson, Harry J       | 987-2770 |
| Meyer, David A          | 987-2886 |

### November 2016

|             |                           |
|-------------|---------------------------|
| November 6  | Daylight Saving Time Ends |
| November 8  | Election Day              |
| November 11 | Veterans Day              |
| November 24 | Thanksgiving Day          |

**Please Remember To Vote: November 8th Election Day!**



# Thank You

*for serving our country & protecting our freedoms!*

Veterans should be honored for the voluntary sacrifices they make to the country that they love and for all citizens. Veterans have given their lives so that other people around the world and at home may live in freedom from oppression.