


Your Bill, Simplified.

Santa Rosa Telephone Cooperative, Inc., believes in helping our members every way we can. Which is why we made sure to make your monthly bill as easy to read as possible and why we put important information at the top to help make handling and filing simpler for you. To make sure you always know what everything you'll see means, we've broken it down in detail, section by section below.



PO Box 2128
Vernon, TX 76385-2128 ADDRESS SERVICE REQUESTED

Check here for change of address (See reverse for details)
 Check here to enroll in automatic payments (See reverse for details)

G: 1-3167
SAMPLE BILL
PO BOX 2128
ASPERMONT, TX 76385-2128


Remittance Information

Account Number	00000000-1
Invoice Number	10000000
Bill Date	Apr 01, 2016
Past Due After	Apr 16, 2016
Amount Due	\$ 236.60

Amount Enclosed: \$ _____

Please make checks payable to Santa Rosa Telephone Cooperative, Inc.

To ensure proper credit, please return the top portion of this page with your payment. Keep the lower portion for your records.

Santa Rosa Telephone Cooperative Inc.			
<p>Vernon Office 7110 Hwy 287 East Vernon, TX 76385 888-886-2217 8:30 to 5:00 M-F</p>	<p>Seymour Office 310 W California Seymour, TX 76380 877-889-1125 8:00 to 5:00 M-F</p>	<p>Haskell Office 113 N Ave D Haskell, TX 79521 888-863-1125 8:00 to 5:00 M-F</p>	 <p>PO Box 2128 Vernon, TX 76385-2128</p>

Balance Forward

Previous Bill	\$ 118.28
Total payments through Mar 24	\$ 0.00
Balance Before Current Charges	\$ 118.28

Invoice Totals

Residential Phone	12.68
Residential Internet	28.19
Television	77.45
Subtotal Current Charges	\$ 118.32

Service Summary

	Adj	Charges	Taxes Surcharges Fees	Subtotal
Residential Phone		8.75	3.93	12.68
Residential Internet		27.95	0.24	28.19
Television		69.62	7.83	77.45
		106.32	12.00	118.32

Total Amount Due **\$ 236.60**


Account Summary

Account Number	00000000-1
Invoice Number	10000000
Bill Date	Apr 01, 2016
Due Upon Receipt - Past Due After	Apr 16, 2016

Previous Bill	\$ 118.28
Previous Payments	\$ 0.00
Previous Balance	\$ 118.28
Current Charges	\$ 118.32
Advance Payments	\$ 0.00
Amount Due	\$ 236.60

Message Center

If you currently do online bill pay please be aware that your billing account number has changed with the new billing system and can be found on the first page of your bill!



Directory Changes
Santa Rosa is working on our next phone book directory. If you have any changes in how your listing appears please contact the main office at 888-886-2217 as soon as possible as the deadline is soon approaching.

Balance Forward and Service Summary

Provides a simplified breakdown of charges across all of your services.

Remittance Information

Please return this section with your payment. Be sure the address shows in the return envelope window.

Account Summary

This is a concise listing of previous account history, including recent balances, payments, credits and additional charges.

Messages

This area contains important information about your account, or changes and events that may be taking place.



CUSTOMER CARE 888-886-2217

Account Number: 00000000-1
Page 1 of 2

Credit Card Payment

Please Select:

Monthly Recurring

Payment will process on the 10th of each month for amount due.

One-Time Payment

Payment will process upon receipt for amount authorized.

Card Number: _____ CVV #: _____ Expiration Date: _____ Amount Authorized: \$ _____
Last 3 digits on back of card

Billing Address: _____ Type of Card: Visa Mastercard Discover

City: _____ State: _____ Zip: _____ Signature: _____

Recurring Automatic Payment from Checking Account

I would like my account to be paid automatically on the 10th of each month from my checking account for the amount due.

Please sign below and attach a voided check to begin this payment option with your next bill.

Signature: _____ Date: _____

Has your billing or contact information changed? Update your records by providing this new information.

New Mailing Address: _____ Effective Date: _____

City: _____ State: _____ Zip: _____ Daytime Contact #: _____

Signature: _____

Remittance Slip Backer
Allows you to pay by credit card, set up automatic payment, or update your address information.

Customer Care
1-888-886-2217
Frequently Asked Questions

Password Genie

Password Genie - password manager, data protection and password security software is your secure digital wallet. You need a password manager because keeping track of so many online logins and passwords is a pain. But who do you trust with all of your important personal information? Santa Rosa Telephone. Call your local office to sign up today and get the first month free!

Voice Mail

Santa Rosa proudly offers a voice mail system that is easily managed, convenient, and most of all dependable. We offer 3 voicemail packages. Bronze - 1 mailbox, Silver - includes 4 sub mailboxes, and Gold - includes 9 sub mailboxes. Simply call your designated number to receive any messages left by friends and family without the hassle of an answering machine. With these options you could have a mailbox for each member of the family.

What is Expanded Local Calling (ELC) and Extended Area Calling (EAS)?

Both ELC and EAS expand the rural local calling area. They allow customers to call additional exchanges for a flat fee rather than incurring long distance charges.

Security Coverage

Protect all your computers with SecureIT Plus - antivirus, malware, spyware protection and parental controls and for the cell phones get the Mobile Suite App. Don't forget about all those important files, documents and pictures - add File Hopper Plus online back up. Call your local office today to add any of these 3 services.

Detail Charges

Residential Phone (940-888-4444)

Recurring Charges (Apr 01 - Apr 30)	
Residential Access Ready	8.75
* Residential Phone	
Non Published Service	
Expanded Calling (ELC)	
Restrict 1+ Calling	
Calling Name & Number Delivery	
911 Equalization Charge	0.06
Aspermont City Tax	0.23
Federal Tax	0.32
Municipal ROW fee - Aspermont	1.75
Stonewall 911	0.50
Texas State Tax	0.68
Texas USF	0.39
Total for 940-888-4444	\$ 12.68

Residential Internet

Recurring Charges (Apr 01 - Apr 30)	
Internet 3 Mbps	27.95
Email - sample@srcaccess.net	FREE
Taxes, Fees, and Surcharges	
Aspermont City Tax	0.06
Texas State Tax	0.18
Total for Residential Internet	\$ 28.19

Television

Recurring Charges (Apr 01 - Apr 30)	
TV Transport and Guide	5.00
Set Top Box Rental (qty 2)	12.00
Abilene Local Channels	7.60
Ultra Channels	45.02
Taxes, Fees, and Surcharges	
Aspermont City Tax	1.39
Aspermont Franchise Fee	2.09
Texas State Tax	4.35
Total for Television	\$ 77.45

Long Distance Carriers

INTRASTATE	Santa Rosa Communications LTD
INTERSTATE	Santa Rosa Communications LTD
940-888-4444	

Charge Detail
This area contains the itemization by account. It will include one-time fees, services added, specific charges and taxes. This section may require additional pages, depending on the account, the calls made, or services rendered.

Long Distance
Call type (CT) will appear after the long distance call detail.

