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Dial Tones

December 2017



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.

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Editor Deborah Hickox

Texas Annual Lifeline Notices Dell Telephone Coop. Public Notice

Lifeline service is a government program designed to make monthly residential telecommunication services more affordable to eligible low-income customers. Customers who are eligible for the Lifeline program are also eligible for toll blocking at no additional charge.

The Federal Lifeline discount can be applied to qualifying voice or broadband services. In order to be eligible for the Federal Lifeline discount, a customer's annual household income must be at or below 135% of the Federal Poverty Guidelines or a customer must participate in one of the following programs: Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pension & Survivors Pension or qualifying Tribal Programs.

The additional State Lifeline discount can be applied to qualifying telephone (voice) services only. In order to be eligible for the additional State Lifeline discount, a customer's annual household income must be at or below 150% of the federal poverty guidelines, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); health benefits coverage under the State Child Health Plan (CHIP); Health and Safety Code; National School Lunch Program (free lunch program); Temporary Assistance for Needy Families (TANF); or qualifying Tribal Programs.

Lifeline is a non-transferable service and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Only eligible customers may enroll in the program. Customers are required to submit a Lifeline application form and will be required to certify continued eligibility annually. Customers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program. Questions concerning Lifeline application or eligibility may be directed to the Low-Income Discount Administrator (LIDA) at 1-866-454-8387.

Basic services are offered to all customers in DTC's service territories at the rates, terms, and conditions specified in [the Company's] tariff. If you have any questions regarding the Company's services, please call us at 915-964-2352, toll free at 800-245-2991, or visit our business office at 610 S Main].

New Mexico Annual Lifeline Notices Dell Telephone Coop. Public Notice

Lifeline service is a government program designed to make monthly residential telecommunication services more affordable to eligible low-income customers. Customers who are eligible for the Lifeline program are also eligible for toll blocking at no additional charge.

The Federal Lifeline discount can be applied to qualifying voice or broadband services. In order to be eligible for the Federal Lifeline discount, a customer's annual household income must be at or below 135% of the Federal Poverty Guidelines or a customer must participate in one of the following programs: Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pension & Survivors Pension; or qualifying Tribal Programs.

The additional State Lifeline discount can be applied to qualifying telephone (voice) services only. In order to be eligible for the additional State Lifeline discount, a customer's annual household income must be at or below 150% of the federal poverty guidelines, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Food Stamps; Low Income Home Energy Assistance Program (LIHEAP); Medicaid; Supplemental Security Income (SSI); National School Lunch Program (free lunch program); Federal Public Housing Assistance; or qualifying Tribal Programs.

Lifeline is a non-transferable service and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Only eligible customers may enroll in the program. Customers are required to submit a Lifeline application form and will be required to certify continued eligibility annually. Customers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program.

Basic services are offered to all customers in DTC's service territories at the rates, terms, and conditions specified in [the Company's] tariff. If you have any questions regarding Lifeline service or would like to apply for Lifeline service, please call us at 915-964-2352, toll free at 800-245-2991, or visit our business office at 610 S Main.



"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).

**DTC CUSTOMER NOTICE:
Federal and State Do Not Call Registries**

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

The National Do-Not-Call Registry has been established to address unwelcome telemarketing calls. 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.

The Federal Trade Commission has established the toll-free telephone number 1-888-382-1222 or 1-866-290-4236 (TTY) and the internet address (www.donotcall.gov) for customers to register or revoke registration with the National Do-Not-Call database. Wireless numbers may also be registered. 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 revoked.

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

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.

TEXAS NO-CALL LIST

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. 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. 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 so customers will need to “renew” the registration of their telephone number(s) every three years.

Registration of a telephone number on the no-call list can be done online at <http://www.texasnocall.com> free of charge. Registration can also be done via toll-free 1-866-TXNOCAL(L) (1-866-896-6225) and via mail by sending a written request for an application to TEXAS NO CALL, PO Box 313, E. Walpole MA 02032. Note that registering via a telephone call or by mail for each residential or wireless phone number will result in a \$2.25 registration fee and for a business phone number the registration fee will be \$2.55. The registration fee must be paid by credit card MasterCard or Visa when registering by telephone. When registering by mail, the fee must be paid by credit card, check, or money order.

NEW LISTINGS— November

TSR INC	986-2543	Butler, Roscoe J.	987-2766
Baker, Mike	987-2307	Sprayberry, Patricia Louise	987-2772
Clark, Jim L	987-2273	Huber, Michael or Melanie	987-2963
Tomlinson, Dan	987-2977		



Dell Telephone Holiday Hours

Dell Telephone will be closing at 12:00 noon December 22nd and will not reopen until January 2nd in observance of the Christmas and New Year Holidays. The outside plant techs will be on standby.

Season's Greetings May Peace, Joy, Hope and Happiness be yours during the Holidays and throughout the New Year!

Dell Telephone Horario para Dias Festivos

Dell Telephone cerrara a las 12:00 del medio dia el 22 de Diciembre y no abrira hasta el 2 de Enero debido a los Dias Festivos de la Navidad y Ano Nuevo. Los tecnicos estaran listos para emergencias.

Saludos Navidenos Que la Paz, Gozo, Esperanza y Felicidad sean suyos durante los Dias Festivos y a travez de el Ano Nuevo!

December 2017

December 7	Pearl Harbor Day
December 21	Winter Begins
December 25	Christmas Day
December 25-29	DTC Closed

