



The Wild Horse Desert

SERVING:

**Riviera, Loyola Beach, Sarita
and Armstrong**

 **localsolution.com**



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**DECEMBER
2025**

EMERGENCY NUMBERS

Riviera Telephone Company, Inc.

FIRE (Bomberos)

POLICE (Policía)

AMBULANCE (Ambulancia)

EMERGENCY DIAL

9-1-1

(Emergencies Only) (Emergencia Solamente)

TDD/TTY

Emergency Calls: • 1-800-735-2989

• Dial 9-1-1

• Tapping a few TDD/TTY keys may result in faster answer.

Non-Emergency Calls: • Dial 711

Administrative Calls

Fire Station (Unmanned Bldg).....	(361) 296-3220
Sheriff	
Kenedy County – Sarita.....	(361) 294-5205
Kleberg County – Riviera.....	(361) 296-3203
Sheriff Non-Emergency	311
Evacuation Notification (Cable Locates).....	811
Texas Information and Referral Network.....	211
National Suicide Prevention and Mental Health Crisis Lifeline	988
Federal Bureau Of Investigation (F.B.I.)	
Corpus Christi	(361) 883-8671
Missing Persons Clearinghouse.....	1-800-346-3243
Poison Information.....	1-800-222-1222
Coast Guard	
Emergency Number.....	(361) 937-1898
Union Pacific Railroad	1-888-870-8777

Telephone Service Calls

Directory Assistance	
(Charges may apply, see page 26 for charges)	
Local.....	(361) 296-3232
Local (If Office Is Closed).....	1+411
Long Distance ...Dial 1 + Area Code + 555 + 1212	
Repair Service	611
Long Distance.....	See Pages 23-25
State Government Information	(512) 463-4630
Telephone Business Office.....	(361) 296-3232
Or	1-877-296-3232

Business Office: 104 S 8th St, PO Box 997, Riviera, Texas 78379

rivnet.com rtc.ofc@rivnet.com

Open 8:30 am - 5:00 pm Weekdays, except holidays

Call (361) 296-3232 or toll free (877) 296-3232

To report telephone or internet service issues after hours, please leave your name, phone number, contact number, and detailed messages; Technicians are on call after hours and will contact you.

The Wild Horse Desert

The Wild Horse Desert

That strip of land between the Nueces River and the Rio Grande River that is as rich in mystery as it is in history is the spotlight for this year's edition of the Riviera Telephone Company Directory feature.

While most stories start at the beginning, this tale can only be told by going back before the beginning...

Back in the 1830s, the Republic of Texas decided to establish the boundary between themselves and Mexico at the Rio Grande River. Mexico decided that the boundary should be the Nueces River. For several years, it stood just like that: one side picked this line, the other picked that line.

This area became known as the "Nueces Strip", or more commonly today we refer to it as "The Wild Horse Desert" and was so named as even though it was rugged and uninhabited, looked as if it was populated by the thousands of trails made by the horses that roamed in the region.

So, why all the wild horses?

To answer that question, we have to dial the clock back to the 15th century when the Spanish Conquistadors first landed on North America...with their horses. As those horse populations thrived, the explorer business took a bit of a dive and soon, there were too many horses in the herd to maintain, so these horses went feral. Where better to take up residency if you're a horse than a region with very few people?

And so, this is how it went for centuries. Ultimately, the disagreement over exactly where the border between Mexico and Texas should be came to a boiling point and the war for Texas independence started. Once that was behind us, the decision had to be made as to what was to be done with this region...

Most of this region, being unsettled at the time, was a blank canvas in the 1830s, the area was known for its lawlessness, rugged climate, and harsh environment. With some resolve, a pair of entrepreneurs named Richard

The Wild Horse Desert

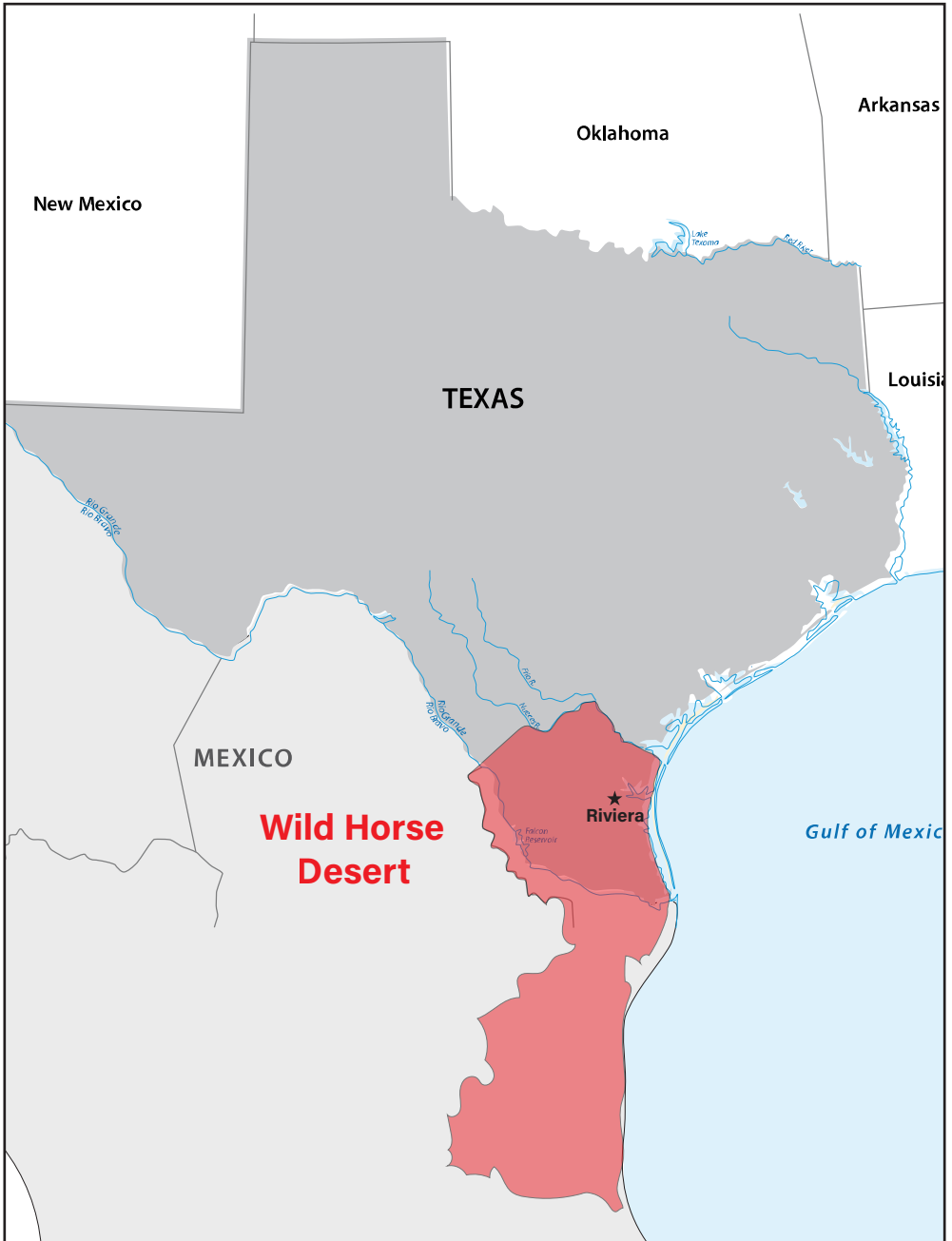
King and Mifflin Kenedy decided ranching would be a good place to start. To this day, the King Ranch and Kenedy Ranch comprise a vast portion of the region.

The area has seen dramatic transformation in the 200 years since it became part of Texas. What was once dunes as far as the eye could see, has been transformed into oceans of grass and Mesquite trees that have become home to livestock and wildlife unlike anywhere else on the planet.

The Wild Horse Desert has become an icon of Texas's identity, and as one of the more unique areas of the state that offers hunting, fishing, ranching and farming all before noon on a Tuesday!

We are proud of our history and heritage and as it evolves to its next evolution, are excited to be a part of the Wild Horse Desert community- truly one of a kind!





Preparing for an Emergency Makes Sense.

The likelihood that you and your family will survive a house fire depends as much on having a working smoke detector and an exit strategy, as on a well-trained fire department. The same is true for surviving a terrorist attack or other emergency. We must have the tools and plans in place to make it on our own, at least for a period of time, no matter where we are when disaster strikes. Just like having a working smoke detector, preparing for the unexpected makes sense.

Get ready now.

1 Get a Kit

of Emergency Supplies.

2 Make a Plan

For What You Will Do in an Emergency.

3 Be Informed

About What Might Happen.

4 Get Involved

in Preparing Your Community.

**Find out how by visiting
www.ready.gov
or calling 1-800-BE READY**

Recommended Supplies to Include in a Basic Kit:

- ☐ **Water** one gallon per person per day, for drinking and sanitation
- ☐ **Food** at least a three-day supply of non-perishable food
- ☐ **Battery-powered radio and extra batteries**
- ☐ **Flashlight and extra batteries**
- ☐ **First Aid Kit**
- ☐ **Whistle** to signal for help
- ☐ **Filter Mask** or cotton t-shirt, to help filter the air
- ☐ **Moist Towelettes** for sanitation
- ☐ **Wrench or pliers** to turn off utilities
- ☐ **Manual can opener** for food (if kit contains canned food)
- ☐ **Plastic sheeting and duct tape** to shelter-in-place
- ☐ **Garbage bags and plastic ties** for personal sanitation
- ☐ **Unique family needs**, such as daily prescription medications, infant formula or diapers, and important family documents



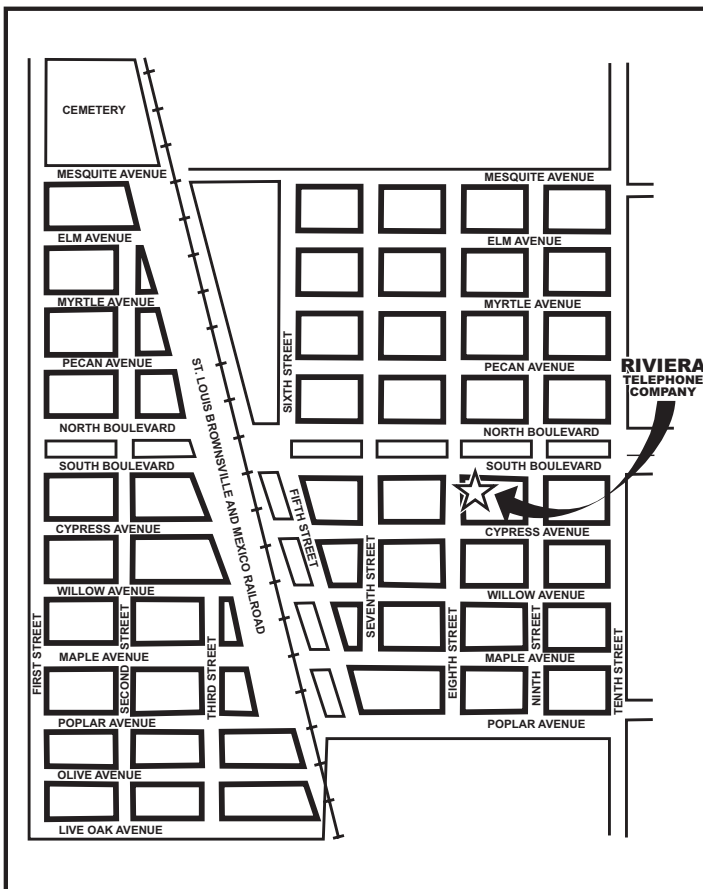
**Homeland
Security**



Index/Map of Riviera

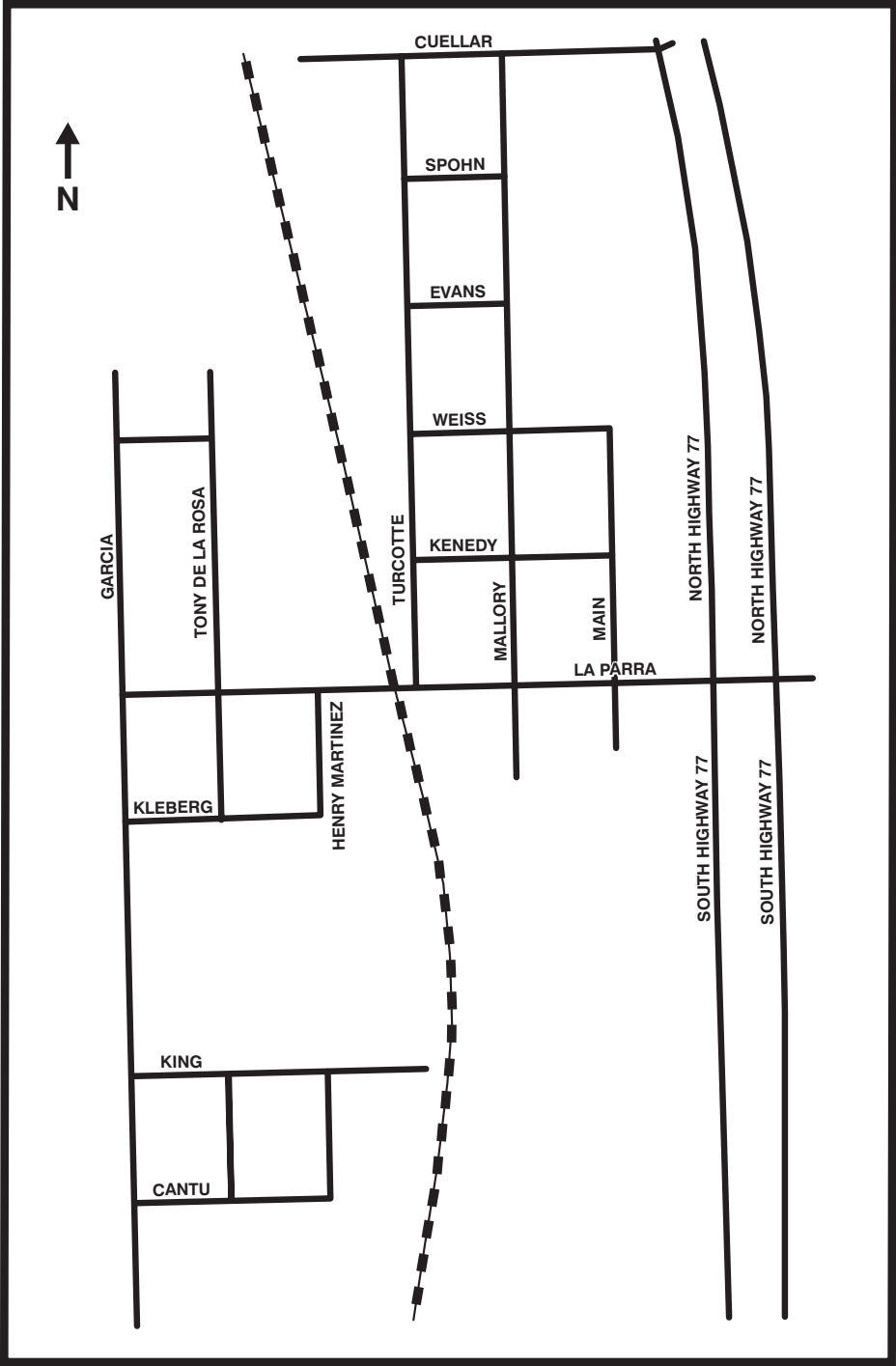
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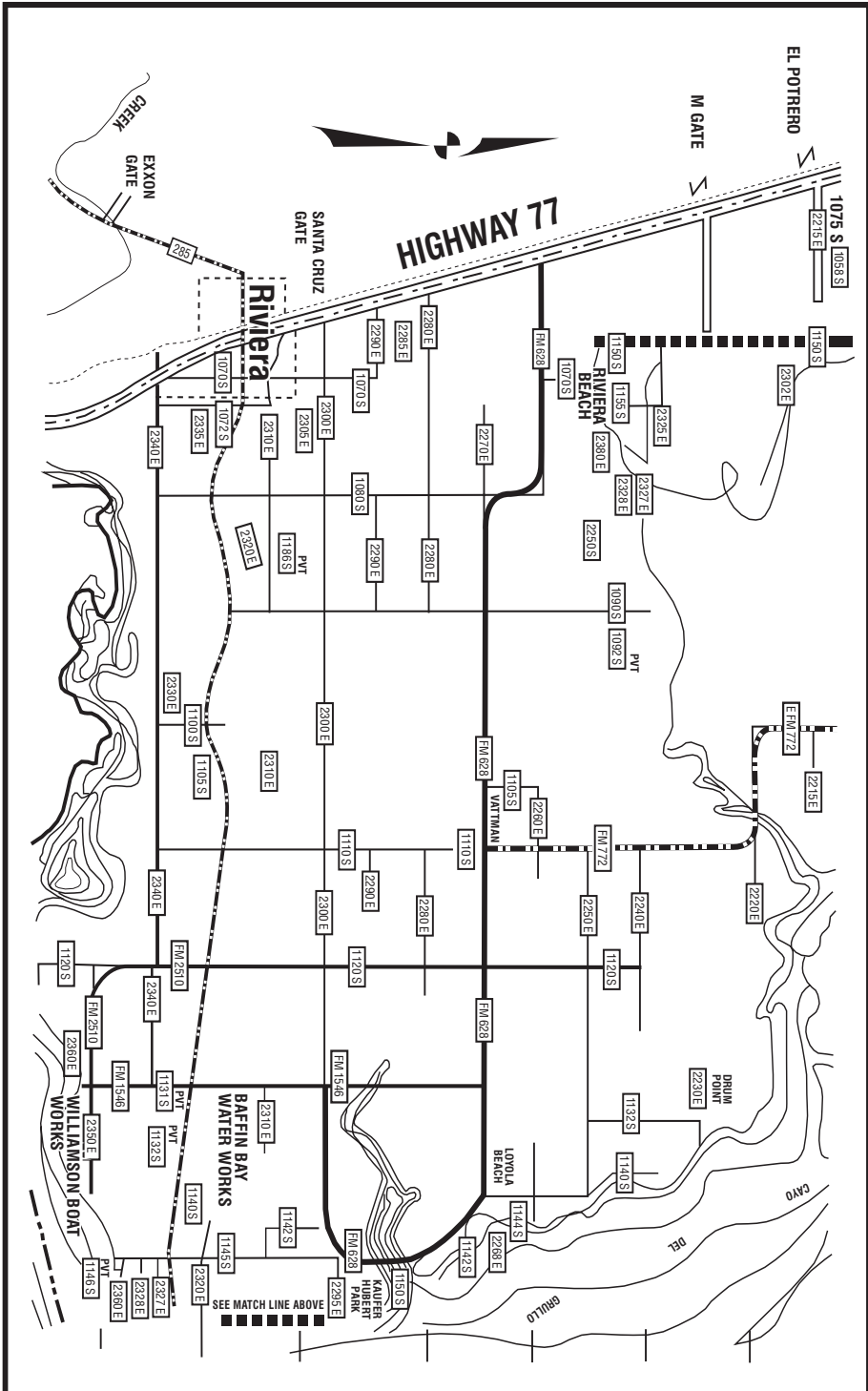
MAP OF RIVIERA (TOWN)



Map of Sarita (Town)

Sarita, Texas 78385





Government Offices - County

Area Code: 361

KENEDY COUNTY OF (SARITA)

Ambulance – Fire – Police – Emergency	911
Attorney 151 N Mallory St.....	294-5292
County & District Clerk 151 N Mallory St.....	294-5220
District Judge 151 N Mallory St.....	294-5241
County Judge 151 N Mallory St.....	294-5224
Justices of the Peace 220 La Parra Ave	
Pct #1.....	294-5785
Pct #2.....	294-5298
Pct #3.....	294-5786
Pct #4.....	294-5787
Sheriff's Office 175 Cuellar Ave.....	294-5205
Tax Assessor/Collector 319 La Parra Ave.....	294-5202
Treasurer 151N Mallory St.....	294-5304

KLEBERG COUNTY OF (KINGSVILLE)

Ambulance – Fire – Police – Emergency	911
Addressing Coordinator.....	595-8593
Adult Probation Dept 725 E Yoakum.....	595-8558
Appraisal District 502 E Kleberg.....	595-5775
Child Support Courthouse.....	595-8562
City/County Health Unit	
3421 North Farm Market 1355.....	592-3324
County Attorney Courthouse.....	595-8583
County Auditor Courthouse.....	595-8526
County Clerk Courthouse.....	595-8548
County Court At Law Courthouse.....	595-8565
County Constables	
Pct #1 2599 E Kenedy.....	595-1387
Pct #2 620 N 3rd.....	595-8582
Pct #3 103 N 7th St.....	296-3706
Pct #4 622 N 14th.....	595-8586
County Extension Agents 729 E Yoakum Ave.....	595-8566
County Judge Courthouse.....	595-8585
County Treasurer Courthouse.....	595-8535
County Welfare 725 E Yoakum.....	595-8555
District Attorney Courthouse.....	595-8545
District Clerk Courthouse.....	595-8561
District Judge Courthouse.....	595-8533
Emergency Management Coordinator	
Courthouse.....	595-8527
Flood Plain Management Coordinator	
Courthouse.....	595-8527
Hot Checks Courthouse.....	595-8584
Human Services Department.....	595-8572
Main Office 1109 E Santa Gertrudis.....	595-8574
Indigent Care 700 E King.....	595-8569
Senior Citizens 1109 E Santa Gertrudis.....	595-8573
Energy Assistance.....	595-8572
Transportation 720 E Lee.....	595-8576
Jury Duty Courthouse.....	595-8562
Justices of the Peace	
Pct #1 2599 E Kenedy.....	595-1387
Pct #2 620 N 3rd.....	595-8571
Pct #3 103 N 7th St.....	296-3214
Pct #4 622 N 14th.....	595-8586
Juvenile Probation Department 725 E Yoakum.....	595-8551
Kleberg County Park	
Main Office Dick Kleberg Park.....	595-8591
Maintenance Department.....	595-8594
Northway J K Exposition Center.....	595-8595
Kingsville Parks & Recreation.....	221-8708
Brookshire Pool 1519 E Kenedy Ave.....	592-7061
Loss Control Coordinator Courthouse.....	595-8527

Maintenance Dept Courthouse.....	595-8521
Maintenance Barn Pct #3.....	296-3623
County Commissioners	
Pct #1 1910 E Trant Rd.....	595-8529
Pct #2 620 N 3rd.....	595-8532
Pct #3 433 E CR 2310 Riviera.....	296-3623
Pct #4 622 N 14th.....	595-8588
Sheriff	
Administrative Calls 1500 E King.....	595-8500
From Riviera, Call.....	296-3203
Tax Assessor-Collector	
Motor Vehicle Dept Courthouse.....	595-8541
Property Tax & Voter Registration Courthouse.....	595-8542
Veterans Office Courthouse.....	595-8552
Victims Assistance Coordinator.....	595-8547

BROOKS COUNTY OF (FALFURRIAS)

Ambulance – Fire – Police – Emergency	911
Airport.....	325-2909
County Commissioners.....	325-5604 x 157
Brooks County Constable Department.....	325-5670 x 378
Pct #1.....	207-5558
County Extension.....	325-4402
County Sheriff.....	325-3696 x 503
Ed Rachal Library 203 Calixto Mora Ave.....	325-5670 x100
Road and Bridge Department.....	325-4802
or 325-4902	
Brooks County Courthouse Annex.....	325-5670
Tax Assessor Collector and	
Motor Vehicle Dept.....	Press 2
County Treasurer.....	Press 3
County Indigent.....	Press 4
911 Coordinator & Election Admin.....	Press 5
County Auditor.....	Press 6
Brooks County Blumer Building.....	325-4500
Justice of the Peace.....	Press 1
Adult Probation.....	Press 2
Maintenance Supervisor.....	Press 3
Brooks County Judicial Annex.....	325-5604 x 3
JP 1.....	667-3301
JP 2.....	667-3302
JP 3.....	667-3303
JP 4.....	667-3304
Brooks County Courthouse.....	325-5604
Justice of the Peace.....	Press 1
County Judge.....	Press 2
County Attorney.....	Press 3
County Clerk.....	Press 4
District Judge.....	Press 5
District Attorney.....	Press 6
District Clerk.....	Press 7
JP 1.....	667-3301
JP 2.....	667-3302
JP 3.....	337-3303
JP 4.....	667-3304
Juvenile Probation.....	325-4302

Government Offices - State

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State Government Information: 512-463-1782

GOVERNOR	Greg Abbott	800-843-5789
ATTORNEY GENERAL	Ken Paxton	512-463-2100
COMPTROLLER	Glenn Hegar	800-252-5555
U.S. SENATOR	Ted Cruz	202-224-5922
U.S. SENATOR	John Cornyn	202-224-2934
STATE SENATOR	Adam Hinojosa	512-463-0127
STATE REPRESENTATIVE	J.M. Lozano	361-643-0063
SECRETARY OF STATE	Jane Nelson	512-463-5600
PUBLIC UTILITY COMMISSION	Customer Protection Hotline	512-936-7000
AGRICULTURE, TEXAS DEPARTMENT OF		
Agriculture Radion News Line and		
Drought Update Line	800 835-5832	
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 Compensation	800 983-9933	
OAG Main Toll Free Number	800 252-8011	
Victim Services	800 848-4284	
AUDITOR'S OFFICE, STATE		
Fraud Hotline	512-936-9500	
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	800 442-3453	
CONSUMER CREDIT COMMISSIONER, OFFICE OF		
Consumer Credit Hotline		
Office of Consumer Credit Commissioner	800 538-1579	
Statewide Consumer Helpline	800 538-1579	
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 Hotline	888 777-3186	
Public Inquiries about Permitting	800 687-4040	
Small Business and Local		
Government Assistance	800 447-2827	
Smoking Vehicle Reporting Line	800 453-7664	
Spill Reporting (24 Hour)	800 832-8224	
Toxicology Information	877 992-8370	
Vehicle Emissions Testing Hotline	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		
Information & Referral Hotline		
	800 843-5789	

TEXAS STATE AGENCY WEBSITE ADDRESSES can be accessed at
www.texas.gov

Texas Online

The State of Texas web site, www.texas.gov is intended to serve as the official compilation of Texas government electronic resources, both at the state and local levels, and as an index of Texas governmental or taxing authority web sites and services. The site is organized by subject to provide a collection of links and portals designed to allow citizens, visitors, businesses, state government, and others to quickly and efficiently locate appropriate resources.

En Español: Texas Online

La finalidad del Sitio Web del Estado de Texas, www.texas.gov es la de servir como el punto central de recopilación de los recursos electrónicos del Gobierno del Estado de Texas, tanto a nivel estatal como a nivel local, y proporcionar un índice de sitios Web y servicios del Gobierno de Texas a autoridades de impuestos. El sitio se ha organizado por temas, con el fin de proporcionar una serie de enlaces y portales diseñados para permitir que los ciudadanos, visitantes, empresas, gobierno estatal, y otros puedan localizar los recursos correspondientes de una manera rápida y eficiente.

Government Offices - State

HEALTH AND HUMAN SERVICES COMMISSION

Consumer Complaints & Inquiries877-787-8999

HEALTH SERVICES, TEXAS DEPT OF STATE

Aids Information.....800 229-2437
 AZT/HIV Medication Hotline800 255-1090
 Alzheimer's.....800 242-3399
 Asbestos.....800 572-5548
 Blood Lead Surveillance Branch800 588-1248
 Border Health - Statewide800 693-6699
 Cancer Registry.....800 252-8059
 Child Passenger Safety/ Car Seat Information.....800 252-8255
 Children with Special Health
 Care Needs (CSHCN) Services Program800 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 Reaction888 839-6676
 EMS Complaint Line.....800 452-6086
 EMS Trauma Registry Data Requests.....800 242-3562
 Emerging and Acute Infectious Disease Branch800 252-8239
 Environmental Hazards -Indoor Air Quality/Mold.....800 293-0753
 Environmental Hotline800 832-8224
 HAZCOM Hotline.....800 452-2791
 HIV / STD Information800 299-2437
 HIV / STD Medication800 255-1090
 Hansen's Disease.....800 252-8239
 Health Promotion & Chronic Disease Prev
 Community Health & Wellness Branch512 776-7618
 Health Promotion & Chronic Diseases Prev
 Tobacco Prevention & Control Branch800 345-8647
 Health Promotion & Chronic Disease Prev
 Alzheimer's Toll Free Line800 242-3399
 Hepatitis Helpline.....877 435-7443
 Hotline for Reportable Occupational Diseases.....800 588-1248
 Immunization800 252-9152
 Infectious Disease800 252-8239
 Infectious Disease Reporting.....800 705-8868
 Information and Referral (DSHS)888 963-7111
 Information and Referral (Toll-Free)888 963-7111
 Occupational Diseases800 588-1248
 Office of Tobacco Prevention & Control.....800 345-8647
 Pregnancy Risk Line -Teratogen800 733-4727
 Rabies Hotline800 252-8163
 Regional & Local Services.....800 248-4083
 Seafood Safety Recording.....800 685-0361
 TDD800 735-2989
 TX Aids / HIV Medication Program -(THMP)800 255-1090
 Toxic Substance Control.....800 572-5548
 Zoonosis Control800 252-8239

HIGHER EDUCATION COORDINATING BOARD, TX

Student Services - Long Distance Toll Free800 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-Free800 252-3439
 DWC Claims & Customer Services800 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 Program800 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 free800 395-5627
 Lottery Customer Service Information.....800 375-6886

MEDICAL BOARD, TEXAS

Complaints Hotline800 201-9353

MOTOR VEHICLES, TEXAS DEPARTMENT OF

Enforcement Information800 687-7846
 Motor Vehicle Division888 368-4689

PARKS AND WILDLIFE DEPARTMENT

Birding Information888 892-4737
 Boat Registration800 262-8755
 Credit Card License Sales.....800 895-4248
 Game Warden Recruiting877 229-2733
 Operation Game Thief.....800 792-4263
 TPWD Main Line800 792-1112

PLUMBING EXAMINERS, TEXAS STATE BOARD OF

Toll Free Line800 845-6584

PRESERVATION BOARD, STATE

Bullock Texas State History Museum512 936-8746
 Capitol Gift Shops.....512 305-8408

PUBLIC INSURANCE COUNSEL, OFFICE OF

Toll Free Number877 611-6742

PUBLIC SAFETY, DEPARTMENT OF

Railroad Crossing Malfunction.....800 772-7677
 Roadside Assistance *DPS800 525-5555

PUBLIC UTILITY COMMISSION OF TEXAS

Customer Hotline Toll Free888 782-8477

PUBLIC UTILITY COUNSEL, OFFICE OF

Toll Free Number877 839-0363

SAVINGS AND MORTGAGE LENDING, DEPT OF

Licensing and Registration877 276-5550

SECURITIES BOARD, STATE

State Securities Board888 663-0009

STATE BAR OF TEXAS

Ethics Hotline for Lawyers.....800 532-3947
 Grievance Information800 932-1900
 Lawyer Advertising Review.....800 566-4616
 Lawyer Referral Service800 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 Departments800 204-2222

TRANSPORTATION, TEXAS DEPARTMENT OF

Information Line.....800 558-9368

VETERANS COMMISSION, TEXAS

Veterans800 252-8387

WORKFORCE COMMISSION, TEXAS

TWC Fraud Hotline.....800 252-3642

NFB-NEWSLINE AUDIO II ¹¹

NEWSPAPER SERVICE

NFB-NEWSLINE Audio Newspaper Service

Texas residents who are legally blind, have a physical or learning disability that prevents you from reading the paper independently may be eligible. Your eligibility is not dependent on, or restricted to affiliation with any particular support organization. If you are enrolled in the National Library Service for the Blind and physically handicapped you qualify for NFB-Newsline.

NFB-Newsline provides free access to hundreds of newspapers via the telephone and online to the blind and those with disabilities that have a difficulty reading print.

For more information regarding the free service or to register contact National Federation of the Blind toll-free at (866) 504-7300 for an application. Application is available for download online.

To contact the National Office by mail, phone, fax or email:

National Federation of the Blind
200 East Wells Street at Jernigan Place
Baltimore, MD 21230

Phone: 410-659-9314
Email: nfb@nfb.org
Fax: 410-685-5653

Servicio de periódicos NFB-Audio NEWSLINE

Los residentes de Texas que son legalmente ciegos, tienen una discapacidad física o de aprendizaje que le impide leer el periódico de forma independiente, pueden ser elegibles. Su elegibilidad no depende de, o restringido a la afiliación a cualquier organización de apoyo especial. Si está inscrito en el Servicio Nacional de Bibliotecas para Ciegos y Discapacitados Físicos califica para NFB-Newsline.

NFB-Newsline ofrece acceso gratuito a cientos de periódicos a través del teléfono y en línea a los ciegos y las personas con discapacidad que tienen una dificultad para leer impresos.

Para más información sobre el servicio gratuito o para inscribirse pongase en contacto con la Federación Nacional de Ciegos al número gratuito (866) 504-7300 para una aplicación. La aplicación está disponible para su descarga en línea. Para ponerse en contacto con la Oficina Nacional por correo, teléfono, fax o correo electrónico:

National Federation of the Blind
200 East Wells Street at Jernigan Place
Baltimore, MD 21230

Phone: 410-659-9314
Fax: 410-685-5653
Email: nfb@nfb.org

Announcing the new Texas811 Mobile App!

The Only Smartphone 811 app in Texas



Process a locate request from anywhere you have cell phone coverage.

The Texas811 app is available free in the Apple Store and in the Google Play Store. Search for Texas811. Download the app.

The Texas811 iPhone app allows you to:

- Submit a locate request
- Update an existing ticket
- Search for a ticket by any notification center ticket number in Texas

And if you're a Texas811 member you'll have access to Advanced Ticket Search.

It's available now. It's free.

Sign up today to process your tickets the easy way!





Another innovation from Texas811!



We're making sure it's easy for every Texan to request a line locate. We know that most damages occur when the excavator fails to get their lines marked before digging. Most contractors are familiar with the 811 system and understand its importance. But making sure every homeowner knows about 811 is a work in progress.

The Texas811 Homeowner Portal, and the marketing plan that accompanies it, is an important part of this process. Homeowners can now make their line locate requests online and at their convenience. Designed in a simple question and answer format, the Homeowner Portal guides the user through the process step by step.

If you'd like to see for yourself ...

1. Go to the Texas811 website www.Texas811.org.
2. Click on Homeowner in the blue navigation bar below the Texas811 logo.
3. Click on the Homeowner Portal logo in the center of the screen.
4. Follow the step-by-step instructions. In just a few minutes, your request will be complete!

But please **DO NOT SUBMIT** the ticket unless you really are requesting a line locate!



As your partner in Damage Prevention, Texas811 is constantly looking for ways to make sure there is a line locate request for every excavation in Texas.

At Texas811, we're in it with you.

Don't go digging up trouble.

The Texas Utility Code requires that excavators, homeowners and contractors in Texas notify a one call notification center 48 hours (excluding weekends and holidays) prior to digging; you can do this by calling 811, 1-800-344-8377 Go to <http://www.texas811.org> for more details. If you don't have internet access you can simply text TEXAS811 to 936-CALLPLS (936-225-5757). This will place the call in a queue and the next available agent will call you back.

By using one of these methods, your information will be passed on to all who operate underground facilities in the area you are planning to dig.

You will learn within 48 hours of placing your locate if you will run into any underground facilities. By law, you have 10 days after facility is located to do the work or you are required to place another request.

An easy TOLL FREE call can prevent costly damages, prevent accidents, protect the environment and meet the requirements of the Law. Dig Safely!



Riviera Telephone Company Inc

Armstrong - Loyola Beach - Riviera - Sarita

All Customers calling to and from the 361 area code will need to dial the area code followed by the 7-digit telephone number. 10-digit dialing became mandatory in October of 2021.

A

ADULT & TEEN CHALLENGE OF TEXAS

325 E CR 2215 Riviera 296-3864
Or Riviera 296-3865
Or Riviera 296-3866

AGAVE JALISCO NO 4

6263 S US Hwy 77 Riviera 296-3456

ALEGRIA Melissa

311 Cypress Riviera 296-3157

ALEGRIA Patricia

320 W Cypress Ave Riviera 296-3254

ALEGRIA Robert

620 Norias Ranch Rd Armstrong 216-5450

ALLEGIANCE MOBILE HEALTH

106 N 7th St Riviera 296-3169

ALMEIDA Ciara

421 E CR 2335 Riviera 296-3152

AMSOIL

PO Box 191 Kingsville 455-2647

ANDERSON Kason Riviera

..... 296-3132

ARCIBA Narciso

343 E FM 771 Riviera 296-3112

AREGOOD Johnny(Sonny)

827 S CR 1080 Riviera 296-3973

ARGUIJO Bobby Riviera

..... 296-3951

ARGUIJO Robert(Bobby)& Patty

Riviera 296-3154

ARGUIJO Sylvia

102 E Myrtle Ave Riviera 296-3202

ARMSTRONG Anne

282 Tobin Rd Armstrong 216-5551

ARREDONDO Guadalupe

846 S CR 1070 Riviera 296-3497

ARREDONDO Laura

262 E FM 771 Riviera 296-3350

ARREDONDO Veronica Riviera

..... 296-3117

AVANGRID- PENASCAL - IT

141 PR 381 Sarita 294-5119

AVANGRID-PENASCAL - OT

141 PR 381 Sarita 294-5118

AVANGRID RENEWABLES LLC

141 PR 381 Sarita 294-5261

AVANGRID RENEWABLES LLC

151 Pr 381 Sarita 294-5383

B

BAFFIN BAY CONVENIENCE STORE LLC

548 S CR 1140 Riviera 297-5747

BAFFIN BAY INN

990 E FM 628 Riviera 297-5158

BAFFIN BAY SEAFOOD CO LLC

1294 E CR 2360 Riviera 297-5174

BAFFIN BAY WATER CORP

708 S FM 1546 Riviera 297-5253

Fax Line 708 S FM 1546 297-5355

BALLARD Orville L

PO Box 39 Riviera 296-3340

BARBOUR Michael

564 E FM 771 Riviera 296-3946

BARRERA Ariana

329 E Myrtle Ave Riviera 296-3262

BARRERA Ricardo David

338 E FM 771 Riviera 296-3359

BARRY Stan 415 N 7th St Riviera

..... 296-3398

BASALDUA Onilia

547 E CR 2310 Riviera 296-3611

BAYVIEW CAMPGROUND

662 S CR 1150 Riviera 297-5726

BEADLE John & Tracy

603 S CR 1110 Riviera 297-5760

BECK Barn By The Bay

1306 Neubauer Point Rd Riviera 297-5217

BEST Billy & Mary

1215 E FM 628 Riviera 297-5746

BIEDERMANN Jodie

6110 S US Hwy 77 Riviera 296-3294

BIRDS OF PARADISE INN

602 S CR 1150 Riviera 297-5145

BLACK Sally

686 E CR 2340 Riviera 296-3221

BORDOVSKY Edward

1007 W State Hwy 285 Riviera 294-5360

BOTHE Brett

101 CR 3118 Hse#1 Armstrong 216-5215

BROMLEY Carolyn

774 S CR 1090 Riviera 296-3368

BROWN Jill

294 Tobin Rd Armstrong 216-5208

BROWN Randy

220 E FM 628 Riviera 296-3984

BROWN Ronnie Riviera

..... 297-5295

BROWN Tj PO Box 354 Riviera

..... 296-3250

BRYANT Monty & Jerin

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BUCHANAN Austin Alexandria Perez

1066 E FM 628 Riviera 297-5122

BULL Burt 6044 S Hwy 77 Riviera

..... 296-3364

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6044 S Hwy 77 Riviera 296-3365

BULLOCK Richard

743 Rancho Serena Riviera 296-3246

2 BURGER - EL**BURGER KING**6246 S Hwy 77 Riviera **296-3150****C****CABALLERO Alicia** Riviera **296-3345****CAIRNES Andrea** Riviera **297-5121****CALDERON II Diego A**344 E CR 2280 Riviera **296-3248****CAMPBELL Jennifer**132 E Myrtle Ave Riviera **296-3185****CANTU Michael**747 E FM 628 Riviera **297-5316****CANTU Roy** 303 E Elm Ave Riviera.. **296-3395****CARR James And Sunny**413 S Garcia St Sarita **294-5158****CARRANZA Mariana**225 W Willow Ave Riviera **296-3431****CAST & STAY** Loyola Beach **297-5636****CASTILLO Consuelo** Riviera **296-3677****CASTRO Maria**1237 Redfish Dr Loyola Beach **297-5102****CATTER Julie** **297-5142****CHALOUPKA Leo**854 E FM 771 Riviera **297-5375****CHAMBLISS Leah**811 E CR 2280 Riviera **297-5477****CHARETTE Amy** Riviera **296-3297****CHAVEZ Sylvia**306 N 7th St Riviera **296-3177****CHRISTENSEN Barry**5960 S US Hwy 77 Riviera **296-3313****CLARK Frank**1312 E CR 2328 Riviera **297-5273****CLEMENTS Charles** Riviera **297-5757**Cellular **739-6381****CLEMENTS Millie**819 S CR 1110 Riviera **296-3355****COBB LES** Riviera **296-3352****COLSTON BILL JR**220 E CR 2230 Riviera **296-3380**Or Office 104 S 8th St. **296-3232**Or Cellular **296-4000****COLSTON BILL & MICHELLE**501 E FM 771 Riviera **296-3223**Or Office 104 S 8th St. **296-3232****COLSTON LESLIE & BARBARA**5851 S Hwy 77 Riviera **296-3136**Or Office 104 8th St **296-3232****COMCAST PRODUCTION**6292 S Hwy 77 Riviera **296-3252****COMMUNITY ACTION CORPORATION OF****SOUTH TX** 139 N Main St Sarita. . . **294-5088****CORNELIUS Ronald R**984 E FM 628 Riviera **297-5458****CORTES Eric**1127 E CR 2320 Loyola Beach **297-5211****CRITTENDEN Michael**314 W Maple Ave Riviera **296-3166****CROCKER Alan Vern**598 S CR 1110 Riviera **297-5330****CROCKER Van**727 S CR 1065 Riviera **296-3394****CUELLAR Juan**908 E FM 771 Riviera **297-5349****CUELLAR Lupita**558 N Turcotte St Sarita **294-5223****CUELLAR Raul**327 E CR 2290 Riviera **296-3551****CUEVAS Juan & Celia**152 S Main St Sarita **294-5358****CUEVAS Juan & Celia**149 S Main St Sarita **294-5686****D****DAIRY QUEEN C/O CTX RESTAURANTS****INC** 6286 S Hwy 77 Riviera **296-3243****DAMASCUS PORTABLE BUILDINGS**6170 S US Hwy 77 Riviera **296-3907**Or Cellular **296-4456****DAWSON Frank** Riviera **297-5144****DE LA PAZ Danny**322 N 7th St Riviera **296-3247****DE LA ROSA Armando**227 E Willow Ave Riviera **296-3945****DE LA ROSA Juan**230 W Willow Ave Riviera **296-3314****DE LA ROSA Juan Mrs**616 S 2nd St Riviera **296-3330****DE LA ROSA Reyna Hernandez**Riviera **297-5686****DEL GAUDIO Richard**122 E North Blvd Riviera **296-3139****DE LUNA Sandra**330 E Myrtle Ave Riviera **296-3921****DENNING David**1127 E CR 2360 Riviera **297-5140****DIAZ Ofelia** 836 S CR 1110 Riviera.. **296-3510****DOBSON Tarrah**203 Seahawk Dr Riviera **296-3692****E****EAST John** 102 Kenedy Ave Sarita .. **294-5345****EL ALAZAN CORP**131 PR 42 Hse#5 Sarita **294-5882****Riviera Telephone Company Inc***For Assistance with Phone & Internet
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182 N Garcia St Sarita 294-5134

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742 S CR 1065 Riviera 296-3629

ENZENBACHER Ralph
835 E FM 771 Riviera 297-5560

ERMA CENTER
330 E Cypress Ave Riviera 296-3762

ERMA CENTER CHAPEL
231 E Cypress Ave Riviera 296-3763

ESCOBAR Omar Riviera 297-5755

F

FAIN Patti 125 S Mallory St Sarita ... 294-5722

FALCON Raul & Audet
707 W Hwy 285 Riviera 294-5630

FIRM FOUNDATION H&RC
6166 S US Hwy 77 Riviera 296-3643

FRIESENHAHN Bethany
1211 E PR 2360 Loyola Beach 297-5661

G

GARCIA Anthony
572 E CR 2310 Riviera 296-3441

GARCIA David
1129 E CR 2320 Riviera 297-5167

GARCIA Eduardo
229 W Willow Ave Riviera 296-3480

GARCIA Herlinda Sarita 294-5760

GARCIA Lisa
525 N Turcotte St Sarita 294-5727

GARCIA Nedee
375 Cuellar Ave Sarita 294-5004

GARCIA Ruby
307 E FM 771 Riviera 296-3213

GARNICA Jose
321 N 8th St Riviera 296-3159

GARNICA Jose
201 Cemetery Rd Riviera 296-3196

GARZA Homer
584 E CR 2290 Riviera 296-3659

GARZA Maria (Molly) A
838 S CR 1132 Loyola Beach 297-5126

GARZA Ovidio
1026 E CR 2310 Loyola Beach 297-5219

GLENDA'S CLEANING SERVICE
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GOMEZ Aurora M Riviera 296-3206

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774 S CR 1120 Riviera 297-5308

GONZALES George A
879 E CR 2240 Loyola Beach 297-5434

GONZALES Joey
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GONZALES Manuel
327 W Maple Ave Riviera 296-3622

GONZALES Omar Sarita 294-5724



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GONZALEZ Roland Loyola Beach... 297-5297

GONZALEZ Roland Loyola Beach... 297-5298

GONZALEZ Sr Roland
532 Private Road Loyola Beach 297-5232

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107 Main House Rd Armstrong 216-5281

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GUNTER Veronica Riviera 296-3628

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Loyola Beach 297-5514

GUTIERREZ Elias
480 E CR 2310 Riviera 296-3337

GUTIERREZ Eudelia D
PO Box 417 Riviera 296-3646

GUTIERREZ Rosario
1247 E CR 2328 Riviera 297-5230

H

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HAMILTON Thomas K
490 E CR 2300 Riviera 296-3707

HARBISON Michael Riviera 296-3165

HARDEN Matthew Riviera 296-3265

HARE Michael
749 E CR 2340 Riviera 296-3130

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PHARMACY**
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810 Carol Ln Riviera 296-3382

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111 E South Blvd Riviera 296-3160

HUBERT Drew & Cindy Riviera 297-5234

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826 E CR 2290 Riviera 297-5571

HUBERT Pancho & Jean
778 S CR 1145 Riviera 297-5748

HUBERT PAT DR
870 E FM 772 Riviera 297-5745

HUBERT Roger & Cheryl
436 S CR 1120 Riviera 297-5309

HUBERT Vernie
870 E FM 772 Riviera 297-5205

HUBERT Vernie Mrs
569 E FM 628 Riviera 297-5226

HUFF Hunter
758 E CR 2260 Riviera 297-5242

HUFF Kenneth
758 E CR 2260 Riviera 297-5366

HUFF Kenneth Jr
Fax 612 S Cr 1150 Riviera 297-5152

HUFF Leonard
900 E CR 2240 Riviera 297-5292

HUNTER Shelley
111 Cypress Ave Riviera 296-3201

HUTCHERSON Dustin
800 S CR 1080 Riviera 296-3419

J

JM - RINCON & FALCON LLC
320 Hwy 285 Riviera 296-3450

JM - RINCON & FALCON LLC
300 W State Hwy 285 Riviera 296-3449
Or 296-3448

JIMENEZ Dario
354 E CR 2295 Riviera 296-3954

JIMENEZ Eudelia
478 E CR 2310 Riviera 296-3339

JIMENEZ Javier
119 E Pecan Riviera 296-3116

JIMENEZ Sam
306 E CR 2305 Riviera 296-3644

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JUAN'S WRECKER
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PCT 4 220 La Parra Ave Sarita 294-5787

JUSTICE OF THE PEACE KENEDY CO
PCT 1 220 La Parra Ave Sarita 294-5785

JUSTICE OF THE PEACE KENEDY CO-
PCT 3 220 La Parra Ave Sarita 294-5786

JUSTICE OF THE PEACE KENEDY CO
PCT 2 220 La Parra Ave Sarita 294-5298

K

KAMPRATH Helga Riviera 297-5769

KENEDY COUNTY ESD NO 1
350 N Mallory St Sarita 294-5611

KENEDY COUNTY FIRE ESD NO 1
260 Weiss Ave Sarita 294-5511

KENEDY COUNTY OF SARITA
Appraisal District 365 La Parra Ave. 294-5333

or 294-5533

Attorney 151 N Mallory St. 294-5292

Fax Line 294-5303

County & District Clerk
151 N Mallory St 294-5220

or 294-5231

County Judge
151 N Mallory St 294-5224

Continued next page

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or	294-5235
District Judge 151 N Mallory St	294-5241
Election Administrator	
150 N Turcotte St	294-5255
Ground Water Conservation	
151 N Mallory St	294-5336
Justice Of The Peace Pct 1 220 La Parra	
Ave Sarita	294-5785
Or Pct 2	294-5298
Or Pct 3	294-5786
Or Pct 4	294-5787
Maintenance Office	
499 Cuellar Ave	294-5250
or	294-5206
Tax Assessor-Collector 319 La Parra Ave	
Sarita	294-5202
Or	294-5302
Or	294-5710
Treasurer 151 N Mallory St	294-5304
Fax line	294-5604

KENEDY RANCH MUSEUM OF SOUTH TEXAS

280 La Parra Ave Sarita **415-2912**

KETCHAM Fred
316 E FM 771 Riviera **296-3280**

KING RANCH INC NORIAS DIV
113 Main House Rd Armstrong **216-5234**

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KINGS INN 1116 E CR 2270 Riviera . **297-5265**

KLEBERG COUNTY JP PCT 3
103 N 7th St Riviera **296-3214**

KLEBERG COUNTY OF RIVIERA
Administrative Calls
103 N 7th St..... **296-3203**
Constable Pct 3 103 N 7th St..... **296-3332**
Justice of the Peace Kleberg Co Pct 3
103 N 7th S **296-3214**
Maintenance Barn
433 E CR 2310 **296-3623**
Fax Line **296-3796**
Seawind Campground
1066 E FM 628 **297-5738**

KLEBERG COUNTY PCT 3
433 E CR 2310 Riviera..... **296-3625**

KLEBERG COUNTY SHERIFF'S OFFICE
1066 E FM 628 Boat Ramp
Loyola Beach..... **297-5119**

KLEBERG/KENEDY COUNTY EMS
104 N 7th St Riviera **296-3188**

KRAATZ James & Carmen
PO Box 452 Riviera..... **296-3575**

KRAZZY COWGIRLS
1114 E CR 2270 Riviera **297-5444**

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446 S CR 1120 Riviera **297-5772**

L

LABAY Patricia
225 W Poplar Ave Riviera **296-3134**

LAGUNA SALADA HIDEAWAY
991 E FM 771 Riviera **297-5254**
South WiFi **297-5224**

LA PALOMA RANCH
581 W Hwy 285 Kenedy Riviera **294-5400**

**LA PALOMA RANCH WILDLIFE
DEPARTMENT**
581 W State Hwy 285 **294-5331**

LA PARRA GATE 484 LA PARRA GATE
Sarita **294-5272**

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1280 E CR 2328 Riviera **297-5221**

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310 W Olive Ave Riviera **296-3192**

LERMA Lee
311 W Olive Ave Riviera **296-3036**

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LONGORIA Miranda
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343A E FM 771 Riviera **296-3343**

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222 W Live Oak Ave Riviera **296-3242**

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LYNCH Jeffrey
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M

MACHUCA Cristina Suarez
226 W Willow Ave Riviera **296-3158**

MALDONADO Dora & Abel
514 S 2nd St Riviera **296-3356**

6 MALIN - PINNACLE

MALIN Jerry 760 S CR 1072 Riviera	296-3662	MURR Doby & Twyla 605 E FM 771 Riviera	296-3544
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MARTINEZ John and Sonia 914 E FM 772 Loyola Beach	297-5483	NEELY WATER WELL INC 591 S CR 1090 Riviera	296-3225
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MAY Paul & Teresa 752 E FM 628 Riviera	297-5259	O	
MCBEE Jimmy Riviera	296-3273	OBLATE LA PARRA CENTER 500 La Parra Ranch Rd Sarita	294-5369
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MCFALL John C 301 Cemetery Rd Riviera	296-3259	OLIPHANT Robert C 1066 E FM 628 #191 Loyola Beach	297-5081
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MCKEE Monica 704 E CR 2340 Riviera	296-3957	ON OUR OWN SERVICES Sarita	294-5348
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MENDEZ Jr Ramiro 751 E CR 2310 Riviera	296-3462	ORTON Mark And Madelene Riviera	297-5611
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MERRITT Gerad 1232 E FM 628 Riviera	297-5114	OUR LADY OF GUADALUPE CHURCH 140 S Main St Sarita	294-5350
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MILTON J A 311 E CR 2305 Riviera	296-3298	P	
MITCHELL Christina 550 E FM 771 Riviera	296-3457	PENA Janie 742 S Private Road 1086 Riviera	296-3661
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MITTAG Raymond A 794 E CR 2300 Riviera	297-5512	PEREZ Clarissa 306 W South Blvd Riviera	296-3155
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MONTALVO Maria 332 E CR 2280 Riviera	296-3830	PETRO Linda 503 S CR 1144 Riviera	297-5128
MORRISON Hill 1211 E CR 2360 Riviera	297-5301	PHILIPS Mary Paula Riviera	296-3077
MOSELEY Sr Jacob 661 S CR 1090 Riviera	296-3183	PINNACLE MARKETING GROUP Toll Free	877-574-5078
MUELLER Kimberley 301 E FM 771 Riviera	296-3439		
MURPHY John & Linda 307 E CR 2280 Riviera	296-3808		

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PRADO Javier	
1127 E CR 2320 Riviera	297-5272
PRADO Ted	
1127 E CR 2320 Riviera	297-5124
PRECKWINKLE Tomie C	
773 S CR 1080 Riviera	296-3211
PRO-TEX PEST MGT Riviera	296-3121
PUGH Aurora	
217 W South Blvd Riviera	296-3163

Q

QUACKENBUSH Glen	
766 S CR 1120 Riviera	297-5271
QUINTANILLA Noe	
PO Box 85 Riviera	296-3397

R

RADFORD Jason	131 PR 42 Sarita	294-5880
RAMIREZ Danny		
324 E CR 2280 Riviera		296-3266
RAMIREZ Jose & Estela	Armstrong	216-5106
RAMOS Felicia		
112 E Pecan Riviera		296-3126
RAMOS Stephanie		
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RIVERA Michael	Riviera	296-3249
RIVIERA APOSTLIC CHURCH		
6802 Hwy 77 Riviera		296-3181
RIVIERA AUTO		
109 S 7th St Unit A Riviera		296-3429
RIVIERA INDEPENDENT SCHOOL DISTRICT		
203 Seahawk Dr Riviera		
Business Office		296-2445
Fax Line		296-3108
Bus Barn		296-3316
Elementary School		296-2446
Elementary Principal		296-2445
Nurse's Office		296-2448
Counselor		296-3105
Library		296-3107
Fax Line		296-3720
Special Ed Program		296-3109
Room #101		296-3186
Elementary Secretary Office		296-3461
High School		296-3607
Fax Line		296-3845
Junior High		296-3610
Jr High Teacher Work		296-3890
Teacher's Lounge		296-3807



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104 S 8th St • Riviera

361-296-3232

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RIVIERA INN & SUITES

6232 S Hwy 77 Riviera	296-3370
or	296-3371

RIVIERA LAPIDARY

415 N 7th St Riviera	296-3958
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RIVIERA POST OFFICE

120 S 7th St Riviera	296-3994
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6313 S US Hwy 77 Riviera	296-3240
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RIVIERA VOLUNTEER FIRE DEPT

104 N 7th St Riviera	296-3220
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	296-3805
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ROBERTSON Bruce

1013 E FM 772 Riviera	297-5561
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ROBINSON Ronny & Kim

313 E CR 2295 Riviera	296-3887
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ROOP Alicia Riviera 296-3111**ROSENAUER Charles W**

1218 E CR 2302 Riviera	297-5449
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RUDELLAT Gwen

351 E FM 771 Riviera	296-3917
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RUSSEK Christopher

501 S CR 1140 Riviera	297-5414
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RYON Ron & Rapstein Barbara

Riviera	297-5734
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8 SAAVEDRA - SOLOMON



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SAENZ Eleuterio

963 S FM 2510 Riviera 297-5296

SALAZAR Jr Jose Luis Armstrong . . . 216-5101**SALAZAR Sharon** Riviera 296-3390**SALINAS Jesus**

629 Cantu Ave Sarita 294-5361

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113 PR 5571 Armstrong 216-5220

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SAN CHICAGO

119 PR 557 Armstrong 216-5247

SAN CHICAGO

119 PR 557 Armstrong 216-5253

SAN CHICAGO

119 PR 557 Armstrong 216-5260

SAN CHICAGO

119 PR 557 Armstrong 216-5262

SAN CHICAGO

108 PR 555 Armstrong 216-5275

SAN CHICAGO

112 PR 557 Armstrong 216-5387

SAN CHICAGO

112 PR 557 Armstrong 216-5388

SAN CHICAGO

112 PR 557 Armstrong 216-5389

SAN CHICAGO

120 PR 557 Armstrong 216-5393

SAN CHICAGO

120 PR 557 Armstrong 216-5394

SAN CHICAGO

120 PR 557 Armstrong 216-5395

SAN CHICAGO

120 PR 557 Armstrong 216-5396

SAN CHICAGO

107 PR 555 Armstrong 216-5397

SANDERS Dean 134 PR 42 Sarita . . . 294-5312**SANDOVAL Christina**

502 S CR 1144 Loyola Beach 297-5299

SAN PEDRO KENEDY RANCH

370 Kenedy Ave Sarita 294-5386

Or Sarita 294-5486

105 La Parra Ave Sarita 294-5388

SARITA ELEMENTARY SCHOOLSarita Elementary School 150 La Parra
Ave 294-5379

Cafeteria 294-5343

or 294-5381

or 294-5718

Nurse's Office 294-5327

Bus Barn 294-5326

SASSER William & Lynn

1109 E CR 2270 Riviera 297-5371

SCHAFER Todd

782 S FM 1546 Riviera 297-5156

SCHONEFELD William A

1012 E FM 772 Riviera 297-5786

SEAWIND CAMPGROUND

1066 E FM 628 Loyola Beach 297-5738

SEIDERS Bryan

308 E Pr 2285 Riviera 296-3333

SELF Lance

1125 E CR 2350 Loyola Beach 297-5455

SERNA Della

341 E CR 2290 Riviera 296-3260

SERNA Felix

446 LA Paloma Ranch Rd Sarita . . . 294-5315

446 LA Paloma Ranch Rd Sarita . . . 294-5455

SHEFFIELD Cassandra

386 E Pecan Riviera 296-3137

SHERIFF DEPARTMENT

365 La Parra Ave Sarita 294-5205

SHOFNER Darcy Loyola Beach . . . 297-5077**SHONAZ FOODS INC BURGER KING**

6246 S Hwy 77 Riviera 296-3149

SISTERS OF INCARNATE WORD

156 Lebh Shomea Rd Sarita 294-5216

156A Lebh Shomea Rd Sarita 294-5518

SKROBARCZYK Donald & Susan

1231 E FM 628 Riviera 297-5074

SOLOMON Crystal

PO Box 133 Riviera 296-3525

SOLOMON Dusty
570 E FM 771 Riviera 296-3347

SONNENBERG Janel
872 E FM 628 Riviera 297-5736

SPOON George Riviera 297-5776

STIFFLEMIRE Larry & Rebecca
700 Buena Vista Trl Riviera 297-5339
or 297-5350

STILES Joe Riviera 296-3323

STONE Shanel 521 N 9th St Riviera 296-3106

STRIPES NO 2201
6240 S US Hwy 77 Riviera 296-3818

STROMAN A Riviera 297-5756

STRUBHART Danna
309 E CR 2295 Riviera 296-3386

STRUBHART Gene
1066 E FM 628 Riviera 297-5223

SUAREZ Cynthia
1127 E CR 2320 B Riviera 297-5130

SUAREZ Freedom
847 E FM 771 Riviera 297-5459

T

TSR INC
488 San Pedro Camp Rd
Armstrong 216-5597

TX JOSOLI LLC
822 S CR 1155 Riviera 297-5155

TAIT Denise Riviera 297-5236

TAVARES Mari
162 Lebh Shomea Rd Sarita 294-5271

TAYLOR Gabrielle
318 E Myrtle Ave Riviera 296-3120

THE REEL BAFFIN BAY COUNTRY STORE
943 E FM 628 Loyola Beach 297-5233

TREVINO Maria A
207 W Willow Ave Riviera 296-3935

U

US GENERAL SERVICES ADMIN
150 S Garcia St Sarita 294-5338

UMPHRES Bradlee
837 S CR 1090 Riviera 296-3278

UNDERBRINK Marion F
407 E CR 2305 Riviera 296-3304

UNTERBRINK GJ
998 E FM 628 Riviera 297-5793

UNTERBRINK Richard
489 S CR 1120 Riviera 297-5356

UNTERBRINK Ronnie
412 S CR 1140 Riviera 297-5310

UTLEY Edward G
119 N Tony De La Rosa Sarita 294-5105

V

VALENZUELA Robert
306 E CR 2305 Riviera 296-3988

VEASIE Trust Robert H Riviera 296-3637

VELA Uvaldo
6401 S Hwy 77 Riviera 296-3145

VELA Uvaldo
1169 E CR 2360 Riviera 297-5101

VELA Yvonne
302 E FM 771 Riviera 296-3299

VICKERS Linda
1244 E CR 2302 Riviera 297-5335

VILLARREAL Daniel
302 W Cypress Ave Riviera 296-3694

VILLARREAL Manuela
836 S CR 1110 Riviera 296-3573

W

WALKER Lori
1209 E CR 2360 Loyola Beach 297-5151

WALKER Lori
1205 E CR 2360 Loyola Beach 297-5252

WALLACE Anthony Loyola Beach 297-5147

WALZ Marilyn Riviera 296-3998

WARREN Dana
Loyola Beach Texas Riviera 297-5276

WEISS Keith 265 E FM 771 Riviera .. 296-3104

WEST Carroll
972 E FM 628 Riviera 297-5797

WHITE Leticia & Everette
217 W Willow Riviera 296-3445

WILLIAMS GAS PIPES-TRANSCO
3977 E Hwy 285 Falfurrias 994-4550
Williams Gas Pipeline 294-5266
Williams Security Operations Center
SOC 855-945-5762

WILLIAMS Katy
834 S CR 1100 Riviera 296-3135

WILLIAMS Wanda
432 S CR 1140 Loyola Beach 297-5089

WILLIAMSON Catherine
1008 Boat Works Rd Riviera 297-5222

WILSON Dean
349 E CR 2280 Riviera 296-3405

Y

YAKLIN DALE & NITA
689 E CR 2340 Riviera 296-3884

YAKLIN Fred Jr
PO Box 996 Riviera 297-5168

YAKLIN Juanita
486 E FM 628 Riviera 296-3885

YAKLIN Pete PO Box 37 Riviera 296-3962

YAKLIN Philip H
1017 E FM 772 Riviera 297-5377

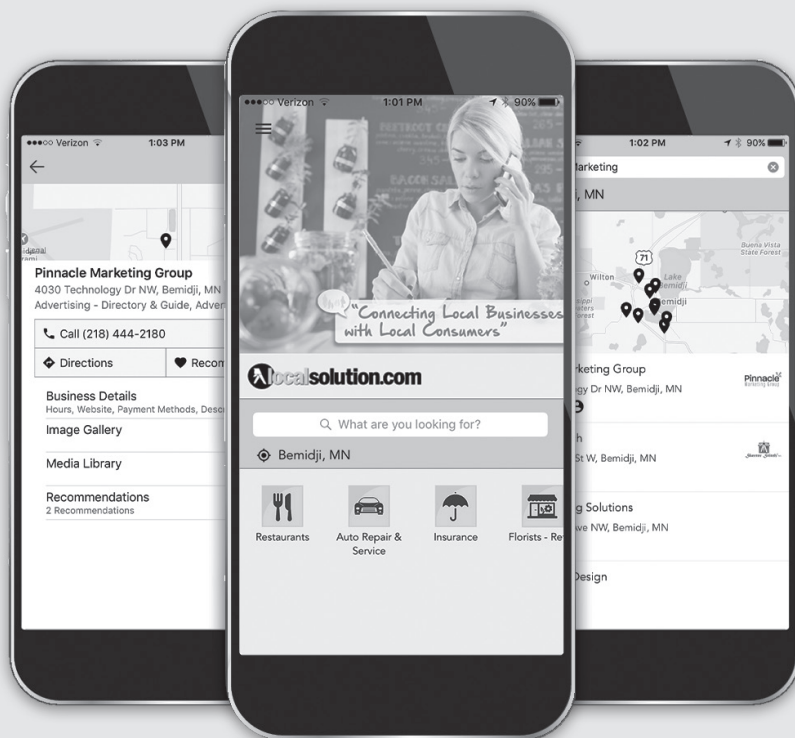
YAKLIN Rhonda Riviera 297-5176

YAKLIN Stanley
130 E Pecan Ave Riviera 296-3322

YAKLIN Toby
207 E Cypress Ave Riviera 296-3995
Cellular 296-4170
Toby's RV Park
121 E Cypress Ave Riviera 296-4170

YBARRA Amy
140 S Henry Martinez St Sarita 294-5755

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5101 Salazar Jr Jose Luis
 5106 Ramirez Jose & Estela
 5191 Nunez Anthony & Dulce
 5208 Brown Jill
 5215 Bothe Brett
 5217 Ortegon Francisco J
 5220 San Chicago
 5223 San Chicago
 5228 San Chicago
 5233 Groves Alexander Group
 5234 King Ranch Inc Norias Div
 5246 San Chicago
 5247 San Chicago
 5253 San Chicago
 5260 San Chicago
 5262 San Chicago
 5275 San Chicago
 5281 Groves Alexander Group
 5297 Groves Alexander Group
 5298 King Ranch Inc-Norias Div
 5299 King Ranch Inc Norias Div
 5387 San Chicago
 5388 San Chicago
 5389 San Chicago
 5393 San Chicago
 5394 San Chicago
 5395 San Chicago
 5396 San Chicago
 5397 San Chicago
 5450 Alegria Robert
 5551 Armstrong Anne
 5566 Rescue 21 Tower Hut
 5597 Tsr Inc

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5004 Garcia Nedee
 5088 Community Action Corporation
 Of South TX
 5105 Utley Edward G
 5118 Avangrid-PENASCAL - OT
 5119 Avangrid- PENASCAL - IT
 5134 Elizondo Sonia
 5158 Carr James And Sunny
 5193 Lopez Briann
 5202 Kenedy County Of Sarita
 5205 Sheriff Department
 5206 Kenedy County Of Sarita
 5216 Sisters Of Incarnate Word
 5220 Kenedy County Of Sarita
 5223 Cuellar Lupita
 5224 Kenedy County Of Sarita
 5231 Kenedy County Of Sarita
 5235 Kenedy County Of Sarita
 5241 Kenedy County Of Sarita
 5246 Lothrop William N
 5250 Kenedy County Of Sarita
 5255 Kenedy County Of Sarita
 5261 Avangrid Renewables LLC

5266 Williams Gas Pipes-Transco
 5271 Tavares Mari
 5272 La Parra Gate 484 La Parra
 Gate
 5277 Headington Energy Partners
 LLC
 5292 Kenedy County Of Sarita
 5298 Justice of the Peace Kenedy
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 5298 Kenedy County Of Sarita
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 5327 Sarita Elementary School
 5331 La Paloma Ranch Wildlife
 Department
 5333 Kenedy County Of Sarita
 5336 Kenedy County Of Sarita
 5338 Us General Services Admin
 5343 Sarita Elementary School
 5345 East John
 5348 On Our Own Services
 5350 Our Lady Of Guadalupe Church
 5358 Cuevas Juan & Celia
 5360 Bordovsky Edward
 5361 Salinas Jesus
 5369 Oblate La Parra Center
 5379 Sarita Elementary School
 5381 Sarita Elementary School
 5383 Avangrid Renewables LLC
 5386 San Pedro Kenedy Ranch
 5388 San Pedro Kenedy Ranch
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 5406 Our Lady Of Guadalupe Church
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 5533 Kenedy County Of Sarita
 5604 Kenedy County Of Sarita
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 5630 Falcon Raul & Audet
 5686 Cuevas Juan & Celia
 5710 Kenedy County Of Sarita
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 5722 Fain Patti
 5724 Gonzales Omar
 5727 Garcia Lisa
 5755 Ybarra Amy
 5760 Garcia Herlinda
 5785 Justice of the Peace Kenedy
 CO Pct 1
 5785 Kenedy County Of Sarita
 5786 Justice of the Peace Kenedy
 CO-Pct 3
 5786 Kenedy County Of Sarita
 5787 Justice of the Peace-Kenedy
 CO Pct 4

5787 Kenedy County Of Sarita
 5795 Gonzalez Susie
 5880 Radford Jason
 5882 EL Alazan Corp

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2445 Riviera Independent School
 District
 2446 Riviera Independent School
 District
 2448 Riviera Independent School
 District
 3036 Lerma Lee
 3070 Gonzales Joey
 3073 Lopez Lisa
 3077 Philips Mary Paula
 3104 Weiss Keith
 3105 Riviera Independent School
 District
 3106 Stone Shanel
 3107 Riviera Independent School
 District
 3108 Riviera Independent School
 District
 3109 Riviera Independent School
 District
 3111 Roop Alicia
 3112 Arciba Narciso
 3116 Jimenez Javier
 3117 Arredondo Veronica
 3119 Gutierrez Becky
 3120 Taylor Gabrielle
 3121 Pro-Tex Pest Mgt
 3126 Ramos Felicia
 3129 Bryant Monty & Jerin
 3130 Hare Michael
 3132 Anderson Kason
 3134 Labay Patricia
 3135 Williams Katy
 3136 Colston Leslie & Barbara
 3137 Sheffield Cassandra
 3139 Del Gaudio Richard
 3140 Lopez Cristella
 3145 Vela Uvaldo
 3149 Shonaz Foods Inc Burger King
 3150 Burger King
 3152 Almeida Ciara
 3154 Arguijo Robert(Bobby)& Patty
 3155 Perez Clarissa
 3157 Alegria Melissa
 3158 Machuca Cristina Suarez
 3159 Garnica Jose
 3160 House Of Prayer
 3163 Pugh Aurora
 3165 Harbison Michael
 3166 Crittenden Michael
 3169 Allegiance Mobile Health
 3172 Olivarez Timothy
 3177 Chavez Sylvia
 3179 Herrera Juan
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3183 Moseley Sr Jacob
 3184 Hernandez Johnny
 3185 Campbell Jennifer
 3186 Riviera Independent School District
 3187 Herrera Jr Juan
 3188 Kleberg/Kenedy County Ems
 3191 Haunschild Kenneth
 3192 Ledesma Cynthia
 3196 Garnica Jose
 3201 Hunter Shelley
 3202 Arguijo Sylvia
 3203 Kleberg County of Riviera
 3206 Gomez Aurora M
 3210 Lugo Juan Luis
 3211 Preckwinkle Tomie C
 3212 Guevara Pete
 3213 Garcia Ruby
 3214 Kleberg County Jp Pct 3
 3214 Kleberg County of Riviera
 3220 Riviera Volunteer Fire Dept
 3221 Black Sally
 3223 Colston Bill & Michelle
 3225 Neely R J (bob)
 3225 Neely Water Well Inc
 3228 Longoria Rene
 3232
 3232 Colston Bill Jr
 3232 Colston Bill & Michelle
 3232 Colston Leslie & Barbara
 3232 Riviera Telephone Company Inc (RTC)
 3240 Riviera Truck & Auto Service
 3242 Lowe J C & Elma
 3243 Dairy Queen C/O CTX Restaurants Inc
 3246 Bullock Richard
 3247 De La Paz Danny
 3248 Calderon II Diego A
 3249 Rivera Michael
 3250 Brown TJ
 3252 Comcast Production
 3254 Alegria Patricia
 3259 McFall John C
 3260 Serna Della
 3262 Barrera Ariana
 3265 Harden Matthew
 3266 Ramirez Danny
 3271 Glenda's Cleaning Service
 3271 Saavedra Simon & Glenda
 3273 McBee Jimmy
 3278 Umphres Bradlee
 3280 Ketcham Fred
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 3294 Biedermann Jodie
 3297 Charette Amy
 3298 Milton J A
 3299 Vela Yvonne
 3304 Underbrink Marion F
 3313 Christensen Barry
 3314 De La Rosa Juan
 3316 Riviera Independent School District
 3317 Mcllwain Tammy
 3321 Ramos Stephanie
 3322 Yaklin Stanley

3323 Stiles Joe
 3324 Risken William
 3330 De La Rosa Juan Mrs
 3332 Kleberg County of Riviera
 3333 Seiders Bryan
 3337 Gutierrez Elias
 3339 Jimenez Eudelia
 3340 Ballard Orville L
 3342 May Alice
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 3345 Caballero Alicia
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 3350 Arredondo Laura
 3352 Cobb Les
 3353 McKee Marissa
 3355 Clements Millie
 3356 Maldonado Dora & Abel
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 3368 Bromley Carolyn
 3370 Riviera Inn & Suites
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 3382 Hollis Jimmy
 3386 Strubhart Danna
 3390 Salazar Sharon
 3394 Crocker Van
 3395 Cantu Roy
 3397 Quintanilla Noe
 3398 Barry Stan
 3401 Ley Patricia
 3405 Wilson Dean
 3419 Hutcherson Dustin
 3426 Guevara Ygnacio
 3428 Longoria Miranda
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 3431 Carranza Mariana
 3439 Mueller Kimberley
 3441 Garcia Anthony
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 3448 JM - Rincon & Falcon LLC
 3449 JM - Rincon & Falcon LLC
 3450 JM - Rincon & Falcon LLC
 3456 Agave Jalisco No 4
 3457 Mitchell Christina
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 3468 Longoria Tommy
 3480 Garcia Eduardo
 3495 Malin Rodney
 3497 Arredondo Guadalupe
 3510 Diaz Ofelia
 3525 Solomon Crystal
 3540 Grubaugh Kristen
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 3551 Cuellar Raul
 3573 Villarreal Manuela
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 3607 Riviera Independent School District
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 3611 Basaldua Onilia
 3622 Gonzales Manuel
 3623 Kleberg County of Riviera
 3625 Kleberg County Pct 3
 3628 Gunter Veronica
 3629 Emmons Cherie M

3633 Gonzalez Maria A
 3637 Veasie Trust Robert H
 3643 Firm Foundation H&Rc
 3644 Jimenez Sam
 3646 Gutierrez Eudelia D
 3659 Garza Homer
 3661 Pena Janie
 3662 Malin Jerry
 3676 Martinez Jerry & Gloria
 3677 Castillo Consuelo
 3688 Mittag Allen
 3692 Dobson Tarrah
 3694 Villarreal Daniel
 3707 Hamilton Thomas K
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 3793 Peterson Cathy & Greg
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 3805 Riviera WCid
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 3818 Stripes No 2201
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 3845 Riviera Independent School District
 3863 Longoria Mary Alice
 3864 Adult & Teen Challenge Of Texas
 3865 Adult & Teen Challenge Of Texas
 3866 Adult & Teen Challenge Of Texas
 3884 Yaklin Dale & Nita
 3885 Yaklin Juanita
 3887 Robinson Ronny & Kim
 3890 Riviera Independent School District
 3907 Damascus Portable Buildings
 3917 Rudellat Gwen
 3921 De Luna Sandra
 3924 Neely Lisa
 3935 Trevino Maria A
 3945 De La Rosa Armando
 3946 Barbour Michael
 3949 McKnight Jessica
 3951 Arguijo Bobby
 3954 Jimenez Dario
 3957 McKee Monica
 3958 Riviera Lapidary
 3962 Yaklin Pete
 3973 Aregood Johnny(Sonny)
 3974 McClintick Andy
 3984 Brown Randy
 3988 Gulf Coast Insulation
 3988 Valenzuela Robert
 3991 Montalvo Crystal
 3994 Riviera Post Office
 3995 Yaklin Toby
 3998 Walz Marilyn
 4000 Colston Bill Jr
 4170 Yaklin Toby
 4387 Juan's Wrecker Truck & Trailer Repair
 4456 Damascus Portable Buildings

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5027	Littlefield Linda	5219	Garza Ovidio	5377	Yaklin Philip H
5074	Skrobarczyk Donald & Susan	5221	Lara Mark & Lori	5383	Monjaras Michael
5077	Shofner Darcy	5222	Williamson Catherine	5390	Ray Allen L
5081	Oliphant Robert C	5223	Strubhart Gene	5396	Prado Emma D
5089	Williams Wanda	5224	Laguna Salada Hideaway	5397	Jordan Meredith
5100	Lopez Orlando & Elizabeth	5226	Hubert Vernie Mrs	5414	Russek Christopher
5101	Vela Uvaldo	5227	Griffith Karen	5434	Gonzales George A
5102	Castro Maria	5230	Gutierrez Rosario	5444	Krazyy Cowgirls
5110	Molina Henry	5232	Gonzalez Sr Roland	5449	Rosenauer Charles W
5113	Lynch Jeffrey	5233	The Reel Baffin Bay Country Store	5455	Self Lance
5114	Merritt Gerad	5234	Hubert Drew & Cindy	5458	Cornelius Ronald R
5119	Kleberg County Sheriff's Office	5236	Tait Denise	5459	Suarez Freedom
5121	Cairnes Andrea	5237	Griffith Christine	5477	Chambliss Leah
5122	Buchanan Austin Alexandria Perez	5242	Huff Hunter	5483	Martinez John and Sonia
5124	Prado Ted	5252	Walker Lori	5512	Mittag Raymond A
5126	Garza Maria (Molly) A	5253	Baffin Bay Water Corp	5514	Gutierrez Corina
5128	Petro Linda	5254	Laguna Salada Hideaway	5539	Mendietta Jose & Patricia
5130	Suarez Cynthia	5255	Our Lady Of Consolation Church Of Vattman	5560	Enzenbacher Ralph
5137	Perez George	5259	May Paul & Teresa	5561	Robertson Bruce
5140	Denning David	5265	Kings Inn	5569	Perez Desiderio S
5142	Catter Julie	5271	Quackenbush Glen	5571	Hubert Duane
5144	Dawson Frank	5272	Prado Javier	5611	Orton Mark And Madelene
5145	Birds Of Paradise Inn	5273	Clark Frank	5636	Cast & Stay
5147	Wallace Anthony	5276	Warren Dana	5661	Friesenhahn Bethany
5151	Walker Lori	5285	Goodman Dorothy	5678	Merritt Glynn
5152	Huff Kenneth Jr	5292	Huff Leonard	5686	De La Rosa Reyna Hernandez
5153	Hart Michael & Apollonia	5295	Brown Ronnie	5726	Bayview Campground
5155	TX JOSOLI LLC	5296	Saenz Eleuterio	5734	Ryon Ron & Rapstein Barbara
5156	Schaffer Todd	5297	Gonzalez Roland	5736	Sonnenberg Janel
5158	Baffin Bay Inn	5298	Gonzalez Roland	5738	Kleberg County of Riviera
5166	Pena Sylvester	5299	Sandoval Christina	5738	Seawind Campground
5167	Garcia David	5301	Morrison Hill	5745	Hubert Pat Dr
5168	Yaklin Fred Jr	5308	Gonzales George A	5746	Best Billy & Mary
5174	Baffin Bay Seafood Co LLC	5309	Hubert Roger & Cheryl	5747	Baffin Bay Convenience Store LLC
5176	Yaklin Rhonda	5310	Unterbrink Ronnie	5748	Hubert Pancho & Jean
5198	Griffith Christine	5316	Cantu Michael	5755	Escobar Omar
5205	Hubert Vernie	5330	Crocker Alan Vern	5756	Stroman A
5211	Cortes Eric	5332	Rios Casey	5757	Clements Charles
5217	Beck Barn By The Bay	5335	Vickers Linda	5760	Beadle John & Tracy
		5339	Stifflemire Larry & Rebecca	5769	Kamprath Helga
		5349	Cuellar Juan	5772	Kuntscher Joe & Geri
		5350	Stifflemire Larry & Rebecca	5773	Martin Guy
		5355	Baffin Bay Water Corp	5776	Spoon George
		5356	Unterbrink Richard	5784	Sam's
		5363	Olivier Cristin	5786	Schonefeld William A
		5366	Huff Kenneth	5793	Unterbrink GJ
		5371	Sasser William & Lynn	5796	Hamilton Patrick R
		5375	Chaloupka Leo	5797	West Carroll
				5799	Jones Dora
				5868	Ocana Mario

Emergency Contact List

In Case of Emergency Call 911

This information is for the _____ Family

This phone number is _____

This address is _____

Directions _____

Emergency	Contact Information
Police Department	Phone #:
Fire Department	Phone #:
Ambulance	Phone #:
Hospital	Name:
	Phone #:
Urgent Care	Name:
	Phone #:
Doctor	Name:
	Phone #:
Dentist	Name:
	Phone #:
Pharmacy	Name:
	Phone #:
Veterinarian	Name:
	Phone #:

Additional Contacts	Contact Information
Neighbor	Name:
	Phone #:
Relative or Other	Name:
	Phone #:

Other Information _____

FREQUENTLY CALLED NUMBERS

[illegible]

WHAT CAN I RECYCLE?

TOP 10 In THE BIN



1. Cardboard
2. Paper
3. Food Boxes
4. Mail
5. Beverage Cans
6. Food Cans
7. Glass Bottles
8. Jar (Glass & Plastic)
9. Jugs
10. Plastic Bottles and Caps

ALSO RECYCLABLE BUT NOT IN CURBSIDE BIN

- Plastic Bags and Wraps
- Electronics
- Textiles

Find out about your recycling options by contacting your local or state waste authority, private waste hauler, building management or home owner's association.

Custom Calling Features

BASIC LINE HUNTING

This service provides an alternative to Busy Call Forwarding and Delayed Call Forwarding. It allows the subscriber to specify a list of numbers for calls to be forwarded. If the subscriber's line is busy when a call comes in, these numbers will be called in sequence until one is not busy and can accept the call.

CALL HOLD

Allows the subscriber to place a call on hold in order to dial another number, and then switch between the two calls.

- Place current call on hold; press flash-hook, dial *52 and dial the second number.
- Press flash-hook again to switch back to the first call (placing the second call on hold)

CALL WAITING

Call Waiting allows you to receive a second call when you are on the phone.

To Use Call Waiting:

- When on a call, you'll hear a special tone signaling that someone else is trying to reach you.
- To take the incoming call, depress the telephone latch hook for one second. This also puts the first call on hold.
- Depress the latch hook again to switch between calls.

Some Things To Remember:

- Call Waiting allows you to answer another incoming call while you are on the line. A third caller will hear a busy signal or be sent to Voice Mail if you subscribe to that feature.
- If you complete your first call and hang up when you hear the call waiting tone, you will automatically connect to the second person within two seconds.
- If the first person hangs up, you will automatically connect to the second person within two seconds.

CALL WAITING ID (CWID)

Call Waiting ID (CWID) – Allows a subscriber, when off-hook or on another call, to receive caller identification information concerning a new incoming call. Once the customer receives the telephone number of the calling party, the customer can choose to interrupt the existing call, terminate the existing call to answer the incoming call, or ignore the incoming waiting call. Call Waiting ID is only available to subscribers of Calling Number Delivery and Call Waiting.

CALL WAITING RINGBACK

Allows the subscriber who has been informed (by using Call Waiting) of a second call to hang up the phone and receive an immediate ringback with the second call.

CALL WAITING W/CANCEL (*70)

(Also Known as Cancel Call Waiting)

Call Waiting W/Cancel will cancel Call Waiting for the call you are about to make.

To Use Call Waiting W/Cancel:

1. Lift the handset and listen for dial tone.
2. Press *70
3. Listen for brief tones, followed by a normal dial tone.
4. Dial the telephone number.

To Use Call Waiting W/Cancel While On a Call:

1. Depress and release latch hook, listen for dial tone.
2. Press *70
3. You will reconnect automatically to your call.

CALL FORWARDING

Call Forwarding allows you to direct all calls to another telephone number.

To Use Call Forwarding:

1. Lift handset and listen for dial tone.
2. Press 72#.
3. Listen for two short tones and a second dial tone.
4. Dial telephone number to which calls will be forwarded.
5. Two short tones will indicate the number has registered.
6. Hang up.

To Turn Off Call Forwarding:

1. Press 73#.
2. Listen for two short tones.
3. Hang up.

Some Things To Remember:

- You may forward calls within your local calling area by inserting a ten digit phone number, or long distance number by inserting 1+ Area Code + seven digit phone number. If you forward to a long distance number, you will be charged for each completed call.
- You cannot answer a forwarded call at your telephone when Call Forwarding is turned ON.
- The number to which you have forwarded your calls will ring normally.

CALL FORWARDING BUSY

Call Forwarding Busy allows an incoming call to be automatically directed to a predetermined alternate telephone number if a busy signal is encountered at the intended call destination.

CALL FORWARDING NO ANSWER

Call Forwarding No Answer allows you to direct all calls to a predetermined telephone number if the call is not answered within a specified number of rings.

CALL FORWARDING BUSY/NO ANSWER

Call Forwarding Busy/No Answer allows calls to be directed to a predetermined telephone number if the line is busy or the call is not answered.

CALLING NAME DELIVERY

Calling Name Delivery allows you to see the calling party's name before answering a call. A special display device is required to allow you to view the calling name.

CALL TRANSFER

This service allows a subscriber to call another party during an existing call, and transfer the call to the second party.

- To transfer a call to a second number, flash-hook and dial the second number.
- Wait until you hear a ringback.
- At this point, you can hang up either before or after the second number answers, the call will be transferred to their line.

FIND ME FOLLOW ME

Provides a way for the subscriber to configure additional numbers that will ring instead of or as well as the subscriber's own number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other configured numbers is stopped. This service allows the subscriber to configure a number of rules (maximum of 32) that set an order for numbers to be rung.

- To enable Find Me Follow Me, press *371
- To disable Find Me Follow Me, press *372

Custom Calling Features

HOME INTERCOM

Provides an intercom service for subscribers with extensions spread across a large site or building. After dialing an access code, the user hangs up. The switch then rings the line with a specific ring cadence. When the ringing stops, the subscriber knows the remote extension has answered and can pick up the phone to speak to that remote user.

To call another extension using the Home Intercom service:

- Pick up an extension and dial your own directory number.
- When you hear the busy tone, hang up.
- All the extensions will start ringing. Do not answer. Wait for the other extension to pick up.
- When the other extension picks up, the extension will stop ringing. Pick up your extension and you will be connected to the other party.
- If no one answers on another extension, the extensions will stop ringing after a timeout period. If you then pick up your extension, you will hear the normal dial tone.
- To transfer an incoming call to another extension using the Home Intercom service:
- While you are on the call to be transferred, flash-hook and hang up.
- All the extensions will start ringing. Do not answer; wait for the other extensions to pick up.
- When the other extension picks up, the extensions stop ringing. The other party is connected to the transferred call.
- If no one answers on another extension, the extensions will stop ringing after a timeout period. The caller will be cut off. If you then pick up your extension, you will hear the normal dial tone

REMOTE ACCESS TO CALL FORWARDING

Remote Access to Call Forwarding permits customer to activate and deactivate the call forwarding feature on their line from another telephone.

To Turn Remote Access To Call Forwarding On:

1. Lift handset and listen for dial tone.
2. Dial 296-0000.
3. You will hear a recorded announcement requesting you enter your base directory number.
4. You will hear a recorded announcement requesting you enter your *security code.
5. Press *72.
6. You will get a second dial tone.
7. Enter the number you want as your base directory number call forwarded to, followed by the #, you will get a three beep confirmation tone, hang up.

*security code assigned by telephone company

To Turn Remote Access To Call Forwarding Off:

1. Press *73.

SELECT CALL FORWARDING (*63)

(Also Known as Selective Call Forwarding)

Select Call Forwarding lets you choose which calls should be forwarded when you are away from your home or office. Only calls from numbers on your Select Call Forwarding list will forward.

To Turn Remote Access To Call Forwarding ON/OFF:

1. Lift the handset and listen for dial tone.
2. Press *63.
3. Listen to the voice recording for instructions on how to turn

your Select Call Forwarding service ON and OFF, and how to change or review your Select Call Forwarding list. The phone numbers you enter on your Select Call Forwarding list will be repeated to you.

To Update Select Call Forwarding List:

1. Lift the handset and listen for dial tone.
2. Press *63.
3. Follow the voice recorded instructions.
4. If your list is full, you must delete one number before you can add another.

Some Things To Remember:

- You can store up to 8 phone numbers from within your defined calling area.
- You may forward calls within your local calling area by inserting a ten digit phone number, or long distance number, by inserting 1+Area Code+seven digit phone number, you will be charged for each completed call.
- You cannot answer a forwarded call at your telephone when Select Call Forwarding is turned ON.
- The number to which you have forwarded your calls will ring normally.
- All other calls not on your Select Call Forwarding list will ring your telephone with normal ringing and can be answered.
- If you have Call Forwarding, and it is also turned ON, all other calls from phone numbers not on your Select Call Forwarding list will forward to the number you have chosen as the Call Forwarding destination.

SIMULTANEOUS RING

Provides a way for subscribers to configure additional numbers (maximum of 32) which will ring as well as the subscriber's own number, any of which can answer the call. Calls to a home phone number can be configured to ring a mobile phone as well. To enable/disable the service through the handset, the subscriber dials an access code.

- To enable SimRing, press *361
- To disable SimRing, press *362

THREE-WAY CALLING

Three-Way Calling allows you to add a third party to an existing telephone conversation.

To Use Three-Way Calling:

1. Depress latch hook, then listen for three beeps and a steady dial tone. (Present call is placed on hold.)
2. Dial third party's telephone number. If busy or no answer, depress latch hook twice to reconnect first call.
3. After third party answers, depress latch hook for a Three-Way-Call.

Some Things To Remember:

- You may privately converse with a third party as long as you wish before using the latch hook to establish Three-Way-Call.
- After a Three-Way-Call is established, you may depress latch hook to drop third party at any time.

VISUAL MESSAGE WAITING INDICATOR

When used with certain customer premises equipment, this feature provides a visual indication to the subscriber when there are voicemail messages waiting at an external voicemail service. If this feature is ordered with a standard telephone set that does not come equipped with a visual indicator, subscriber will receive an audible

Custom Calling Features

stutter dial tone to indicate that messages are waiting at an external voicemail service. Customer premises equipment is not provided with this feature subscription.

WAKE UP SERVICE (REMINDER CALL)

Wake Up Service allows you to set a time each day for a wake up call the next morning.

To Turn Wake Up Service On:

1. Lift the handset and listen for dial tone.
2. Press 75# and follow prompts.
3. Dial the time you want your wake up call to ring by using military time.

Example: If you want a wake up call at 6:30 AM

- Dial 0630#

4. Then you will follow prompts to confirm.

To Turn Wake Up Service Off:

1. Lift the handset and listen for dial tone.
2. Press 76#
3. Listen for dial tone.

Some Things To Remember:

- Wake Up Service will automatically ring your phone. If unanswered it will automatically call back.
- When you answer a wake up call, you will hear a recording "This is your reminder call."
- This feature can also be used as an alert during the day for meetings or appointments.
- The Wake Up Service will cancel itself each day.

SPEED CALLING 8

Speed Calling 8 will let you call selected telephone numbers quickly by dialing an assigned code.

To Use Speed Calling 8:

1. Lift the handset and listen for dial tone.
2. Press 74#.
3. Listen for a second dial tone.
4. Press the one-digit code number (2 through 9) you want to assign and the complete telephone number you want the code to represent.

Example:

- Local Calling Area:
2 361 + 555-1234
code area code telephone number
- Long Distance Calling Area:
3 1+ 361+ 555-1234
code area code telephone number
- 5. Listen for two short tones to confirm your number entry.
- 6. Hang up or wait for dial tone.
- 7. Repeat steps 2 through 5 to add each number on your Speed Calling list, or to change an existing number.

Calling A Speed Calling Number:

1. Dial the assigned code (2 through 9) for the person you want to call.
2. Press #.
3. The number will be dialed for you after a short pause.

SPEED CALLING 30

(For Business Customers Only)

Speed Calling 30 will let you call selected telephone numbers quickly by dialing an assigned code.

To Use Speed Calling 30:

1. Lift the handset and listen for dial tone.
2. Press 74#.
3. Listen for a second dial tone.
4. Press the two-digit code number (20 through 49) you want to assign and the complete telephone number you want the code to represent.

Example:

- Local Calling Area:
20 361+ 555-1234
code area code telephone number
- Long Distance Calling Area:
30 1+ 361+ 555-1234
code area code telephone number

5. Listen for two brief tones to confirm your number has been assigned.
6. Hang up or wait for dial tone.
7. Repeat steps 2 through 6 to add each number on your Speed Calling list, or to change an existing number.

Calling A Speed Calling Number:

1. Dial the assigned code (20 through 49) for the person you want to call.
2. Press #.
3. The number will be dialed for you after a short pause.

CALL BLOCK (*60)

(Also Known as Selective Call Rejection)

Call Block will automatically block calls from any of the numbers on the Call Block list you have created. A blocked caller will hear a voice recording saying the party you have dialed is not accepting calls at this time.

To Turn Call Block ON/OFF:

1. Lift the handset and listen for dial tone.
2. Press *60.
3. Listen to the voice recording for instructions on how to turn your Call Block service ON and OFF, and how to change or review your Call Block list. The phone numbers you enter on your Call Block list will be repeated to you.
4. You may add the number of the last caller to your Call Block list by following the voice recorded instructions.

If your list is full, you must delete one number before you can add another.

Some Things To Remember:

- Call Block can store up to 8 phone numbers.
- Call Block will block calls from numbers that match the numbers on your Call Block list.
- Any calls made to you from outside your defined calling area or through the operator may not be blocked. This is for your protection in case of emergency.

CALL RETURN (*69)

(Also Known as Automatic Recall)

Call Return will automatically store and redial the number of the last person who called you. Call Return can be used to return a call whether you answered the call or not.

To Use Call Return:

1. Lift the handset and listen for dial tone.
2. Press *69.

Custom Calling Features

3. A voice recording will announce the telephone number, date and time of the last caller. You may choose to return the call or hang up.
4. Listen to voice recording for instructions.
5. If the stored number is busy, Call Return will place your call next in line. Call Return will keep trying the number for 30 minutes. Your phone will ring with a series of short-short-long rings when the number you called is no longer busy.

To Turn Off Call Return:

1. Lift the handset and listen for dial tone.
2. Press *89.
3. You will hear an announcement that all your requests have been canceled.

Some Things To Remember:

- If the last calling number was a call from outside the defined calling area, you may hear either a voice recording or a rapid busy signal indicating the last calling number was not stored.
- While Call Return is trying to reach a busy number, you can make and receive other calls. When your line and the one you're trying to reach are both free, your phone will signal you with a special ring.
- If you do not pick up the phone, the special ring will repeat two more times.
- If the busy number and your number are both not available within the 30 minutes, Call Return automatically turns off without notice.
- If you have Call Waiting and hear the Call Waiting tone while you are talking to another person, you have two choices. You can use Call Return to call back later or you can use Call Waiting during the call. See Call Waiting instructions.
- Tones might vary slightly.

PRIORITY CALL (*61)

(Also Known as Distinctive Ringing/Call Waiting Service)

Priority Call will automatically give you a special ring, short-long-short when any of the phone numbers you have entered on the Priority Call screening list call you. If you have Call Waiting, it gives you a special Call Waiting signal.

To Turn Priority Call ON/OFF:

1. Lift the handset and listen for dial tone.
2. Press *61
3. Listen to the voice recording for instructions on how to turn your screening list ON and OFF, and how to change or review your list.

To Update Your List:

1. Lift the handset and listen for dial tone.
2. Press *61.
3. Listen to the voice recorded instructions. If your list is full, you must delete one number before you can add another.

Some Things To Remember:

- Your Priority Call list will store up to 8 phone numbers from within your defined calling area.
- Priority Call will ring your telephone with a series of short-long-short rings when the number of the caller matches one of the numbers on your Priority Call screening list.
- Any calls made to you from outside your defined calling area or through the operator will ring normally.
- Tones may slightly vary.

REPEAT DIALING (*66)

(Also Known as Automatic Callback)

Repeat Dialing will automatically store and redial the last number you dialed. If the number is busy, Repeat Dialing will monitor a busy number every 40 seconds for 30 minutes. A special ring signals you when the number is no longer in use.

To Use Repeat Dialing:

1. Lift the handset and listen for dial tone.
2. Press *66.
3. You will hear an announcement telling you the number is busy. The system will check the line for 30 minutes and notify by a special ringing when the party is free.
4. Hang up.
5. When the number you called is no longer busy, your telephone will ring with a series of short-short-long rings.
6. Lift the handset and the call will be connected. You will hear a normal ringing tone.

To Turn Off Repeat Dialing:

1. Lift the handset and listen for dial tone.
2. Press *86.
3. An announcement will tell you that all outstanding call back requests have been deactivated.

Some Things To Remember:

- Repeat Dialing will only work on calls made to numbers within your defined calling area.
- Occasionally, the person you are calling uses the phone before Repeat Dialing can complete your call. If this happens, a voice recording will tell you to start the Repeat Dialing service again.
- When your phone rings with a short-short-long ring, you need to answer by the third series of rings or Repeat Dialing will pause and try to complete your call 5 minutes later. Repeat Dialing will ring your phone every 5 minutes for up to 30 minutes unless you cancel your request.
- You can use Repeat Dialing to return calls to more than one busy number at the same time.
- If the number is not busy, the call will be placed immediately.

SELECT CALL ACCEPTANCE (*64)

(Also Known as Selective Call Acceptance)

Select Call Acceptance will automatically allow you to receive calls only from the numbers on the Select Call Acceptance list you have created. When Select Call Acceptance is turned ON, all other callers will hear a voice recording saying the party you have dialed is not accepting your calls at this time.

To Turn Select Call Acceptance ON/OFF:

1. Lift the handset and listen for dial tone.
2. Press *64.
3. Listen to the voice recording for instructions on how to turn your Select Call Acceptance service ON and OFF, and how to change or review your Select Call Acceptance list. The phone numbers you enter on your Select Call Acceptance list will be repeated to you.

To Update Your List:

1. Lift the handset and listen for dial tone.
2. Press *64.
3. Follow the voice recorded instructions.
4. If your list is full, you must delete one number before you can add another.

Custom Calling Features

Some Things To Remember:

- Select Call Acceptance can store up to 8 phone numbers from within your defined calling area.
- Select Call Acceptance will only allow calls from numbers on your Select Call Acceptance list.
- In some areas, calls made to you from outside your defined calling area and calls made with operator assistance will ring your telephone.
- If Select Call Acceptance is ON and no numbers are on your list, your feature will turn OFF automatically.

CUSTOMER ORIGINATED CALL TRACE (*57)

(Also Known as Customer Originated Trace)

Call Trace allows you to automatically trace threatening or harassing phone calls from within your defined calling area, any time, day or night. The record of the traced call will be stored at the Riviera Telephone Company's office.

To Use Customer Originated Call Trace:

1. Hang up after receiving the offensive call.
2. Wait 10 seconds, then lift the handset and listen for a dial tone.
3. Press *57.
4. Listen to the voice recording instructions.

If the trace is successful, a voice recording will give you further instructions.

If the number could not be traced, an error announcement will be received.

Some Things To Remember:

- If you successfully trace a call and choose to take further action, you must contact Riviera Telephone Co., Inc. within 10 days or the call record will no longer be stored in the system.
- To take legal action, call your local law enforcement agency.
- The records of any Call Trace will be released by Riviera Telephone, Co., Inc. to a law enforcement agency only.
- Standard charge will apply for every successful trace.

CALLING NUMBER DELIVERY (CND)

(Also Known as Caller ID)

Calling Number Delivery allows you to see the calling party's phone number before answering a call. A special display device located on or next to your phone is required to allow you to view the calling number.

How To Use Calling Number Delivery:

1. Wait for the start of the second ring of your phone set.
2. The following information will appear on your display:
 - Calling Number
 - Date
 - Time

Some Things To Remember:

- Your Calling Number display device can store the numbers of people who called, even while you were out. You can review these numbers and return their calls later.
- Calling Number display devices vary in design, available features, and the amount of numbers that may be retained in memory.
- CND will not display the number for some:
 - » International Calls
 - » Withheld numbers (where the caller uses caller id

presentation or caller number delivery blocking to withhold the calling number)

» Some calls from older parts of the telephone network.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows a called party to reject calls from parties that have activated the Per-Call Blocking feature, or Per-Line Blocking. The calls will be routed to a message that instructs the caller to hang up, remove the privacy feature and call again.

PER-CALL BLOCKING (*67)

(Also Known as Caller ID Blocking)

Per-Call Blocking prevents the caller's number from appearing on the Caller ID display unit. All areas that have Caller ID provide the capability to prevent your telephone number from being displayed on Caller ID equipment. All Riviera Telephone Co., Inc. customers have this Per-Call Blocking feature on their telephone line.

To Use Per-Call Blocking:

1. Lift the handset and listen for dial tone.
2. Press *67.
3. Listen for a confirmation tone, followed by dial tone.
4. Place the call.
5. When you hang up, your Per-Call Blocking is canceled.

PER-LINE BLOCKING

Per-Line Blocking automatically blocks a customer's number on every call without the need to press *67.

To Cancel Per-Line Blocking Per-Call:

1. Press *82. This will unblock a single call.
2. Dial phone number of calling party.
3. Per-Line Blocking will be automatically reactivated when customer hangs up.

Some Things To Remember:

- All calls you make to Caller ID subscribers will appear as anonymous or private.
- All calls you make to Anonymous Call Rejection subscribers will end in a message that the party you are trying to reach is not accepting calls from anonymous numbers.
- You may disconnect Per-Line Blocking and reinstate Per-Call Blocking at any time by contacting the Riviera Telephone Company's Business office.
- Per-Line or Per-Call Blocking does not prevent transmission of your telephone number when you call a company using an 800, 866, 877, 888, or 900 number. Therefore, your number may be available to that company's service representative before your call is answered.

HOT LINE ALERT

Hot Line Alert will alert a programmed number that your phone is off hook for a preselected minute or number of seconds. This must be done in our switch by Riviera Telephone Co., Inc. and is not customer activated.

* Great for the elderly or wheelchair bound.

Custom Calling Features

TEEN SERVICE

Teen Service allows you to have an additional telephone number to your residence without installing a second access line. Calls are identified by distinctive ringing, it can be set to: short-long-short OR short-short-short. *Ringing will depend on Customer Provided Equipment (CPE).

To Use Teen Service:

1. Listen to ringing or tone pattern.
 - Main number – One long ring tone
 - Second number – Can be set to: short-long-short or short-short-short*
 - Ringing will depend on Customer Provided Equipment (CPE)
2. Answer appropriately.

Some Things To Remember:

- Teen Service can be used with Call Waiting. It gives you a special Call Waiting tone for each ring.

VOICE MAIL

Voicemail is a perfect solution to missed calls. The messaging system allows you to personalize the greeting that callers will hear or use a generic greeting. You will be able to access your messages from any touch tone phone.

Accessing Your Mailbox:

1. Dial 296-2000
 - Enter your 10-digit telephone number followed by the # sign.
 - Enter your PIN followed by the # sign.
- * If your PIN does not work, contact the business office at 361-296-3232 to have it reset.

* PIN requirements & restrictions

- The 4-digit PIN cannot be the same digit, i.e. 0000
- The 4-digit PIN cannot be consecutive, i.e. 1234
- The 4-digit PIN cannot be the digits of the telephone number

2. Once you have accessed the voicemail system, you will hear the following greeting:

Welcome to the Messaging Center

- Press 1 - To get messages
- Press 2 - To send a message
- Press 3 - To work with greetings
- Press 4 - To change settings
- Press 6 - To get deleted messages
- Press 7 - To work with another mailbox
- Press 0 - To get more help
- Press * - To exit

TOLL CONTROL WITH PIN

Toll Control With PIN offers customers the power to control long distance charges to their account by requiring that a special PIN code be dialed before access to the long distance network is gained.

1. Lift the handset and listen for dial tone.
2. Dial the number you are calling including 1 + area code
3. Listen for a stuttered dial tone then enter the PIN code.

Long distance restriction will automatically be reinstated after call is terminated.

TOLL BLOCKING SERVICES

Toll Blocking Service denies access to the long distance network while still allowing the user to access the local exchange network.

This service will block access to 1+, 0 and 0+ dialing.

Access for 911 will not be blocked. This service will not block collect, third number, or calling card charges.

SPECIAL TOLL BLOCKING SERVICE

Special Toll Blocking service allows access to the local exchange network and to the toll network for calls placed to 1+800, 1+866, 1+877, and 1+888 numbers only.

Access for 911 will not be blocked. This service will not block collect, third number, or calling card charges.

CODE RESTRICT SERVICE

Code Restrict Service allows or disallows access to specific area codes or numbers. At the customer's request a maximum of 5 area codes, either local or on the long distance network, may be allowed or disallowed.

Access for 911 will not be blocked. Access to operator services will not be allowed.

MESSAGE INTERCEPT SERVICE

Message Intercept Service is a service used when a customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are provided with the called party's new telephone number, if available. An announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available, because, for example, it is non-published or the customer left the area without providing a forwarding telephone number.

The following charges are one-time charges billed to the residential or business customer in advance of the provisioning of Message Intercept Service, charges are per telephone number:

Up to 90 Days.....	\$20.00
91-180 Days.....	\$40.00
181-365 Days.....	\$60.00



Customer Rights

YOUR RIGHTS AS A CUSTOMER

Riviera Telephone Company, Inc. recognizes its customers' rights as consumers. The following information is to acquaint you, with your rights as a customer with the company's rules regarding application for service, billing, payment, and other rules and practices.

A copy of this information may be obtained in Spanish by writing to Riviera Telephone Company, Inc. at P.O. Box 997, Riviera, Texas 78379, or from the company's business office at 104 South 8th St, Riviera, Texas. Spanish translations are located on page 36.

YOUR RIGHT TO INSPECT AND OBTAIN COPIES OF THE COMPANY'S TARIFFS AND RULES

The information contained in the company's tariffs is a matter of public record. The company will provide copies upon request of any portion of the tariffs at reasonable cost for reproduction.

SELECTING A TELEPHONE COMPANY -YOUR RIGHTS AS A CUSTOMER

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

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

1. Pay, within five business days of your request, all charges associated with returning you to your original telephone company.
2. Provide all billing records to your original telephone company within ten business days of your request.
3. Pay, within 30 days, your original telephone company the amount you would have paid if you had not been slammed.
4. Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam.

Your original telephone company is required to provide you with all the benefits, such as frequent flyer miles, you would have normally received for your telephone use during the period in which you were slammed.

If you have been slammed, you can change your service immediately back to your original provider by calling your authorized telecommunications provider (your original provider) and advising the company that you have been switched from its service without appropriate authorization. You should also report the slam by writing or calling the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or (toll free) 1-888-782-8477, fax (512) 936-7003, e-mail address: customer@puc.texas.gov.

Online customer complaints:

<http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>.
Hearing and speech-impaired individuals with text telephones (TTY) may contact 711 to connect with Relay Texas.

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

CHARGES ON YOUR TELEPHONE BILL -YOUR RIGHTS AS A CUSTOMER

Placing charges on your phone bill for products or services without your consent is known as "cramming" and is prohibited by law.

If you believe you were "crammed," you should contact, Riviera Telephone Company, Inc. at (361) 296-3232 or toll free at 1-877-296-3232, and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 calendar days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- Remove any unauthorized charge from your bill;
- Refund or credit all money to you that you have paid for an unauthorized charge.
- 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, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll free in Texas at 1-888-782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may dial 711 to connect with Relay Texas.

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.

TIME ALLOWED TO PAY OUTSTANDING BILLS

Your bill for basic local service, long distance and miscellaneous services is issued monthly and is due and payable at the company's office on or before the due date which is sixteen (16) days after issuance. Your bill for telephone service will become delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or an issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes

Customer Rights

TEXAS PROMPT PAYMENT ACT INFORMATION

If your organization is a state agency or political subdivision, your organization may qualify for billing treatment under the Texas Prompt Payment Act. Riviera Telephone Co., Inc. requests that you identify yourself as eligible for Texas Prompt Payment Act billing treatment.

You may call our business office at 361-296-3232, send an e-mail to rtc.ofc@rivnet.com or write to P.O. Box 997, Riviera, TX 78379-0997. If you identify your organization as eligible for Prompt Payment Act billing treatment, we will request that you provide a tax exempt certificate or affidavit to document your eligible status.

If you have questions about whether your organization qualifies for billing treatment under the Texas Prompt Payment Act, please review Texas Government Code Chapter 2251. Alternatively, you can contact the State Comptrollers office at 1-800-252-5555 or e-mail them at WebFileHelp@cpa.state.tx.us.

Si desea está información en español comuníquese con la compañía telefónica de Riviera al 361-296-3232/877-296-3232.

RESOLVING BILLING DISPUTES

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

Your service will not be subject to disconnection for not paying that portion of a bill under dispute pending the determination of the dispute, but in no event should the dispute exceed sixty (60) days. You are obligated to pay any billings not disputed as established in the rules section of the company's tariff.

If you cannot resolve a dispute between you and the company, you may request and be given an opportunity for supervisory review by the company. Results will be sent to you promptly in writing. If the company is unable to provide a supervisory review immediately after your request, arrangements will be made for the earliest possible date. Your telephone service will not be disconnected pending completion of the supervisory review.

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

Public Utility Commission of Texas

P.O. Box 13326

Austin, Texas 78711-3326

OR BY CALLING THE:

Public Utility Commission of Texas

Customer Protection Division.....(512) 936-7120

Toll Free.....1-888-782-8477

Fax.....(512) 936-7003

Teletypewriter for the Deaf

Please dial 711 to connect with Relay Texas

Email.....consumer@puc.texas.gov

Website.....www.puc.texas.gov

DEFERRED PAYMENT PLAN

You have the right to request a Deferred Payment Plan as a residential customer if you have not been issued more than two (2) Disconnection Notices at any time during the preceding twelve (12) months by the company.

Under the company's Deferred Payment Plan, you will be required to pay current bills and a reasonable amount of the outstanding bill as well as reasonable installments on the balance until the bill is paid, otherwise your service will be discontinued according to standard disconnection procedures.

If you do not fulfill the terms of the Deferred Payment Plan, the company will have the right to disconnect your service upon issuance of a Disconnection Notice to you, as provided in these rules, indicating you have not met the terms of the plan.

PREPAID LOCAL TELEPHONE SERVICE (PLTS)

You may be eligible to order PLTS if you are a current residential customer of Riviera Telephone Co., Inc., whose telephone service is temporarily suspended for non-payment or:

- Subscribers must prepay two months local service in advance and maintain the current bill at all times to retain this service.
- Prepaid service will consist of basic telephone service including usage sensitive blocking.
- It is the subscriber's responsibility not to incur additional charges, including intralata or interlata long distance calls and other usage sensitive services to the local telephone bill. Therefore, if any of these changes are billed to the account, it will be subject to immediate disconnection.

If you would like to apply for Prepaid Local Telephone Service, contact the Riviera Telephone Co., Inc. at (361)296-3232 or 1-877-296-3232.

GROUND FOR DISCONNECTION OF SERVICE AFTER GIVING NOTICE

After issuing proper notice, the company may disconnect a customer's telephone service for any of the following reasons:

1. Failure to pay a delinquent account for telephone service or failure to comply with the terms of a Deferred Payment plan.
2. Violation of the company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify you and you are provided with a reasonable opportunity to remedy then situation.

Customer Rights

GROUND FORS FOR DISCONNECTION OF SERVICE WITHOUT NOTICE

The company can disconnect a customer's service without providing advance notice of the disconnection when one of the following conditions exists:

- 1. If a known dangerous condition exists that would cause harm to the telecommunications network, to you as a customer, or to employees of the company.
- 2. If service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment, or in cases of tampering with or bypassing the company's equipment.

DISCONNECT NOTICE

To avoid termination of your residential basic local service, you must pay the total amount due for basic local services. However, please be advised that if only your residential basic local service is paid, your long distance service may be subject to toll blocking and any services not paid for will be disconnected until full payment is received. Business accounts must pay the total amount due to avoid termination of services. If this payment is not received by the final date for payment, your service will be subject to termination without further notice. If the disconnect notice date falls on a weekend or holiday, the disconnection will be made on the next working day after the tenth (10) day or twenty-six (26) days from the date of issuance. Should this occur, a service fee of \$30.00 must be paid to reconnect terminated service.

Customers who are in need of assistance with payment of their bill, or are ill and unable to pay their bill, may be eligible for alternative payment programs, such as deferred payment plans. Please contact our business office for more information at 104 South 8th Street, Riviera, Texas or call (361) 296-3232 or toll free 1-877-296-3232. The company's Business Office is open from 8:30 a.m. to 5:00 p.m., Monday through Friday, except on holidays.

RECONNECTION OF SERVICE

If your service has been discontinued for failure to pay a regular bill for service, you must pay your bill or enter into a Deferred Payment Plan before service will be restored. There will be a charge of \$30.00 to reconnect service. Additional charges could be incurred to restore some features and/or services.

If your check for payment is returned because of insufficient funds or other reasons, the company may consider it necessary to request that you pay cash, money order, cashier's check, or via credit card.

TTY SERVICE CENTER

Information pertaining to service or billing may be obtained by calling the company's Business Office at (361) 296-3232 or toll free at 1-877-296-3232. The company encourages customers with physical disabilities and those who care for such customers to identify themselves to the company. For deaf and hearing impaired customers, the telephone number of the Public Utility

Commission's teletypewriter for the deaf is TTY: 1-800-735-2988, and the number for Relay Texas, the statewide dual party relay service, is 512-936-8425 for TTY to voice or 1-800-735-2989 for voice to TTY.

CUSTOMER NOTICE COLLECT CALL LANGUAGE RESULTING FROM PROJ. 24105

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.

Riviera Telephone Co., Inc. 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:

Riviera Telephone Co., Inc. at:
104 South 8th St., P.O. Box 997, Riviera, Texas 78379
Phone(361) 296-3232 or toll free 1-877-296-3232
Fax(361) 296-3125
E-Mail rtc.ofc@rivnet.com

or the Public Utility Commission of Texas at:
PUC - Customer Protection, P.O. Box 13326
Austin, TX 78711-3326
Toll Free..... 1-888-782-8477
or in Austin..... (512)936-7120
TTY..... Please dial 711 to connect with Relay Texas
or E-mail..... consumer@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 Riviera Telephone Co., Inc., 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 has directed telecommunications 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 you have been victimized by such practices you are encouraged to report it.

ESTABLISHING OR TRANSFERRING PHONE SERVICE

To establish or transfer Residential/Business phone service, please call or visit your local business office. You may also send Customer service an email at rtc.ofc@rivnet.com and request that a representative contact you.

You will need the following information to set up service;

- Contact Number
- Service Address
- Billing Address

Customer Rights

INSTALLATION RATES

Installation rates will vary with the needs of your service. The amount of work needed to install phone service will depend on the type of facilities and service you want.

YOU WILL BE BILLED FOR CHANGES IN YOUR SERVICE

All changes, except termination of service, address changes, and disconnection of certain options, require a service charge. Consult your customer service representative for detailed charges.

YOUR TELEPHONE BILL

How You Are Billed

Charges for local service and equipment are billed one month in advance. Repair charges are billed after they have been completed.

How, When & Where To Pay Your Bill

Payment is due upon receipt of statement. Your payment is considered past due if not paid by the due date. You can:

- Mail your payment to:
P.O. Box 997, Riviera, Texas 78379
- Pay your bill at your local business office located at:
104 South 8th Street, Riviera
- Pay online at rivnet.com - sign up for our automatic bill payment service
- Pay by phone using Visa, Mastercard, Discover, American Express or Electronic Check.

If you pay by check, the check may be converted to an electronic deposit. Business Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday except holidays, and we can be reached by calling (361) 296-3232 or toll free at 1-877-296-3232.

There is a drop box available outside the business office. To insure prompt, accurate posting of your payment, the remittance slip from your statement should always accompany your payment. There is a charge of \$25.00 for each returned payment.

ACH Draft

We accept Automated Clearing House (ACH) drafts as a payment option. There is no charge for this service. To authorize the drafting, contact our business office. Your telephone bill will be mailed to you on the first of each month with the notification "PAID BY DRAFT" on the 10th of each month.

Error On Your Bill

If you have a question about your bill, call Riviera Telephone Co., Inc. at (361) 296-3232 or toll free 1-877-296-3232. If the error cannot be resolved, please pay the undisputed charges on time so you'll maintain a good payment record while the problem is being investigated. Toll errors need to be investigated before the due date of that month.

DIRECTORY INFORMATION

Looking for more business? Advertise in the telephone company's Yellow Pages. Call your local business office for information. Additional local directories may be obtained at the business office.

DIRECTORY LISTINGS

Customer name and physical address will automatically be added to our white pages unless you ask for a non-published number, or otherwise specify your address listing.

At the customer's request the directory shall list billing address or no address. You can add other phone numbers if you wish, for an additional charge:

Additional Residence Listings are for other people in your household with different last names.

Additional Business Listings can put your name as well as your business name in the White Pages.

Alternate Call Listings list additional numbers for after-hour calls or if there is no one to answer at the first phone number.

Every effort is made to make the directory as accurate as possible. If an error occurs, please advise the business office so the listing can be corrected in future directories.

NUMBER CHANGES

The telephone company reserves the right to and may, at its discretion, change the customer's telephone number.

RATES & POLICIES

Copies of our rules, regulations and rate schedules are available at our business office and are open for public inspection.

HANDLING UNWANTED PHONE CALLS

If you do not want to talk to a person selling a product or service by telephone, just say "no thank you," and hang up.

If you're bothered by harassing or anonymous phone calls, try these techniques to discourage them.

Always hang up immediately at the first obscene word or if the person on the other end of the line doesn't respond after you've said "hello" twice.

Don't talk to the caller. This is what he or she wants you to do.

Don't give out any information or let the caller know if you're alone. Teach your children to say "Mom or Dad can't come to the phone. May I take a message?"

If the problem occurs continuously over an extended period you should report it to your local law enforcement agency. Keep a record of the days and times of the calls and note the caller's gender, voice, accent and comments.

It is a crime to make harassing, obscene or anonymous phone calls under both federal and state laws.

Customer Rights

PROSECUTING FRAUDULENT CALLERS

It is illegal for another person to charge long distance calls to your number without your permission. People using unauthorized phone numbers to avoid charges are subject to prosecution and may be imprisoned, fined or both.

TELEPHONE SOLICITATION

Texas law provides certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must:

- identify himself or herself by name;
- identify the business on whose behalf he or she is calling;
- identify the purpose of the call;
- identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may only call a residence between the hours of 9am and 9pm Monday - Saturday and on Sunday from Noon - 9pm.

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 solicitations made at your request, or solicitations made in connection with an existing debt, contract or call from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase consumer goods or a 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:

- 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
- 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 Attorney General of Texas 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, <https://www.texasattorneygeneral.gov>

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

Toll Free..... 1-888-782-8477

or email..... consumer@puc.texas.gov

Hearing and Speech-impaired individuals with text telephones

(TTY) may contact the commission at:

TTY..... Please dial 711 to connect with Relay Texas

email..... consumer@puc.texas.gov

EXPLANATION OF RESIDENTIAL TELEPHONE NO-CALL LISTS

The federal government and many states have created an opportunity for consumers to reduce unwanted telemarketing telephone calls they receive. Consumers simply register with the National Do Not Call Registry by telephone at 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 30 days following your registration. As a result of consumers registering on the national list, telemarketers must remove the registered consumer's name and number from their calling lists and cease calling for an unlimited period. The National Do Not Call Registry is a free service to consumers.

Consumers in Texas may also register with Texas No-Call, which prevents telephone solicitations to residential and wireless phone numbers from all telemarketers operating in Texas. Consumers may register for the Texas No-Call list in three ways:

1. Online at <http://www.texasnocall.com> for instant registration. Utilize this easy, automated method to speed your registration. The site is available 24 hours a day, 7 days a week, and 365 days a year. Online registration is now free.
2. Call toll-free at 1-888-382-1222 (TTY 1-866-290-4236) to obtain an application or to register.
3. Send a written request for an application to:

Texas No Call

711 Atlantic Ave. 6th Floor

Boston, MA 02111

There will be a charge of \$2.25 to register via telephone or standard mail for each residential or wireless phone number(s) to be included in the Texas No Call List. Your registered telephone number(s) will remain on the list for three years from the date your residential or wireless telephone number is first published on the list.

Texas consumers may want to consider registering with the national Do-Not-Call Registry since it covers national telemarketers and the Texas No-Call affects only telemarketers operating in Texas.

The national and the Texas No-Call lists do not prevent all telemarketing calls from being received once a consumer is registered. Both registries contain exemptions on who can continue to telemarket to consumers.

Customer Rights

PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Riviera Telephone Company, Inc., takes Customer Proprietary Network Information (CPNI) very seriously and we are extremely cautious with our subscriber's privacy and security. In fact, telecommunications carriers have a duty under federal law to protect the confidentiality of CPNI. We only use CPNI internally. Your CPNI is never given or sold to any other entity.

In the normal course of providing your telephone service, Riviera Telephone Company, Inc. maintains certain information about your account. This information, when matched to your name, address, and calling or originating billing telephone number, is known as your customer-specific "Customer Proprietary Network Information", or CPNI for short. Examples of your CPNI include the type of line you have, technical characteristics (like touch tone), class of service (business or residential), current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns.

As part of an ongoing effort to protect the privacy of your account information, and to comply with Federal Communications Commission (FCC) privacy regulation, Riviera Telephone Company, Inc. will discuss account information ONLY with the person(s) listed on the account. You also may want to designate an authorized user that you request be given access to your account information (i.e.: spouse, significant other, adult, child).

In the event that we cannot identify you or an authorized user, we are only allowed: (1) to mail you a copy of your bill to your billing address (2) call you with the information at the telephone number of record, or (3) you may come to our office with a valid photo ID to discuss questions on your account. Please contact us at (361)-296-3232 or toll free at 1-877-296-3232 or come by our local office if you have any questions regarding the protection of your account information.

OPTIONAL MAINTENANCE PLAN

The Inside Wire Maintenance Agreement (IWMA) is available to help guard against high repair costs caused by inside telephone wiring. Call the business office at (361) 296-3232, or toll free at 1-877-296-3232, for more information. Monthly rates can be found on page 18. Due to the long driving distance from the business office, the IWMA is not available to Armstrong exchange customers.

STATEMENT OF NONDISCRIMINATION

Riviera Telephone Company, Inc. does not discriminate on the basis of race, color, sex, nationality, age, disability, political beliefs, sexual orientation, religion, marital status, income level,

source of income, and does not unreasonably discriminate on the basis of geographic location.

YOUR RIGHT TO PRIVACY AS A RIVIERA TELEPHONE COMPANY, INC. CUSTOMER (CPNI)

Under federal law you have the right and Riviera Telephone Company, Inc. has the duty to protect the confidentiality of information about your telecommunications services. This includes information about how many telecommunications services you have, which services and features you use, how many calls you make, what time of day you make the most calls, and the related billing for these services.

Without further authorization from you, RTC is allowed to use your customer information about services you have already purchased from RTC to create products, services and discounts to meet your needs or to advise you of products that may be of interest to you. RTC's services include local and in-region toll.

If you wish to restrict RTC from using or disclosing your customer information, you may contact our office at (361)-296-3232 or toll free at 1-877-296-3232 or write to us at Riviera Telephone Company, Inc., PO Box 997 Riviera, TX 78379 at any time. If we do not receive notification from you within 30 days of receiving this notice, we may use your information to offer you products and services that you may find valuable based on your existing services. You may change your decision at any time, and there is no charge to you for electing to restrict your information. Restricting your information will not affect the products you currently receive from RTC.

Even if you choose to restrict RTC's use of your information, you may receive marketing information developed without using your confidential information, and we may use your information to market services to you if you call us. Your election is valid until you affirmatively revoke or limit it. You are free to contact us at any time about our products and services.

TEXAS UNIVERSAL SERVICE FUND

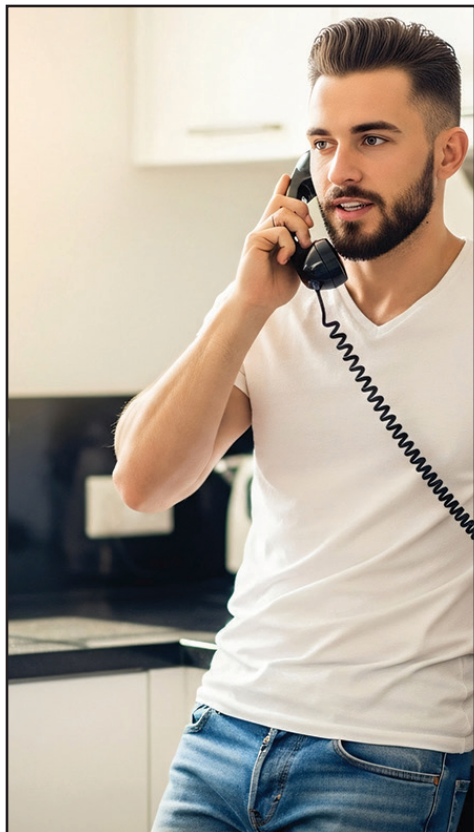
You may notice a charge called "Texas Universal Service" that pays for the Texas Universal Service Fund. This was created by the State of Texas to help pay for low income customers and customers in high cost rural areas and to serve customers with disabilities. The charge is approximately 12% percent of your Intrastate telecommunications receipts and is being offset by reductions on in-state long distance charges. If you have any questions about this charge or how it will be calculated, please call your local telephone company at (361) 296-3232 or toll free at 1-877-296-3232.

Customer Rights

CUSTOMER NOTICE REGARDING CALL COMPLETION ISSUES:

Some of the below information is from the Federal Communication Commission (FCC) website: www.fcc.gov. Rural "call completion" problems are a serious issue that the FCC has been grappling with over the past few months. Local phone providers in rural areas have reported an alarming increase in complaints from customers that long distance calls and faxes are not reaching them. Other complaints include poor call quality and incorrect caller ID information, showing perhaps an unfamiliar local number for a long-distance call. It's a persistent and ongoing concern affecting 80% of rural carriers recently surveyed by a rural telephone company trade association on the issue. The issue is complicated, but in a nutshell, the problem appears to be occurring in rural areas. Riviera Telephone Company (RTC) is not the only rural area being affected by this. This is a nationwide problem!

You can find more information regarding what steps the FCC is taking to try to resolve this issue at the FCC website: www.fcc.gov.



CUSTOMERS BILLING RIGHTS FOR 900/976 NUMBER CALLS

Riviera Telephone Co., Inc. provides billing services for long distance companies and companies offering 900/976 number information services. The Federal Telephone Disclosure and Dispute Resolution Act gives you the following rights regarding 900/976 number calls and telephone-billed purchases:

- You do not have to pay for calls to 900/976 numbers that do not follow federal regulations.
- You have the right to question charges for Riviera Telephone Co., Inc. billed telephone purchases or calls to 900/976 number information services providers. This process begins when you call or write Riviera Telephone Co., Inc. or your long distance carrier, using telephone numbers listed on your long distance bill page, within sixty (60) days of receiving the statement showing the charges in question.
- Should you question charges on your telephone bill, Riviera Telephone Co., Inc., or your long distance carrier must respond to your request within forty (40) days unless the dispute is resolved within that time.
- If a billing error has occurred, Riviera Telephone Co., Inc., or your long distance carrier must correct the error and notify you of the correction. Your account will be credited for the disputed amount pending investigation. The company providing the service, however, may attempt to collect the disputed amount even in cases where a billing error has occurred. Riviera Telephone Co., Inc., or your long distance carrier will provide you with the name, telephone number and address of that company so you can contact them directly.
- If there is no billing error, Riviera Telephone Co., Inc., or your long distance carrier will provide you with a written explanation of why no error was found and, upon request, provide you with documentary evidence of why you were billed for the charges in question. You will have ten days to pay the disputed amount. Failure to pay such amount may be reported to a credit reporting agency or subject to collection. Involuntary blocking may also be imposed so that you will be unable to make 900/976 calls from your telephone.
- Neither your long distance nor your local telephone service may be disconnected if you choose to withhold payment for telephone-billed purchases or calls to 900/976 numbers. However, you must continue to pay for all charges on your bill that are not part of the disputed amount.
- If Riviera Telephone Co., Inc., or your long distance carrier fails to follow the billing and collection procedures mandated by federal regulations, any disputed amount up to \$50 may be forfeited to the customer.

Should you have questions regarding any of this, please call Riviera Telephone Co., Inc., or your long distance carrier using the telephone numbers listed on your bill.

If you do not want anyone in your home making 900/976 calls, call a customer service representative at (361) 296-3232, or toll free at 1-877-296-3232. The first time you request blocking 900/976 number calls, there is no charge. If you cancel the 900/976 blocking and then request to have it reinstated, you will be charged.

Special Assistance Programs

Special Assistance Programs

Are You Eligible For Telephone Discount Programs?

Several payment or discount programs are available from local exchange telephone companies to assist qualified low-income customers obtain and maintain local telephone service. Under these assistance plans, qualified low-income applicants may be eligible for a discount off their monthly local telephone bill.

SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM (STAP)

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at:

Voice (512) 438-4880
 Videophone (512) 410-1387
 dhhs.phones@hsc.state.tx.us

This program is open to all individuals who are residents of Texas and have a disability.

LIFELINE SERVICE PROGRAM

ATTENTION: PERSONS LIVING IN THE RIVIERA TELEPHONE CO. SERVICE AREAS OF RIVIERA, LOYOLA BEACH, SARITA AND ARMSTRONG

The Public Utility Commission of Texas designated Riviera Telephone Company ("Riviera") as an "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Riviera provides the supported services -- voice telephony service and broadband Internet access service -- throughout its designated service area. These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services such as 911 and enhanced 911; and
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Voice telephony service is provided at \$22.25 per month for residential and business line customers. Broadband Internet access service is provided at rates which start at \$45.89 per month for residential and business customers. Riviera would be pleased to provide you with specific rates for voice and broadband for your area upon request. Use of these services may result in added charges including taxes, surcharges, and fees.

The Lifeline Program is available to qualifying low-income consumers to make monthly voice telephone service or broadband internet service affordable.

- Lifeline is a non-transferable, federal and state benefit.
- The program is limited to one discount per household and from only one provider.
- Lifeline voice service also includes toll blocking to qualifying customers without charge.
- Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless), but not both.
- Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The current discount provided under the Company's Lifeline service is \$6.50 for the federal discount and State discounts of \$3.50 plus an additional Lifeline Area Discount of \$.50 (voice only) per month for each month that the customer qualifies for both federal and state discounts. For the customer that only qualifies for the state discount only the \$3.50 Lifeline State Discount and the \$0.50 Lifeline Area Discount will apply.

A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines for the federal discount, or at or below 150% of the federal poverty guidelines for the state discount.

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans or Survivors Pension Benefit
- Low-Income Home Energy Assistance (LIHEAP) (State only discount)
- Health benefits coverage under the state Children's Health Insurance Program (CHIP) (State only discount)
- Temporary Assistance to Needy Families (TANF) (State only discount)
- The National School Lunch Program's Free Lunch Program (State only discount)

For more information, to see if you qualify or for a Lifeline Enrollment Form to self-certify, contact::

Riviera Telephone Co, Inc.

104 S. 8th St.

Riviera, TX 78379

361-296-3232 or toll free at 877-296-3232

www.rivnet.com or email rtc.ofc@rivnet.com

Lite-Up Texas

1779 Wells Branch Parkway

Suite 110B #357

Austin, TX 78728

Toll free at 1-866-454-8387

www.liteuptexas.org

Lifeline consumers will be required to make certain certifications upon signing up for Lifeline service and renewals are required.

Equipment Information

RECORDING OR MONITORING PHONE CALLS

Anyone who records or monitors a phone conversation is required to make this known to all parties in the conversation. The party doing the monitoring or recording must ask the other person's permission to record or monitor the conversation.

When using the public utility telephone network:

- A. All parties in the conversation must consent to the conversation's being recorded or monitored; and
- B. The monitoring or recording must be signaled by either:
 1. A "beep tone" audible to all parties and repeated at regular intervals during the conversation
 2. Clearly and permanently marking the telephones being used that the conversation may be recorded without notice.

ATTACHMENTS TO TELEPHONE EQUIPMENT

Attachments connected to the telephone company's lines must be in compliance with the company's tariff and Federal Communications Commission regulations.

TELEPHONE SAFETY

The telephone is one of the safest appliances in your home or office, however, there are a few instances where a telephone user needs to be cautious.

Use Of The Telephone Near Water

The telephone should not be used while you are in the bathtub, shower or pool. Immersion of the telephone or handset in water could cause electrical shock.

Use Of The Telephone During An Electrical Storm

You should avoid using a telephone during an electrical storm in your immediate area; calls of an urgent nature should be brief. There is a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

Use Of The Telephone During A Gas Leak

If you think you have found a gas leak, you should not use a telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

CUSTOMER-OWNED EQUIPMENT

Customer-owned and maintained equipment or communication systems may be used in conjunction with the telephone company's facilities, provided such use complies with the company's tariff. These tariff regulations were developed in the interest of good telephone service and to prevent potential hazards to customers and company employees. Violation of the regulations could result in the disconnection of the devices, systems or in the suspension of your telephone service. You should contact your local business office for further information concerning regulations.



Equipment Information

If you don't have a dial tone on your phone, static or noise on the line, you can test your equipment before calling the phone company.

HOW TO TEST A CORDED PHONE

- Unplug the phone from the wall jack.
- Plug a different working phone into the wall jack.
- Check to see if you are able to hear a dial tone or don't hear static on the line.
- If the problem went away, phone needs to be replaced.

In addition to the above testing, you can go to the protector located on the outside of your home or business. Inside the protector you can unplug the line cord and plug a telephone directly into the outlet. If your service is dead it is likely that you have a bad phone or there is a problem with the cable to your location. If your service is working, you most likely have a problem with inside wiring, a phone or other equipment inside your location.

HOW TO TEST A CORDLESS PHONE

- Unplug the phone from the wall jack.
- Don't unplug the phone from the electrical outlet.
- Check to see if you are able to hear a dial tone or don't hear static on the line.
- If the problem went away, phone needs to be replaced.

*Note; there may be a maintenance of service charge for customer owned equipment or if issue is on the customer's side.

DSL Troubleshooting

Occasionally, you may encounter DSL trouble. The following simple steps and procedures may help isolate or correct the issue.

- Check the power light on the modem-it should be lit solid. You may need to try a different wall outlet.
- What other lights are illuminated on your DSL modem?
- Make sure the telephone line cord is plugged securely in the telephone jack & the back of the modem.
- Check the Ethernet cord to ensure it is securely plugged into the modem and into your computer or router
- Reboot your computer. This may seem trivial, but this frequently resolves the issue.
- Power-cycle the DSL modem. Unplug the power source of the modem for sixty seconds.
- Power-cycle your DSL router (if any) wait 30 seconds and apply power
- Remove any network devices and routers
- Plug your computer equipment directly into the DSL modem provided you by RTC
- NOTE: If you are one of the few customers that have a static IP address, you will need to input this address into your computer to test.
- Check anti-virus and firewalls to make sure they are allowing IP address to make contact. You may need to reduce protection level to medium.

RTC has a courteous, knowledgeable technical support staff that can help you resolve your internet issues. Contact us at 361-296-3232; toll free at 1-877-296-3232 or visit our office any weekday from 8:30 a.m. till 5:00p.m. at 104 S. 8th St. in Riviera.

If you are calling after hours to report trouble, please leave a detailed message along with your contact information, Technicians are on call on the weekend.

RIVIERA
COMMUNICATIONS

Rate Information

Basic Telephone Service

Monthly Estimate <i>(excludes tax)</i>	Residential	Res-Life Line	Business	Bus-Multi Line
Access Line Charge	\$22.25	\$19.50	\$22.25	\$22.25
Federal Subscribe Line Charge	\$6.50	\$0.00	\$6.50	\$9.20
9-1-1 Fee	\$0.50	\$0.50	\$0.50	\$0.50
9-1-1 Equalization Fee	\$0.06	\$0.06	\$0.06	\$0.06
Access Recovery Charge (ARC)	\$0.00	\$0.00	\$3.00	\$3.00
	\$29.31	\$20.06	\$32.31	\$35.01

All access line charges include tone and free extended local calling within 361 area code

Residential access line charges include free call waiting and call waiting ringback

Service Charges		Miscellaneous Services		Residence	Business
Primary Service Order	\$22.50	Anonymous Call Rejection		\$1.00	\$1.00
Subsequent Service Order	\$10.00	Call Transfer		\$2.00	\$3.00
Central Office Access	\$20.00	Call Waiting ID		\$1.00	\$1.50
Line Connection	\$20.00	Calling Name Delivery		\$3.00	\$4.00
Maintenance of Service	\$35.00	Hot Line Alert per line		\$2.00	\$2.50
Returned Check	\$25.00	Per-Call Blocking		\$0.00	\$0.00
Activate/Change Call Feature	\$5.00	Per-Line Blocking		\$0.00	\$0.00
Station Handling	\$10.50	Hot Line Alert per line		\$2.00	\$2.50
Replace Existing Jack	\$125.00	Teen Service		\$4.00	N/A
Wire Maintenance	\$50.00	Message Intercept Service-Up to 90 Days		\$20.00	\$20.00
Replace Existing Wire	\$125.00	Message Intercept Service-91 to 180 Days		\$40.00	\$40.00
Install 1st Jack	\$125.00	Message Intercept Service-181 to 365 Days		\$60.00	\$60.00
Additional jacks up to 3	\$125.00 each	Calling Number Delivery		\$4.95	\$7.50
Networking Charge	\$160.00	Calling Name & # Delivery		\$5.95	\$8.50
Custom Calling Features	Residence	Business	Enhanced Customer Calling Features		
Call Waiting	\$0.00	\$2.00		Residence	Business
Call Waiting w/ Cancel	\$2.00	\$2.50	Call Block	\$2.00	\$3.00
Call Forwarding	\$1.50	\$2.00	Call Hold	\$2.00	\$3.00
Call Forwarding Busy	\$1.50	\$1.50	Call Return	\$3.00	\$4.00
Call Forward, No Answer	\$1.50	\$1.50	Customer Originated Call Trace	\$10.00	\$10.00
Call Forwarding Busy/ No Answer	\$1.50	\$1.50	Find me Follow me	\$2.00	\$3.00
**Remote Access to Call Forwarding	\$2.00	\$2.50	Priority Call	\$2.00	\$3.00
Speed Calling (8 Code)	\$1.50	\$2.00	Repeat Dialing	\$2.00	\$3.00
Speed Calling (30 Code)	N/A	2.75	Select Call Acceptance	\$2.00	\$3.00
Three Way Calling	\$2.00	\$2.50	Select Call Forwarding	\$2.00	\$3.00
Wake Up Service	\$2.00	\$2.50	Simultaneous Ring	\$2.00	\$3.00
<i>Feature Discount (per 2nd paid feature & each addtl feature)</i>			<i>Feature Discount (per 2nd paid feature & each addtl feature)</i>		
Non-Regulated Service	Residence	Business			
Voicemail	\$5.00	\$5.00			

*Residential service also includes call waiting & call waiting ringback

**Requires Call Forwarding feature

Rate Information

Fast, Faster, Fastest ... We have the speed to fit your Technology Preference, Speed and Budget.

Riviera Communications is your reliable Internet source. Get Connected Today!

Speeds & Pricing

5mbps/1mbps	\$45.89 Good for 3 devices or fewer in household or office
7mbps/1mbps	\$49.95 Fast Download for Music & Videos
8mbps/1mbps	\$52.95 Perfect for multiple devices, HD video streaming
10mbps/1mbps	\$54.95 Our Best Deal for online gaming and home automation and more!

*Additional speeds are available in qualifying areas. Contact a customer service representative to determine which speed options are available in your area and which speed is best for your home or business.

Minimum Requirements:

- Active Telephone Service. Basic telephone service starts at \$29.31 plus taxes and sur-charges.
- One-time \$50.00 Connection charge.
- A modem is required for DSL service and we will provide to you at no charge. No rental fee.
- External Modem installations-Windows
- Pentium-class processor
- Windows 98/SE or above
- 512 MB of RAM
- Internet Browser (for example, Internet Explorer, Firefox, Goggle Chrome or Safari MS Internet Explorer)
- Network Interface Card

Free Customer Support

Call **361-296-3232** or toll free at **877-296-3232**, if after 5:00 on a weekday, on the weekend or a holiday, leave a detailed message with name and contact information. Technicians are on call during the weekend and will contact you.

Extras

- Static IP Address \$12.00
- Network Wiring \$160.00
- Computer Repair \$100.00 per half hour
- Service Call \$100.00
- Protection Plan available, starting at \$9.99 monthly.

*Rates listed are at time of publication and subject to change

High-Speed Internet Pricing

High Speed Internet Pricing

Up to* 300/300 mbps	\$114.95
Up to* 600/600 mbps	\$139.95
Up to* 900/900 mbps	\$149.95

Basic Telephone Service + High Speed Internet Pricing

Up to* 100/100 mbps	\$84.95	+ \$29.31 basic dial tone	\$114.26 monthly
Up to* 250/250 mbps	\$114.95	+ \$29.31 basic dial tone	\$144.26 monthly
Up to* 500/500 mbps	\$134.95	+ \$29.31 basic dial tone	\$164.26 monthly
Up to* 1000/500 mbps	\$154.95	+ \$29.31 basic dial tone	\$184.26 monthly

High Speed Internet pricing is available in certain areas. Contact a customer service representative to determine if high speed internet is offered at your location.

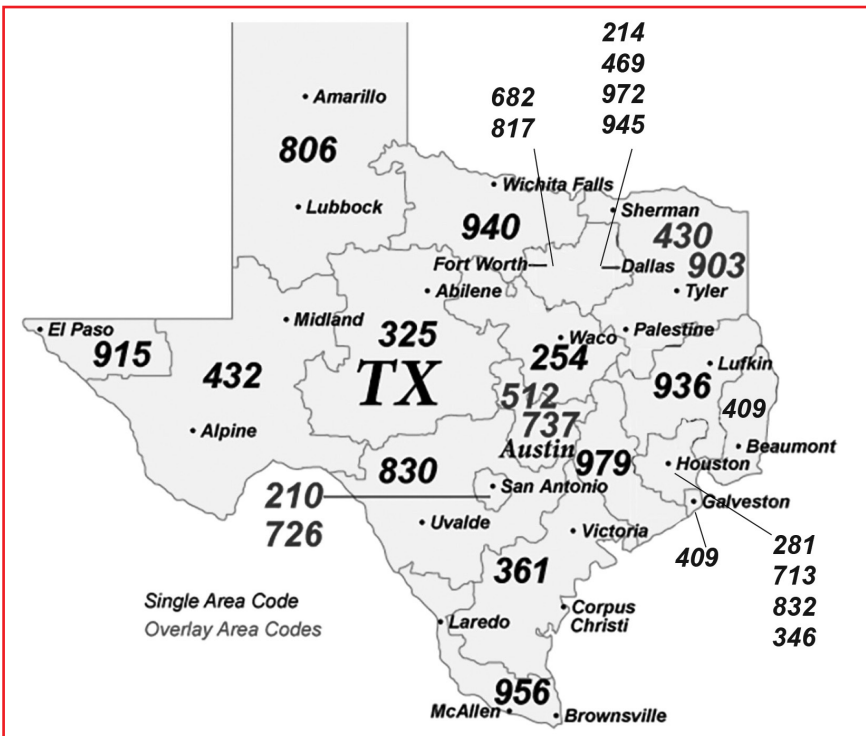
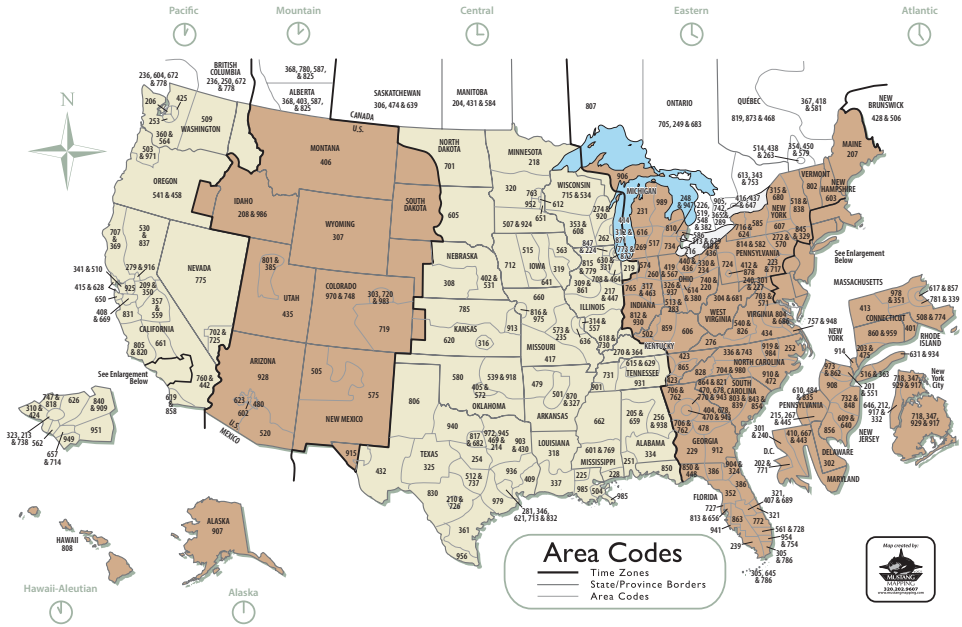
Extras

- \$150 install charge
- \$100 service call charge
- \$175 fiber repair charge
- Protection Plan available, starting at \$9.99 monthly.

*Rates listed are at time of publication and subject to change

Area Codes

ALABAMA (AL)	Lake City 386	MASSACHUSETTS (MA)	Buffalo 624/716	TEXAS (TX)
Birmingham 205/659	Lakeland 863	Boston 617/857	Hicksville 363/516	Amarillo 806
Huntsville 256/938	Miami 305/645/786	Needham 339/781	Medford 631/934	Arlington 214/682/817
Mobile 251	Orlando 321/407/689	Peabody 351/978	Mount Vernon 914	Austin 512/737
Montgomery 334	Pensacola 850/448	Springfield 413	Newburgh 845/329	Bryan 979
ALASKA (AK)	St. Petersburg 727	Worcester 508/774	New York City 212/332/347/646/718/917/929	Corpus Christi 361
all locations 907	Sarasota 941			Dallas 214/469/945/972
ARIZONA (AZ)	Tallahassee 850/448	MICHIGAN (MI)	Rochester 585	Denton 940
Flagstaff 928	Tampa 656/813	Ann Arbor 734	Staten Island 347/718/917/929	Eagle Pass 830
Glendale 623	Vero Beach 772	Detroit 313	Syracuse 315/680	El Paso 915
Phoenix 480/602/623	GEORGIA (GA)	Flint 810		Fort Worth 682/817
Scottsdale 480	Albany 229	Grand Rapids 616	NORTH CAROLINA (NC)	Galveston 409
Tucson 520	Atlanta 404/470/678/770/943	Kalamazoo 269	Asheville 828	Houston 281/346/621/713/832
ARKANSAS (AR)	Columbus 706/762	Lansing 517	Charlotte 704/980	Huntsville 936
Fort Smith 479	Macon 478	Muskegon 231	Greensboro 336/743	Laredo 956
Jonesboro 327/870	Savannah 912	Saginaw 989	Raleigh 919/984	Longview 430/903
Little Rock 501	HAWAII (HI)	Troy 248/947	Rocky Mount 252	Lubbock 806
Pine Bluff 327/870	all locations 808	Warren 586	Wilmington 472/910	Midland 432
CALIFORNIA (CA)	IDAHO (ID)	MINNESOTA (MN)	NORTH DAKOTA (ND)	New Braunfels 830
Anaheim 657/714	all locations 208/986	Blaine 763	all locations 701	San Angelo 325
Bakersfield 661	ILLINOIS (IL)	Brainerd 218	OHIO (OH)	San Antonio 210/726
Burbank 747/818	Alton 618/730	Burnsville 952	Akron 234/330	Socorro 915
Concord 925	Aurora 331/630	Duluth 218	Cincinnati 283/513	Temple 254
El Centro 442/760	Chicago 312/331/630/708/773/815/847/872	Mankato 507/924	Cleveland 216	Tyler 430/903
Eureka 369/707	Cicero 708/464	Minneapolis 612	Columbus 380/614	Victoria 361
Fresno 357/559	Peoria 309/861	Rochester 507/924	Dayton 326/937	Waco 254
Irvine 949	Rockford 779/815	St. Cloud 320	Lorain 436/440	UTAH (UT)
Long Beach 562	Springfield 217/447	St. Paul 651	Newark 220/740	Logan 435
Los Angeles 213/323/738	Tinley Park 708/464	MISSISSIPPI (MS)	Springfield 326/937	Salt Lake City 385/801
Modesto 209/350	Waukegan 224/847	Biloxi 228	Toledo 419/567	Tooele 435
Oakland 341/510	INDIANA (IN)	Jackson 601/769	Westlake 436/440	VERMONT (VT)
Palm Springs 442/760	812/930	MISSOURI (MO)	OKLAHOMA (OK)	all locations 802
Pasadena 626	Fort Wayne 260	Chesterfield 636	Lawton 580	VIRGINIA (VA)
Poway 619/858	Gary 219	Jefferson City 235/573	Oklahoma City 405/572	Arlington 571/703
Redding 530/837	Indianapolis 317/463	Kansas City 816/975	Tulsa 539/918	Bluefield 276
Riverside 951	Lafayette 765	Maryville 660	OREGON (OR)	Charlottesville 434
Sacramento 279/916	South Bend 574	St. Louis 314/557	Portland 503/971	Harrisonburg 540/826
Salinas 831	IOWA (IA)	Sedalia 660	Salem 503/971	Richmond 686/804
San Bernardino 909/840	319	Springfield 417	Springfield 458/541	Virginia Beach 757/948
San Diego 619/858	Cedar Rapids 319	MONTANA (MT)	PENNSYLVANIA (PA)	Wytheville 276
San Francisco 415/628	Des Moines 515	all locations 406	Allentown 484/610/835	WASHINGTON (WA)
San Jose 408/669	Dubuque 563	NEBRASKA (NE)	Erie 814/582	Everett 425
San Mateo 650	Mason City 641	Grand Island 308	Harrisburg 717	Olympia 360/564
Santa Barbara 805/820	Sioux City 712	Lincoln 402/531	New Castle 724/878	Seattle 206
Santa Cruz 831	KANSAS (KS)	Omaha 402/531	Philadelphia 215/267/445	Spokane 509
Santa Monica 310/424	Dodge City 620	NEVADA (NV)	Pittsburgh 412/878	Tacoma 253
Santa Rosa 369/707	Kansas City 913	Carson City 775	Reading 484/610/835	WEST VIRGINIA (WV)
Stockton 209/350	Topeka 785	Las Vegas 702/725	Upper St. Clair 412/724/878	all locations 304/681
COLORADO (CO)	Wichita 316/620	Reno 775	Wilkes-Barre 272/570	WISCONSIN (WI)
Aspen 748/970	KENTUCKY (KY)	NEW HAMPSHIRE (NH)	RHODE ISLAND (RI)	Eau Claire 534/715
Denver 303/720/983	Ashland 606	all locations 603	all locations 401	Green Bay 274/920
Grand Junction 748/970	Bowling Green 270/364	NEW JERSEY (NJ)	SOUTH CAROLINA (SC)	Greenfield 414
Pueblo 719	Frankfort 502	Atlantic City 609/640	Charleston 843/854	LaCrosse 353/608
CONNECTICUT (CT)	Lexington 859	Camden 856	Columbia 803/854	Madison 353/608
Bridgeport 203/475	Louisville 502	Jersey City 201/551	Greenville 821/864	Menomonee Falls 262
Hartford 860/959	LOUISIANA (LA)	Lakewood 732/848	SOUTH DAKOTA (SD)	Milwaukee 414
DELAWARE (DE)	Baton Rouge 225	Newark 862/973	all locations 605	Racine 262
all locations 302	Hammond 985	Plainfield 908	TENNESSEE (TN)	WYOMING (WY)
DISTRICT OF COLUMBIA (DC)	Lafayette 337	Trenton 609/640	Chattanooga 423	all locations 307
Washington 202/771	New Orleans 504	NEW MEXICO (NM)	Clarksville 931	
FLORIDA (FL)	Shreveport 318	Raton 575	Jackson 731	
Boca Raton 561/728	MAINE (ME)	Santa Fe 505	Knoxville 865	
Cocoa Beach 321	all locations 207	NEW YORK (NY)	Memphis 901	
Ft Lauderdale 754/954	MARYLAND (MD)	Albany 518/838	Nashville 615/629	
Ft Myers 239	Annapolis 410/443/667	Binghamton 607		
Gainesville 352	Baltimore 410/443/667	Bronx 347/718/917/929		
Jacksonville 324/904	Rockville 240/227/301			



Long Distance/Local Toll

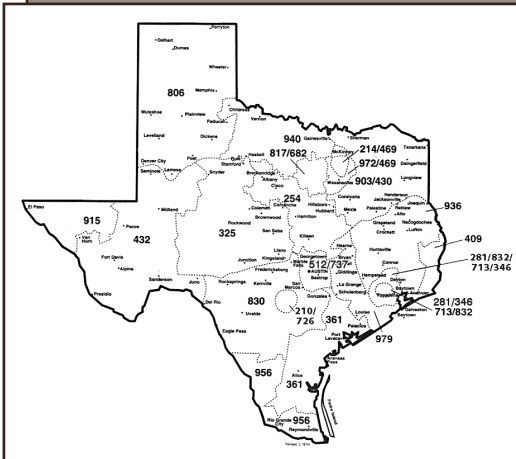
Customers in the Riviera Telephone Company, Inc. (RTC) service area can enjoy an extended one-way local calling area that includes all communities within the 361 area code and inside the Corpus Christi LATA (see list below) at no additional charge. Customers can make calls using the ten (10) digit calling (i.e., no 1+ dialed before the number), and the calls will be completed as local calls. There are a few long distance providers that do not have interconnection agreements with RTC and when dialing numbers served by those providers, you will be notified that you must dial a "1" before the number to complete the call and toll charges will apply.

IntraLATA (Inside the Corpus Christi LATA)

Texas Lata Areas

This map shows the boundaries of the long distance service areas in Texas.

Your intralata service area includes these communities within the 361 area code.



- | | | | |
|----------------|---------------|-----------|-----------|
| Alice | Edna | Mathis | Shiner |
| Armstrong | Falfurrias | Moulton | Sinton |
| Bayside | Flatonia | Nordheim | Skidmore |
| Beeville | Freer | Premont | Victoria |
| Benavides | Canada | Refugio | Woodsboro |
| Bishop | Goliad | Riviera | Yoakum |
| Bruni | Hallettsville | Rockport | Yorktown |
| Corpus Christi | Hebbronville | Robstown | |
| Cuero | Kingsville | Sarita | |
| | Loyola Beach | San Diego | |
- (* not all communities are listed)

Intralata Calling

To make a call within your Intralata area (Corpus Christi Lata), because of the extended one-way local calling area, you can make calls using the ten (10) digit calling (i.e., no 1+ dialed before the number) and the calls are completed as a local call. If you dial a number not in the extended area, you will have to dial a 1 or a 0 before the number for the call to be completed and the call will be handled by the carrier you have chosen for this type of call, the rates effective at the time of the call will apply.

Interlata Calling

To make a call from your Interlata area to another Interlata area, dial 1 + or 0+. The call will be handled by the carrier you have chosen for this type of call.

You may also use any other carrier by dialing an access code which you can obtain from the carrier. Detailed information about long distance service may be obtained directly from the long distance provider.

Local Toll

Riviera Telephone Local Toll Rates

These instructions apply to customers who have chosen Riviera Telephone Co., Inc. as their local toll provider and who are dialing a call in the Intralata calling area that is not a local call. If you are placing a direct dialed long distance call to a location inside the Riviera Telephone regional calling area you must Dial 1 + Area Code + seven digit number.

On any direct dialed long distance call you make, you pay only for the minutes you talk. Our minimum charge is the one minute rate for the time period in effect when you place the call. (Charges will change if the call continues into the next rate period.) Any service charges for operator assistance are in addition to long distance rates.

	RATE PERIODS					
	DAY 8 a.m. – 5 p.m.		EVENING 5 p.m. – 11 p.m.		NIGHT/WEEKEND 11 p.m. – 8 a.m.	
Mileage Band	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-17	\$.10	\$.08	\$.0750	\$.06	\$.06	\$.0480
18-22	\$.15	\$.12	\$.1125	\$.09	\$.09	\$.0720
23-28	\$.20	\$.18	\$.1575	\$.1350	\$.1260	\$.1080
29-34	\$.20	\$.20	\$.1875	\$.1800	\$.15	\$.1440
35-41	\$.20	\$.20	\$.20	\$.20	\$.1860	\$.1860
Over 41	\$.20	\$.20	\$.20	\$.20	\$.20	\$.20

Holiday Rate: New Year's Day, July 4th, Labor Day, Thanksgiving, Christmas Day.

On these legal holidays, the evening rate applies all day on direct dialed calls unless a lower rate would normally apply (nights and weekends).

Long Distance

DIRECTORY ASSISTANCE SERVICE

The charge for Directory Assistance is \$1.25 for each direct dialed Directory Assistance call after three free calls. Directory Assistance calls placed via an operator are billed to a credit card or telephone number other than the originating number will be \$1.40 per call. Should you have any questions about these charges, you may contact Riviera Telephone Company, Inc. at (361) 296-3232 or 1-877-296-3232.

DIRECT DISTANCE CALLING

Direct dial if you wish to talk with anyone who answers. Rates for calls that you dial yourself are lower than calls dialed by the operator. Charging begins when the call is answered in person or by an automatic answering machine.

To call outside your local service area:
dial 1 + Area Code + Telephone Number

Contact your long distance carrier for their rates and instructions.

LONG DISTANCE DIRECTORY ASSISTANCE

For local numbers not found
in this directory **dial 296-3232**
or **dial 1 + 411**

For other numbers within your area code (361) and
for numbers outside your area code
..... **dial 1 + Area Code + 555-1212**

Inward WATS (800) numbers **dial 1 + 800 + 555-1212**

Area Code Information

See pages 21 thru 22 or dial OPERATOR

Directory Assistance calls outside Area Code 361 will be handled and billed by the long distance company you have selected for your 1 + long distance calls outside Riviera Telephone Company's service area. Please contact your long distance company for their directory assistance rates.

1+

CREDIT FOR WRONG NUMBERS AND POOR CONNECTIONS

If you dial a wrong number, dial "0" for the Operator and give the number you attempted to reach. You will be credited for the call.

Once in a while you may get a bad connection or will be cut off on a long distance call. Both parties should hang up and the one who placed the call should dial the "0" Operator and explain the trouble. The operator will get you a better connection and have the charge adjusted appropriately.

Contact your long distance carrier for their procedures on credits, wrong numbers and bad connections.

Per-line or per-call blocking does not prevent transmission of your telephone number when you call a company using an 800, 866, 877, 888, or 900 number. Therefore, your number may be available to that company's service representative before your call is answered.

Blocking is available for 1 + 900 and 976 Pay-per-call Information Services. For more information call the Business Office at (361)296-3232 or 1-877-296-3232.

Other than Riviera Telephone Company, calls made using other carriers will be billed directly by the carrier, therefore it is important that you contact each long distance carrier you wish to use and establish an account.

Information about the types of calls available outside the Corpus Christi LATA can be obtained by contacting your selected long distance company. You may access the long distance company you have selected by dialing 1 + or 0 + the telephone number for calls outside the LATA. A list of long distance companies that are available to Riviera Telephone Co., Inc. customers may be obtained by contacting our business office. Questions regarding these companies' rates and services can be obtained by contacting the long distance companies directly.

You may also make calls using a long distance company other than the one you have selected to handle your 1 + calls by dialing the appropriate seven digit access code (1010XXX) for that company. You will need to establish an account with each long distance company you wish to use. Each long distance company can provide you with their seven digit access code or contact the Business Office for more information.

Long Distance

0+

OPERATOR ASSISTED DIALING

Collect, Person-to-Person, Third Number Billed, Calling Card, calls placed from hotel guest phones, or calls for which Time and Charges are requested are Operator Assisted calls. Higher rates apply to station calls dialed by the operator. Collect calls, Person-to-Person calls, calls billed to a Calling Card or to a third number.

AT&T provides Operator assistance for all local and long distance calls placed within the Corpus Christi LATA (see map on page 23).

To reach your long distance company's operator:

- Dial (1010XXXX0)
- appropriate access code for carrier should be inserted.

Not all long distance companies will choose to offer operator services, therefore contact your long distance company for more information.

If you have multiple bill calls to make, you can push the # button when the person you called hangs up. The billing information previously entered for the first call is saved and you need only enter the new number you wish to call. When you finish making your calls, you should verify the phone has a dial tone, indicating that your billing information is no longer saved.

Person-To-Person, Collect, Calling Card, Third Number Billed and Time and Charges:

To call outside your local service area
dial 0 + Area Code + Telephone Number

Contact the long distance company you have selected to confirm dialing instructions.

Calling Card Service:

- From Touch Calling telephones
.....touch 0 + Telephone Number
(wait for tone or tone and announcement)
.....+ Calling Card Number
(may not be available in all areas)

Contact the long distance company you have selected to confirm dialing instructions.



Person-To-Person Calls

Place the call with the operator if you wish to talk to a particular person or extension. Charging starts when the conversation begins. Rates are highest for Operator Assisted Person-to-Person calls.

Contact the long distance company you have selected to confirm dialing instructions.

Conference Calls

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.

If you have the Custom Calling feature of 3-Way Calling--follow directions on page 2.

Contact the long distance company you have selected to confirm dialing instructions.

Collect, Calling Card And Calls Charged To Another Number

Call Collect if the person or firm you are calling agrees to pay the charge. You can also bill calls to your Calling Card or to a third number. Place these calls with the operator. Operator Assisted rates apply.

Contact the long distance company you have selected to confirm dialing instructions.

OVERSEAS CALLS

See next page.

011	+	COUNTRY CODE	+	CITY CODE <i>If none, omit this step</i>	+	NUMBER
------------	---	---------------------	---	--	---	---------------

Example: La Paz, Bolivia: 011 + 591 + 2 + Number

01 + **COUNTRY CODE** + **1+CITY CODE** → **AN OPERATOR WILL COME ON THE LINE**
If none, omit this step

Example: Nepal: 01 + 977 +	No City Code Omit This Step	➔	An Operator Will Come On The Line
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Legend:	
Number following country name Country Code	
Afghanistan.....93	Denmark.....45
Albania.....355	Djibouti.....253
Algeria.....213	Ecuador.....593
American Samoa.....684	Egypt.....20
Andorra.....376	El Salvador.....503
Angola.....244	Equatorial Guinea.....240
Antarctica.....672	Eritrea.....291
Argentina.....54	Estonia.....372
Armenia.....374	Ethiopia.....251
Aruba.....297	Falkland Islands.....500
Ascension.....247	Faroe Islands.....298
Australia.....61	Fiji.....679
Austria.....43	Finland.....358
Azerbaijan.....994	France.....33
Bahrain.....973	French Polynesia.....689
Bangladesh.....880	Gabon Republic.....241
Belarus.....375	Gambia.....220
Belgium.....32	Georgia.....995
Belize.....501	Germany.....49
Benin.....229	Ghana.....233
Bhutan.....975	Gibraltar.....350
Bolivia.....591	Greece.....30
Bosnia & Herzegovina.....387	Greenland.....299
Botswana.....267	Guadeloupe.....590
Brazil.....55	Guatemala.....502
Brunei.....673	Guinea.....224
Bulgaria.....359	Guinea-Bissau.....245
Burkina Faso.....226	Guyana.....592
Burundi.....257	Haiti.....509
Cambodia.....855	Honduras.....504
Cameroon.....237	Hong Kong.....852
Cape Verde.....238	Hungary.....36
Central African Republic.....236	Iceland.....354
Chad.....235	India.....91
Chile.....56	Indonesia.....62
China.....86	Iran.....98
Christmas Island.....61	Iraq.....964
Colombia.....57	Ireland.....353
Congo (Democratic Republic of).....243	Israel.....972
Congo (Republic of).....242	Italy.....39
Cook Islands.....682	Japan.....81
Costa Rica.....506	Jordan.....962
Croatia.....385	Kazakhstan.....7
Cuba.....53	Kenya.....254
Cyprus.....357	Kiribati.....686
Czech Republic.....420	Korea (North).....850
	Korea (South).....82
	Kuwait.....965
	Kyrgyzstan.....996
	Laos.....856
	Latvia.....371
	Lebanon.....961
	Lesotho.....266
	Liberia.....231
	Libya.....218
	Liechtenstein.....423
	Lithuania.....370
	Luxembourg.....352
	Macedonia.....389
	Madagascar.....261
	Malawi.....265
	Malaysia.....60
	Maldives.....960
	Mali.....223
	Malta.....356
	Marshall Islands.....692
	Mauritania.....222
	Mauritius.....230
	Mayotte.....262
	Mexico.....52
	Moldova.....373
	Monaco.....377
	Mongolia.....976
	Morocco.....212
	Mozambique.....258
	Myanmar.....95
	Namibia.....264
	Nauru.....674
	Nepal.....977
	Netherlands.....31
	Netherlands Antilles.....599
	New Caledonia.....687
	New Zealand.....64
	Nicaragua.....505
	Niger.....227
	Nigeria.....234
	Norfolk Island.....672
	Norway.....47
	Oman.....968
	Pakistan.....92
	Palau.....680
	Panama.....507
	Papua New Guinea.....675
	Paraguay.....595
	Peru.....51
	Philippines.....63
	Poland.....48
	Portugal.....351
	Qatar.....974
	Romania.....40
	Russia.....7
	Rwanda.....250
	St. Pierre & Miquelon.....508
	Samoa.....685
	San Marino.....378
	Sao Tome & Principe.....239
	Saudi Arabia.....966
	Senegal.....248
	Seychelles.....228
	Sierra Leone.....232
	Singapore.....65
	Slovakia.....421
	Slovenia.....386
	Solomon Islands.....677
	Somalia.....252
	South Africa.....27
	Spain.....34
	Sri Lanka.....94
	Sudan.....249
	Suriname.....597
	Swaziland.....268
	Sweden.....46
	Switzerland.....41
	Syria.....963
	Taiwan.....886
	Tajikistan.....992
	Tanzania.....255
	Thailand.....66
	Togo.....228
	Tonga.....676
	Tunisia.....216
	Turkey.....90
	Turkmenistan.....993
	Tuvalu.....688
	Uganda.....256
	Ukraine.....380
	United Arab Emirates.....971
	United Kingdom.....44
	United States.....1
	Uruguay.....598
	Uzbekistan.....998
	Vanuatu.....678
	Vatican.....379
	Venezuela.....58
	Vietnam.....84
	Wallis & Futuna.....681
	Yemen.....967
	Zambia.....260
	Zimbabwe.....263

For more information on international dialing, please visit one of the following websites:
<http://countrycode.org> - or - <http://timezone.tripod.com>

Servicios Adicionales

BASIC LINE HUNTING

Este servicio ofrece una alternativa a Desvío de llamadas Ocupado y Desvío de llamadas retrasado. Permite al suscriptor especificar una lista de números para que las llamadas sean avanzadas. Si la línea del suscriptor está ocupada cuando entre una llamada, estos números serán llamados en secuencia hasta que uno no este ocupado y pueda aceptar la llamada.

CALL HOLD (LLAMADA EN ESPERA)

Permite al suscriptor que ponga una llamada en espera para marcar otro número y, a continuación, cambiar entre las dos llamadas.

- Ponga la primera llamada en espera; presione el flash hook, marque *52 y marque el segundo número.
- Presione el flash hook de nuevo para volver a la primera llamada (poniendo la segunda llamada en espera).

CALL TRANSFER

(TRANSFERENCIA DE LLAMADAS)

Este servicio permite a un suscriptor que llame a otra persona durante una llamada existente, y transferir la llamada a un segundo suscriptor.

- Para transferir una llamada a un segundo número, oprime el botón de espera y marque el segundo número.
- Espere hasta que escuche una devolución de llamada.
- En este punto, usted puede colgar ya sea antes o después de que el segundo número conteste, la llamada será transferida a su línea.

CALL WAITING RINGBACK

(RETORNO DE LLAMADA)

Permite al suscriptor que ha sido informado (mediante el uso de la llamada en espera (call waiting)) de una segunda llamada para que cuelgue el teléfono y reciba una devolución de llamada inmediata con la segunda llamada.

CALLING NAME DELIVERY

(ENTREGA DE NOMBRE POR LLAMADA)

Permite que el suscriptor de Caller ID identifique la persona que le llama por mostrar su nombre antes de contestar la llamada. El nombre que aparece es el nombre asociado con el número que le llama (Calling Party Number (CPN)). Cuando una línea equipada con Entrega de Nombre por Llamada está colgado, el nombre del partido que llama es transmitida a través de la línea durante el intervalo de silencio entre el primer y segundo tono. Suscriptores de Entrega de Nombre por Llamada deben proporcionar y conectar su propio equipo para procesar la transmisión de CNAM.

FIND ME FOLLOW ME

(ME ENCUENTRAN ME SIGUE)

Proporciona una manera para que el suscriptor pueda configurar los números adicionales que serán timbrados en lugar de, o además del propio número del suscriptor, cualquiera de los cuales pueden responder a la llamada. Una orden predefinido se utiliza para determinar qué número (s) sonaran siguiente. Una vez que un número ha respondido a la llamada, los otros números no sonaran.

Este servicio permite al suscriptor configurar una serie de reglas (máxima de 32) que establece una orden para que los números suenen.

- Para activar Find Me Follow Me, oprima * 371
- Para desactivar Find Me Follow Me, oprima * 372

HOME INTERCOM

(INTERCOMUNICADOR DE CASA)

Proporciona un servicio de intercomunicación para los suscriptores con extensiones distribuidas en un sitio grande o edificio. Después de marcar un código de acceso, el suscriptor cuelga.

El switch entonces suena la línea con una cadencia de timbre específico. Cuando el timbre se detiene, el suscriptor conoce la extensión remota ha respondido y puede levantar el teléfono para hablar con ese usuario remoto.

Para llamar a otra extensión utilizando el servicio de Home Intercom:

- Levante una extensión y marque su propio número.
- Cuando escuche un tono ocupado, cuelgue.
- Todas las extensiones comenzarán a sonar. No conteste. Espere a que la otra extensión conteste.
- Cuando la otra extensión conteste, la extensión dejará de sonar. Conteste su extensión y se conectará con la otra parte.
- Si nadie responde en otra extensión, las extensiones dejarán de sonar después de un período de tiempo. Si luego usted recoger su extensión, se escuchará el tono de marcación normal.

Para transferir una llamada entrante a otra extensión utilizando el servicio de Home Intercom:

- Mientras está en el llamado a ser transferido, oprima el botón de espera y cuelgue.
- Todas las extensiones comenzarán a sonar. No conteste; espere que las otras extensiones contesten.
- Cuando la otra extensión contesta, las extensiones dejan de sonar. La otra parte está conectada a la llamada transferida.
- Si nadie contesta en otra extensión, las extensiones dejarán de sonar después de un período de tiempo. A la persona que llama se le desconectará. Si luego usted levanta la extensión, escuchará el tono de marcación normal.

SIMULTANEOUS RING

(TONO SIMULTÁNEO)

Proporciona una manera para que los suscriptores puedan configurar números adicionales (máximo de 32) que sonarán así como el número propio del suscriptor, cualquiera de los cuales pueden responder a la llamada. Las llamadas a un número de teléfono de la casa se pueden configurar para que suene un teléfono móvil. Para activar y desactivar el servicio a través del teléfono, el suscriptor marca un código de acceso.

- Para activar Simring, oprima * 361
- Para desactivar Simring, oprima * 362

VISUAL MESSAGE WAITING INDICATOR

(INDICADOR VISUAL DE ESPERA PARA MENSAJES)

Cuando se utiliza con ciertos equipos del suscriptor, esta función proporciona una indicación visual al suscriptor cuando hay mensajes de correo de voz en espera en un servicio de correo de voz externa. Si esta función se pide con un aparato telefónico estándar que no venga equipado con un indicador visual, el suscriptor recibirá un tono de marcación intermitente audible para indicar que hay mensajes en espera en un servicio de correo de voz externa. Equipo telefónico no se proporciona con esta suscripción característica.

Servicios Adicionales

CALL WAITING (LLAMADA EN ESPERA)

Call Waiting le avisa que otra llamada está entrando mientras que usted está hablando por teléfono.

Para Usar Call Waiting:

1. Cuando está hablando por teléfono, oyea un tono especial señalando que otra llamada está entrando.
2. Para recibir la segunda llamada oprima el botón de espera por un segundo, esto pondrá su primera llamada en espera.
3. Oprima el botón de espera para interrumpir entre llamadas.

Detalles para Recordar:

- Call Waiting permite que usted reciba una segunda llamada mientras usted está usando el teléfono. La tercera llamada oyea un doble tono señalando que la línea está ocupada.
- Al terminar con su primera llamada oyea el sonido de Call Waiting y entre dos segundos automáticamente se conectará con su segunda llamada.
- Si la primera persona que le ha llamado cuelga el teléfono, después de unos cuantos segundos se reconectará automáticamente con su segunda llamada.

CALL WAITING ID (CWID) (LLAMADA EN ESPERA CON IDENTIFICACIÓN DE LLAMADAS)

Call Waiting ID (CWID) - Permite que el cliente pueda identificar otra llamada al estar hablando por teléfono. Cuando el cliente de teléfono recibe una llamada telefónica, el cliente tiene la opción de interrumpir su llamada o terminar su llamada para contestar la llamada nueva o ignorar la llamada nueva. Call Waiting ID está solamente disponible para clientes de Call Number Delivery y Call Waiting.

CALL WAITING W/CANCEL (*70) (Cancelando Llamada en Espera *70)

Call Waiting W/Cancel cancela Call Waiting para la llamada que está a punto de hacer.

Como Usar Call Waiting W/Cancel:

1. Ponga atención al tono cuando levante el teléfono.
2. Oprima *70.
3. Escuchará varios tonos y enseguida un tono normal.
4. Marque el número telefónico.

Como Usar Call Waiting W/Cancel Mientras que está Usando el Teléfono:

1. Oprima el botón de espera y escuche el tono.
2. Oprima *70.
3. Se conectará automáticamente con su llamada.

THREE-WAY CALLING (LLAMADAS ENTRE TRES PERSONAS)

Three-Way Calling permite que agregue una tercera persona a su conversación.

Como Usar Three-Way Calling:

1. Al oprimir el botón de espera ponga atención a los tres tonos seguidos por un tono largo. (La presente llamada se a puesto en espera.)

2. Marque el número telefónico de la tercera persona. Si al marcar el número de teléfono se oye ocupado, oprima el botón de espera dos veces para volver a reconectarse con su primera llamada.
3. Si la tercera persona contesta la llamada, oprima el botón de espera para conectar su llamada entre tres personas.

Detalles para Recordar:

- Puede mantener una conversación privada con la tercera persona mientras no oprima el botón de espera.
- Al establecer la llamada en Three-Way usted puede desconectar la tercera persona en cualquier momento al oprimir el botón de espera.

CALL FORWARDING (TRASLADO DE LLAMADA)

Call Forwarding permite que dirija sus llamadas a otro número telefónico.

Como Usar Call Forwarding:

1. Ponga atención al tono cuando levante el teléfono.
2. Oprima 72#.
3. Oyea 2 tonos seguidos y después un tono largo.
4. Marque el número donde va enviar sus llamadas.
5. Dos tonos indican que el número telefónico se ha registrado.
6. Cuelga el teléfono.

Como Desconectar Call Forwarding:

1. Oprima 73#.
2. Escuchará dos tonos seguidos.
3. Cuelga el teléfono.

Detalles para Recordar:

- Puede dirigir las llamadas dentro de su área seleccionando del número telefónico o insertando 1 + área + siete números del número telefónico, para llamadas de larga distancia. Si usted traslada llamadas a un número de larga distancia se le cobrará por cada llamada de larga distancia que sea trasladada.
- No puede contestar las llamadas de su teléfono cuando Call Forwarding está activado.
- El número telefónico que a escogido para trasladar sus llamadas sonará normalmente.

CALL FORWARDING BUSY (TRASLADO DE LLAMADA OCUPADA)

Call Forwarding Busy permite que su llamada automáticamente sea dirigida a otro número telefónico alternativo si su línea está ocupada.

CALL FORWARDING NO ANSWER (TRASLADO DE LLAMADA SIN RESPUESTA)

Call Forwarding No Answer permite que dirija sus llamadas a otro número telefónico si no hay respuesta.

CALL FORWARDING BUSY/NO ANSWER (TRASLADO DE LLAMADA OCUPADA O SIN RESPUESTA)

Call Forwarding Busy/No Answer permite que sus llamadas sean dirigidas a otro número telefónico si su línea está ocupada o no hay respuesta.

Servicios Adicionales

REMOTE ACCESS TO CALL FORWARDING (TRASLADO DE LLAMADAS CON ACCESO REMOTO)

Remote Access to Call Forwarding permite que el cliente pueda manipular Call Forwarding de su línea o de otra línea telefónica.

Para Activar Remote Access to Call Forwarding:

1. Ponga atención al tono cuando levante el teléfono
2. Marque 296-0000
3. Escuchara un mensaje grabado pidiendole que marque su numero telefónico.
4. Escuchara un mensaje grabado pidiendole que marque su clave de seguridad.
5. Oprima *72.
6. Enseguida escuchara un tono.
7. Oprima el numero telefónico a donde usted quiera trasladar sus llamadas, despues oprima #, su confirmación serán 3 tonos, despues puede colgar el teléfono.

Para Desconectar Remote Access to Call Forwarding:

1. Oprima *73.

SELECT CALL FORWARDING (TRASLADO SELECTIVO DE LLAMADAS)

Al elegir Select Call Forwarding usted selecciona las llamadas que van a ser trasladadas al estar fuera de su casa o oficina. Solo llamadas en su lista de numeros serán trasladadas con Select Call Forwarding.

Activar y Desconectar Select Call Forwarding:

1. Ponga atención al tono cuando levante el teléfono
2. Oprima *63.
3. Escuche las instrucciones grabadas que le indican como activar o desconectar Select Call Forwarding. Las instrucciones tambien le ayudaran en cambiar o revisar su lista de numeros telefónicos seleccionados.

Como Mantener la Lista de Select Call Forwarding:

1. Ponga atención al tono cuando levante el teléfono
2. Oprima *63.
3. Siga las instrucciones grabadas.
4. Si su lista esta completa, necesita eliminar un numero telefónico antes de que pueda agregar otro numero telefónico.

Detalles para Recordar:

- Puede indicar 8 numeros telefónicos dentro de su área.
- Puede dirigir las llamadas dentro de su área seleccionando los siete numeros del numero telefónico o insertando 1 + área + siete numeros del numero telefónico, para llamadas a un numero de larga distancia. Si usted traslada llamadas a un numero de larga distancia. Sera cobrado cargos de larga distancia.
- No puede contestar las llamadas de su teléfono cuando Select Call Forwarding está activado.
- El numero telefónico que a escogido para trasladar sus llamadas sonara normalmente.
- Cualquier otra llamada que no está en su lista de Select Call Forwarding sonara normalmente y podra ser contestada de su teléfono.
- En caso de que tenga Call Forwarding activado, todas las llamadas que no están en su lista de selección se trasladan al numero telefónico que ha indicado en su Call Forwarding.

WAKE UP SERVICE (REMINDER CALL) (SERVICIOS PARA DESPERTAR) (LLAMADA RECORDATORIA)

Wake Up Service permite que elija la hora en que usted quiera despertar o usarlo para recordatorio.

1. Ponga atención al tono cuando levante el teléfono.
2. Oprima 75#.
3. Marque el tiempo que gusta despertar usando tiempo militar.

Ejemplo:

Si desea programarlo a las 6:30 a.m.

- Marque 0630#
- 4. Entonces usted seguira las instrucciones para confirmar.

Para Desconectar Wake Up Service:

1. Ponga atención al tono cuando levante el teléfono
2. Oprima 76#
3. Oyera un tono indicando que su servicio está cancelado.

Detalles para Recordar:

- Wake up Service automaticamente timbra su teléfono. Si no contesta su teléfono Wake Up Service automaticamente le llamara.
- Cuando conteste la llamada usted oyera esta es su llamada recordatoria.
- Está función tambien se puede usar como una alerta durante el día para citas o juntas.
- Wake Up Service se cancela automaticamente.

SPEED CALLING 8 (OCHO LLAMADAS DE RAPIDEZ)

Speed Calling 8 le permite seleccionar numeros telefónicos con rapidez con solo marcando su clave apropiada.

Para Usar Speed Calling 8:

1. Oyera un tono al levantar el teléfono.
2. Oprima 74#
3. Preste atención al segundo tono.
4. Oprima la clave del 2 al 9 y el numero telefónico completo que usted deseñara para representar esa clave.

Ejemplo:

- Llamadas locales del área
2 361+555-1234
codigo clave numero telefónico
- Llamadas de larga distancia del área:
3 1+361+555-1234
codigo clave numero telefónico
- 5. La clave deseñada sera confirmada con dos tonos cortos.
- 6. Cuelge el teléfono y espere oír el tono.
- 7. Repita la acción del numero 2 al 9 para seguir agregando o para cambiar los numeros telefónicos de su lista.

Comó Llamar a un Numero de Speed Calling 8:

1. Para la persona que usted desea llamar marque la clave deseñada del 2 al 9.
2. Oprima #
3. El numero telefónico se originara dentro de una pausa.

Servicios Adicionales

SPEED CALLING 30 (30 LLAMADAS DE RAPIDEZ)

(Solo para clientes de negocios)

Speed Calling 30 le permite seleccionar numeros telefónicos con rapidez con solo oprimiendo su clave apropiada.

Como Usar Speed Calling 30:

1. Ojera un tono al levantar el teléfono.
2. Oprima 74#.
3. Ponga atención al segundo tono.
4. Oprima la clave del 20 al 49 y el numero telefónico completo que usted deseñara para representar la clave.

Ejemplo:

- Llamadas locales del área:
20 361+555-1234
codigo clave numero telefónico
- Llamadas de larga distancia del área:
30 1+361+555-1234
codigo clave numero telefónico
- 5. La clave deseñada sera confirmada con dos tonos cortos.
- 6. Cuelge el teléfono y espere oír el tono.
- 7. Repita la acción del numer 20 al 49 para seguir agregando o para cambiar los numeros telefónicos de su lista.

Comó llamar un Numero de Speed Calling 30:

1. Para la persona que usted desea llamar marque la clave deseñada del 20 al 49.
2. Oprima #
3. El numero telefónico se originara dentro de una pausa.

CALL BLOCK *60 (LLAMADAS RECHAZADAS *60)

Call Block automaticamente rechaza llamadas de cualquier numero telefónico que esten en su lista. Cuando alguien llame de los numeros telefónicos que estén en su lista, la persona ojera un mensaje grabado que indica que el numero que han marcado no está aceptando sus llamadas al momento.

Para Desconectar Call Block:

1. Ojera un tono al levantar el teléfono.
2. Oprima *60.)
3. Ponga atención a las instrucciones grabadas que indican como activar y desconectar **Call Block**, o como mantener su lista de **Call Block**. Los numeros telefónicos que a registrado en su lista seran repetidos.
4. Siguiendo las instrucciones grabadas podra agregar el numero telefónico de la ultima llamada que ha recibido. Si su lista está completa necesita eliminar un numero telefónico antes de agregar otro numero telefónico.

Detalles para Recordar:

- Call Block mantiene hasta 8 numeros telefónicos en su lista.
- Call Block rechaza las llamadas de los numeros telefónicos que aparecen en su lista.
- Para su protección cualquier llamada que se establece fuera de su área o por la operadora no podran ser rechazadas.

CALL RETURN *69 (REGRESANDO SUS LLAMADAS *69)

Call Return automaticamente aguarda y marca el numero telefónico de la ultima persona que le a llamado. Call Return se puede usar en caso de que haya o no haya contestado la llamada.

Como Usar Call Return:

1. Ojera un tono al levantar el teléfono.
2. Oprima *69.
3. Una grabación le anunciara el numero telefónico, la fecha y el tiempo en que recibio su ultima llamada, en caso de que quiera regresar la llamada.
4. Ponga atención a las instrucciones.
5. Si el numero telefónico está ocupado, Call Return seguira marcando el numero telefónico por 30 minutos hasta que se comuniqué. Su línea sonara un serie de sonidos (corto-corto-largo) avisando que el numero telefónico que a marcado no sigue ocupado.

Desconectar Call Return:

1. Ojera un tono al levantar el teléfono.
2. Oprima *89.
3. Un mensaje anunciara que sus solicitudes han sido cancelados

Detalles para Recordar:

- Si la ultima llamada que recibio fue una llamada fuera del área, ojera un mensaje grabado o un tono indicando que el numero telefónico de la ultima llamada no ha sido grabado.
- Mientras que su Call Return está tratando de comunicarse con algun numero que suena ocupado, usted podra usar el teléfono para hacer o recibir otras llamadas. Su teléfono le llamara para avisarle que la línea que usted está tratando de llamar está desocupada.
- En caso de que usted no levante el teléfono cuando le timbre, le volvera a llamar dos veces mas.
- En caso que su teléfono y el numero llamado suenan ocupados por mas de 30 minutos Call Return se canselara automaticamente.
- Si tiene Call Waiting y oye el tono de Call Waiting mientras que está hablando por teléfono, tendra dos opciones: Puede usar Call Return despues de que termine con su llamada o puede usar Call Waiting. Refierase a las instrucciones de Call Waiting
- Los grados de tonos varean.

PRIORITY CALL *61 (LLAMADAS DE PRIORIDAD *61)

Priority Call automaticamente anuncia la llamada con un tono corto-largo-corto cuando cualquier numero telefónico que a puesto en su lista de Priority Call le habla. Si tiene Call Waiting tambien sonara con un tono distinto.

Para Activar y Desconectar Priority Call:

1. Ojera un tono al levantar el teléfono.
2. Oprima *61.
3. Ponga atención a las instrucciones grabadas que le indican como activar, desconectar y mantener su lista de Priority Call.

Servicios Adicionales

Como Mantener su Lista al Corriente de Priority Call:

1. Ojera un tono al levantar el teléfono.
2. Oprima *61.
3. Ponga atención a las instrucciones grabadas. Si su lista está completa tendrá que eliminar un número telefónico antes de que pueda agregar otro número telefónico.

Detalles para Recordar:

- Hasta 8 números telefónicos dentro de la área se podrán alzar en su lista de Priority Call.
- Si el número telefónico que le hablo está en su lista recibirá una serie de tonos (corto-largo-corto).
- Llamadas hechas dentro de su área definida o por operadora, sonarán normalmente.
- Tonos varían un poco.

REPEAT DIALING (*66) (MARCAR AUTOMATICAMENTE *66)

Repeat Dialing automáticamente aguarda y marca el último número que usted marcó. Si el número está ocupado, Repeat Dialing verificará el número telefónico ocupado cada 40 segundos por 30 minutos. Un tono especial, señalará que el número telefónico ya no está ocupado.

Como Usar Repeat Dialing:

1. Ponga atención al tono.
2. Oprima *66.
3. Ojera un anuncio diciéndole que el número está ocupado. El sistema verificará la línea por 30 minutos. Usted será advertido por un tono especial cuando la línea esté libre.
4. Cuelge.
5. Cuando el número telefónico que está marcando no esté ocupado, su teléfono sonará una serie de tonos (corto-corto-largo.)
6. Levante el teléfono y su llamada será conectada. Ojera tonos normales.

Como Apagar Repeat Dialing:

1. Ponga atención al tono.
2. Oprima *86.
3. Un anuncio le dirá que todas sus llamadas pendientes se han cancelado.

Detalles para Recordar:

- Repeat Dialing solo funcionará con llamadas hechas dentro de su área definida para llamadas.
- Ocasionalmente, la persona que usted está llamando usa su teléfono antes de que Repeat Calling pueda terminar su llamada. Si esto pasa, una voz grabada le dirá que empiece Repeat Dialing otra vez.
- Cuando su teléfono suene con un tono corto-corto-largo, usted necesita contestar el teléfono en la tercera serie de tonos o Repeat Calling tendrá una pausa y tratará de completar su llamada 5 minutos después. Repeat Dialing timbrará su teléfono cada 5 minutos dentro de 30 minutos a lo menos que usted cancele su pedido.
- Puede usar Repeat Dialing para devolver llamadas a más de un número telefónico que suena ocupado a la vez.
- Si el número telefónico no suena ocupado, la llamada será hecha automáticamente.

SELECT CALL ACCEPTANCE (*64) (ACEPTANDO LLAMADAS SELECTIVAMENTE *64)

Select Call Acceptance le permite recibir automáticamente las llamadas de los números telefónicos que usted ha puesto en su lista de Select Call Acceptance. Cuando Select Call Acceptance ha sido activado todas las otras llamadas de números que no aparecen en su lista ojerán una grabación advirtiéndoles que usted no está aceptando sus llamadas en este momento.

Como Activar/Apagar Select Call Acceptance:

1. Ponga atención al tono.
2. Oprima *64.
3. Ponga atención a las instrucciones tocante como activar o desconectar su servicio de Select Call Acceptance, y como cambiar o revisar su lista de Select Call Acceptance. Los números telefónicos que usted selecciona para su lista de Select Call Acceptance serán repetidos para usted.

Como Cambiar su Lista de Select Call Acceptance:

1. Ponga atención al tono.
2. Oprima *64.
3. Siga las instrucciones grabadas.
4. Si su lista está llena, usted debe quitar un número telefónico antes de agregar otro.

Cosas para Recordar:

- Select Call Acceptance puede guardar hasta 8 números telefónicos dentro de su área definida.
- Select Call Acceptance solo permite llamadas de números telefónicos de su lista de Select Call Acceptance.
- En algunos casos, llamadas hechas fuera de su área definida y llamadas hechas con la asistencia de la operadora, timbrarán su teléfono.
- Si Select Call Acceptance está activado y no hay números telefónicos en su lista, la función se apagará automáticamente.

CUSTOMER ORIGINATED CALL TRACE (*57) (INVESTIGAR EL ORIGEN DE SUS LLAMADAS *57)

Call Trace deja automáticamente que investigue llamadas con origen de amenazas, dentro de su área definida, en cualquier momento del día o de la noche. El origen de las llamadas investigadas, serán guardadas en la oficina de la Compañía Telefónica de Riviera.

Como Usar Customer Originated Call Trace:

1. Después de haber recibido una llamada ofensiva cuelgue el teléfono.
2. Después de 10 segundos, levante el teléfono y espere oír un tono.
3. Oprima *57.
4. Ponga atención a las instrucciones grabadas. Un mensaje grabado le indicará instrucciones adicionales si la investigación del origen de su llamada ha sido un éxito. Un mensaje grabado le indicará si el origen de su llamada investigada no ha tenido éxito.

Servicios Adicionales

Detalles para Recordar:

- Necesita comunicarse con la Compañía Telefónica de Riviera dentro de 10 días en caso de que la investigación del origen de su llamada a tenido éxito o la copia del origen de su llamada se borrara del sistema.
- Comuníquese con la agencia de policía en caso de que quiera tomar acción legal.
- La Compañía Telefónica de Riviera podrá revelar los archivos sobre el origen de su llamada solamente a la agencia de policía.
- Solamente las investigaciones del origen de su llamada que han sido un éxito tendrán cargos requeridos.

CALLING NUMBER DELIVERY (IDENTIFICACIÓN DE LLAMADAS (CND))

Calling Number Delivery permite que vea el número telefónico de la persona que le está llamando antes de que conteste el teléfono. Un aparato especial colocado en el teléfono o cerca del teléfono le indicará quien le llamo.

Como Usar Calling Number Delivery:

1. Espere que su teléfono timbre por la segunda vez.
2. Lo siguiente aparecerá en el aparato.
 - Número Telefónico • Fecha • Tiempo

Detalles para Recordar:

- En caso de que ande fuera de su casa su aparato de Calling Number Delivery guardará los números telefónicos de las personas que le han llamado. Usted podrá revisar los números telefónicos y regresar las llamadas después.
- Los aparatos de Calling Number Delivery varían en diseño, con ciertas funciones, y cierta cantidad de números telefónicos que se guardaran en memoria.
- CND no mostrará el número para algunos números: - Llamadas internacionales - Los números retenidos (donde la persona llamando usa el bloqueo de su número al número que llama): - Algunas llamadas de las partes más antiguas de la red telefónica.

ANONYMOUS CALL REJECTION (EXCLUSIÓN DE LLAMADAS ANONIMAS)

Permite que excluya llamadas de personas que han activado la función Per-Call Blocking (Bloqueo de Llamada) o Per-Line Blocking (Bloqueo de Línea), que impide que su llamada no aparezca en el aparato de Calling Number Delivery. La persona que llame recibirá un mensaje que le indica que cuelga el teléfono, que cancele la función privada y que vuelva a llamar.

PER-CALL BLOCKING (*67) (BLOQUEO DE LLAMADA *67)

Per-Call Blocking no permite que su número telefónico se registre en el aparato de Calling Number Delivery cuando hace una llamada. Todas las áreas que ofrecen la función Calling Number Delivery tienen la capacidad de no permitir que su número telefónico salga en el aparato de Calling Number Delivery. Todos los clientes de la Compañía Telefónica de Riviera tienen la función Per Call Blocking en su línea de teléfono.

Como Usar Per-Call Blocking:

1. Ponga atención al tono cuando levante el teléfono.
2. Oprima *67.
3. Ponga atención al tono de confirmación, después seguirá

otro tono.

4. Haga la llamada.
5. Per-Call Blocking se cancelará después de que cuelga el teléfono.

PER-LINE BLOCKING (BLOQUEO DE LÍNEA)

Per-Line Blocking automáticamente bloquea el número del cliente antes de que haga la llamada sin tener que oprimir *67.

Como Cancelar Per-Line Blocking Antes de Cada Llamada:

1. Oprima *82
2. Marque el número telefónico de la persona al cual le va a llamar.
3. Per-Line Blocking se activará automáticamente después de que cuelga el teléfono.

Detalles para Recordar:

- Todas sus llamadas se representarán como anónimas o privadas cuando llame a clientes que se han suscrito con la función Calling Number Delivery.
- Todas las llamadas que hace a los clientes que se han suscrito a Anonymous Call Rejection recibirán un mensaje que la persona que está tratando de localizar no está aceptando llamadas de números anónimos.
- En cualquier momento podrá desconectar Per Line Blocking y programar Per-Call Blocking al comunicarse con la oficina de negocios.
- Per-Line Blocking o Per-Call Blocking no evita la transmisión de su número telefónico cuando usted llama a una compañía usando números de 800, 866, 877, 888, o 900. Consecuentemente, su número puede ser disponible al representante de servicio de esa compañía antes de que su llamada sea contestada.

HOT LINE ALERT (LÍNEA DE ALERTA DE EMERGENCIA)

Solamente La Compañía Telefónica de Riviera podrá activar y programar Hot Line Alert al número telefónico seleccionado por el cliente, cuando su teléfono está descolgado por ciertos minutos o unos cuantos segundos.

- Apropiado para ancianos o aquellos que usan silla de ruedas.

TEEN SERVICE (SERVICIOS PARA ADOLESCENTES)

Teen Service permite que tenga un número telefónico adicional en su residencia sin tener que instalar una segunda línea. Las llamadas se identificarán por un sonido distinto.

Como Usar Teen Service:

1. Preste atención en la forma en que timbra su teléfono.
 - Un tono largo para el número principal.
 - Dos tonos cortos para el segundo número.
 El tono puede establecerse como: un tono corto-largo-corto o corto-corto-corto.
2. * La forma en la cual su teléfono timbre dependerá del Equipo del Cliente (CPE).

Conteste apropiadamente.

Detalles para Recordar:

Call Waiting se puede usar con Teen Service. Call Waiting tiene un sonido especial para cada línea.

Servicios Adicionales

VOICEMAIL (EL SERVICIO DE MENSAJES GRABADOS)

La solución perfecta para evitar perder su llamadas. El costo de Voice Mail se le puede agregar a su cuenta. Puede grabar un mensaje personalizado o puede usar el mensaje genérico para recibir sus llamadas. Usted tiene acceso a sus mensajes de cualquier teléfono con los servicios de tono.

Acceso a su Buzón Mensajes:

1. Marque el 296-2000
 - Ingrese su número telefónico de 10 dígitos, seguido por el signo#.
 - Ingrese su PIN seguido del signo#.

* Si el PIN no funciona, póngase en contacto con la oficina de negocios, llámenos al (361) 296-3232 para que se restablezca.

* Los requisitos de PIN y restricciones

- El PIN de 4 dígitos no puede ser el mismo dígito, es decir ... 0000
- El PIN de 4 dígitos no pueden ser consecutivos ... es decir, 1234
- El PIN de 4 dígitos no pueden ser los dígitos del número telefónico

2. Una vez que han accedido al sistema de correo de voz, oirá el siguiente saludo:

Bienvenido al Servicio de Mensajes

- Oprima 1 - Para obtener los mensajes
- Oprima 2 - Para enviar un mensaje
- Oprima 3 - Para trabajar con su saludo
- Oprima 4 - Para cambiar la configuración de su buzón
- Oprima 6 - Para obtener mensajes borrados
- Oprima 7 - Para trabajar con otro buzón
- Oprima 0 - Para obtener más ayuda
- Oprima * - Para salir del sistema de buzón de voz

TOLL CONTROL WITH PIN (CLAVE PARA CONTROLAR SU LARGA DISTANCIA)

Toll Control with Pin ofrese a los clientes el poder de controlar sus cargos de larga distancia marcando una clave especial.

1. Ponga atención al tono.
2. Marque el numero que usted desea marcar incluyendo 1 + el código de área.
3. Ojera un tono escalonado, luego oprime su clave (PIN). Restricción de larga distancia se restablecerá automáticamente después de que la llamada es terminada.

TOLL BLOCKING SERVICES (BLOQUEO DE LARGA DISTANCIA)

Toll Blocking Service no permite que tenga acceso de larga distancia solamente acceso del sistema local en su área.

Este servicio le bloqueará el acceso del 1+, 0 y 0+.

Este servicio no le bloqueará el acceso del 911, llamadas por cobrar, llamadas del tercer numero, o llamadas de tarjeta.

SPECIAL TOLL BLOCKING SERVICE (BLOQUEO DE LARGA DISTANCIA ESPECIAL)

Special Toll Blocking Service permite el acceso del sistema de larga distancia, solamente llamadas que obtienen el 1+800, 1+866, 1+877 y 1+888.

Este servicio no le bloquea el acceso del 911, llamadas por cobrar, llamadas del tercer numero, o llamadas de tarjeta.

CODE RESTRICT (ÁREA CODIGO RESTRINGIDA)

Code Restrict permite o no permite que tenga acceso a ciertos codigos de área o numeros. Al pedido del cliente su Code Restrict permite o no permite que el maximo de 5 codigos de área locales o de larga distancia sean restringidos.

Acceso del 911 no se permite bloquear.

Acceso del asistencia de operadoras no es permitido.

MESSAGE INTERCEPT SERVICE (SERVICIO DE INTERCEPTAR MENSAJES)

Message Intercept Service es un servicio que se usa cuando un cliente desconecta su servicio telefónico ó cambia su numero telefónico. Llamadas al numero telefónico interceptado son equipadas con el numero telefónico nuevo. Un anuncio le dira que el numero telefónico que usted esta llamando ha sido desconectado o cambiado. Y el numero sera dado a la persona que esta llamando. Tal vez el numero no esta disponible, por ejemplo, si el numero es privado o si el cliente se mudo del área sin proveer su numero telefónico nuevo.

Los cargos siguientes se aplicaran solamente una vez y seran aplicados a su tarifa residencial o comercial, por adelantado de los servicios de interceptar de mensajes, los cargos son por cada línea telefónica.

Hasta 90 Días.....	\$20.00
91-180 Días.....	\$40.00
181-365 Días.....	\$60.00

Sus Derechos Como Cliente

SUS DERECHOS COMO CLIENTE

La Compañía Telefónica de Riviera reconoce los derechos de sus clientes como consumidores de los servicios telefónicos. La siguiente información es para informarle a usted, el cliente de la compañía, sobre sus derechos como cliente y sobre las reglas de la compañía acerca de la solicitud por servicio, cuentas y pagos, y otras reglas y usos. Se puede obtener una copia de esta información en español escribiendonos a Riviera Telephone Company, Inc. a P.O. Box 997, Riviera, Texas 78379, o de la oficina en 104 South 8th St, Riviera, Texas.

SUS DERECHOS PARA INSPECCIONAR Y OBTENER COPIAS DE LAS TARIFAS Y REGLAS DE LA COMPAÑÍA

La información contenida en las tarifas de la compañía son anotaciones públicas. Las tarifas de la compañía están disponibles al público en la oficina de empresa. A solicitud, la compañía le ayudará a examinar cualquiera de sus tarifas. La compañía le proveerá copias, al solicitarlas, de cualquier parte de las tarifas por un precio razonable para reproducir las copias.

ESCÓGIENDO SU COMPAÑÍA DE TELÉFONO SUS DERECHOS COMO CLIENTE

Compañías telefónicas son prohibidas por ley de cambiar su servicio telefónico sin su autorización. Esta práctica común se conoce como "slamming".

Si usted ha sido "slammed", la ley en Texas requiere que su compañía telefónica haga lo siguiente:

1. Pagen todos los cargos asociados con el cambio para regresarle a su compañía telefónica original dentro de cinco (5) días de negocio desde su solicitud.
2. Proverán todas las facturaciones de su estado de cuenta a su compañía telefónica original dentro de diez (10) días de negocio desde su solicitud.
3. Pague dentro de treinta días a la compañía telefónica original la misma cantidad que usted hubiera pagado si no hubiera sido "slammed."
4. Reembolsarle, dentro de treinta (30) días de negocio, cualquier cantidad que usted a pagado durante los primeros treinta (30) días después de haber sido "slammed" y cualquier otra cantidad que usted a pagado a su compañía telefónica original por cargos después de los primeros treinta (30) días que ocurrió el "slam."

Se le requiere a la compañía telefónica original proveer todos los beneficios, tal como millas frecuentes por avión que usted hubiera recibido normalmente por el uso del teléfono dentro del tiempo que se ocurrió el "slam."

Si usted a sido "slammed", podrá cambiar su servicio a su proveedor de telecomunicaciones (su proveedor original) de inmediato con solo llamar a su compañía telefónica. También debería de reportar su "slam" en escrito o llamar a La Comisión de Utilidades Públicas de Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 o en Texas gratis llame al 1-888- 782-8477, fax: (512) 936-7003, correo electrónico: consumer@puc.texas.gov. Individuales con teletipos para sordomudos pueden ponerse en contacto con la Comisión al número (512) 936-7136 o gratis al 1-800-735-2989.

Quejas del cliente via Online: <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>.

Usted puede prevenir "slamming", solicitando un "freeze" (no cambiar su compañía de larga distancia o local sin su autorización) de su compañía telefónica. Teniendo un "freeze", usted tendrá que dar su consentimiento formal para levantar el "freeze" antes de que sus servicios de teléfono puedan ser cambiados. Un "freeze" es respecto a su larga distancia dentro del área local, larga distancia fuera del área local o las dos largas distancias. La Comisión de Utilidades Públicas de Texas le puede dar mas información sobre el "freeze" y derechos adicionales.

CARGOS EN SU ESTADO DE CUENTA 'SUS DERECHOS COMO CLIENTE

Colocando cargos en su estado de cuenta para productos y servicios sin su consentimiento es conocido como "cramming" y es prohibido por ley. Su compañía telefónica podrá estar equipando facturas para otras compañías así es que cargos de otras compañías podrán aparecer en su estado de cuenta.

Si usted cree que ha sido "crammed", usted debe comunicarse con la compañía telefónica que le manda su estado de cuenta, La Compañía Telefónica de Riviera al (361) 296-3232 o gratis al 1-877-296-3232, y pida que tome modos correctivos. La Comisión Publica de Utilidades de Texas requiere que la compañía telefónica que le pasa las facturas haga lo siguiente dentro de 45 días después de recibir los cargos que no han sido autorizados.

- Mande notificación al proveedor de servicios, que pare los cargos para los servicios que no han sido autorizados;
- Quite los cargos que no fueron autorizados de su estado de cuenta;
- Reembolse de crédito por el dinero que usted ya ha pagado por los cargos que no fueron autorizados;
- Al pedido del cliente, proveer todas las anotaciones de facturas relacionados con los cargos que no fueron autorizados dentro de 15 días después de que el cargo fue removido de su estado de cuenta.

Si la compañía falta en resolver su pedido, o si usted gusta levantar una queja, por favor escriba o llame a la Comisión Publica de Utilidades de Texas, P.O. Box 13326, Austin, TX 78711-3326, (512) 936-7120 o llame gratis en Texas al 1-888- 782-8477. Sor-do mudos con telefonos de texto (TTY) pueden comunicarse con la comisión al (512) 936-7136. Individuales con teletipos para sordomudos pueden ponerse en contacto con la Comisión al número (512) 936-7136 o gratis al 1-800-735-2989.

Su servicio telefónico no puede ser desconectado por cargos disputados o cargos rechazados que fueron hechos sin autorización.

Usted podrá tener derechos adicionales bajo las leyes estatales o federales. Por favor de comunicarse con la Comisión Federal de Comunicaciones, el Agente General de Texas, o la Comisión Publica de Comunicaciones de Texas, si requiere información adicional tocante derechos adicionales.

Sus Derechos Como Cliente

TIEMPO CONCEDIDO PARA PAGAR DEUDAS SOBRESALIENTES

Su cuenta por el servicio local, de larga distancia, y por servicios misceláneos son debidos y pagables en la oficina de la compañía el día o antes del día debido, el cual es diez y seis (16) días después de la fecha de distribución. Su cuenta por el servicio telefónico se considera delincente si no está pagada en el día debido. La marca postal, si lo hay, en el sobre de la cuenta, o la fecha de distribución que está en la cuenta, si no hay marca postal en el sobre, constituye prueba de la fecha de distribución. Si el día debido es un día de fiesta o fin de semana, el día debido de pago será el próximo día de trabajo después del día debido.

INFORMACIÓN DE LA LEY DE AVISO DE PAGO DE TEXAS

Si su organización es una agencia estatal o subdivisión política, su organización puede calificar para tratamiento en el marco de la información de la ley de aviso de pago de Texas. La Compañía telefónica de Riviera pide que se identifique como elegible para tratamiento de facturación en la información de la ley de aviso de pago de Texas. Puede llamar a nuestra Oficina de negocios a 361-296-3232, llamando gratis al (877) 296-3232, enviando un correo electrónico a rtc.ofc@rivnet.com o escriba a P.O. Box 997, Riviera, TX 78379-0997. Si usted identifica su organización como elegibles para la información de la ley de aviso de pago de Texas, solicitaremos que proporcione un certificado de exención de impuestos o declaración jurada para documentar su estado elegible.

Si tiene alguna pregunta acerca de los requisitos para calificar para la información de la ley de aviso de pago de Texas, por favor revise el código capítulo 2251 del Gobierno de Texas. Como alternativa, puede ponerse en contacto con la Oficina del Contralor del Estado al 1-800-252-5555 o enviar por correo electrónico al WebFileHelp@cpa.state.tx.us.

COMO RESOLVER DISPUTAS SOBRE CUENTAS

Si hay alguna disputa entre usted y la compañía, con respecto a cualquier cuenta de servicio telefónico, la compañía investigará el caso particular y le reportará a usted los resultados. Si la disputa no se resuelve, la compañía le informará a usted sobre los procedimientos de quejas de la Comisión de Utilidades Públicas de Texas.

Su servicio no será sujeto a ser desconectado por no pagar esa porción de la cuenta que queda pendiente bajo la determinación de la disputa, pero de ninguna manera debe sobrepasar la disputa más de los sesenta (60) días. Usted está obligado a pagar las cuentas que no están en disputas por reglas establecidas en las secciones de reglas de las tarifas de la compañía.

Si no puede resolver la disputa entre usted y la compañía, puede hacer una solicitud para darle una oportunidad de una revisión de superintendencia por parte de la compañía. Si la compañía no puede proporcionar esta revisión inmediatamente después de su solicitud, la compañía arreglará una fecha lo más pronto posible. Su servicio telefónico no será desconectado hasta que se complete la revisión de superintendencia.

Si después de la revisión de la superintendencia, la disputa no es resuelta, cualquier queja que tenga se puede dirigir por escrito a la Comisión de Utilidades Públicas a la dirección que sigue:

La Comisión de Utilidades
Públicas de Texas
P.O. Box 13326, Austin, TX 78711-3326

1701 N. Congress Avenue
Austin, Texas 78701

O Puede Llamar Por Teléfono:

La Comisión de Utilidades
Públicas de Texas

Consumer Affairs Division

(512)936-7120 Fax: (512)936-7003 o 1-888-782-8477

(512)936-7136 teletipo escritor para los sordos

puede llamar 1-800-735-2988

email: consumer@puc.texas.gov

ACUERDO DE PAGO DIFERIDO

Usted tiene el derecho de Solicitar un plan de pago diferido como cliente residencial si usted no ha tenido más de dos (2) Avisos de Desconectar por parte de la compañía durante los últimos doce (12) meses.

Bajo el plan de pago diferido de la compañía, usted será requerido pagar su cuenta corriente y una cantidad razonable de la cuenta sobresaliente, y también una instalación razonable del balance hasta que la cuenta sea pagada. Si no, su servicio será desconectado.

Si usted no cumple con las condiciones de los acuerdos de pago diferidos, la compañía tiene el derecho de desconectar su servicio después de enviarse el Aviso de Desconectar estipulado en estas reglas, indicando que usted no ha cumplido con las condiciones del acuerdo.

Sus Derechos Como Cliente

SERVICIO TELEFÓNICO LOCAL PREPAGADO (PLTS)

PLTS ofrece a los suscriptores, por única ocasión, la oportunidad de mantener su servicio local si están en peligro de perder el servicio por no liquidar a tiempo su cuenta telefónica. También permite a los suscriptores residenciales cuyo servicio ha sido desconectado a causa de cuentas telefónicas pendientes de pago, volver a contar con servicio telefónico residencial. PLTS no está disponible a suscriptores comerciales.

Para suscribirse a PLTS, usted tendrá que pagar dos (2) meses de cargos por adelantado y debe llegar a un acuerdo con su compañía de servicio local en cuanto a facilidades de pago del saldo pendiente.

Para recibir este servicio, usted debe aceptar que sus servicios de larga distancia y sus servicios especiales sean restringidos. Esto quiere decir que no podrá hacer llamadas de larga distancia o usar servicios que causan un cargo adicional, tales como información, retorno automático de llamadas, localización de llamadas y marcación automática.

Es la responsabilidad del suscriptor de no solicitar servicios adicionales de su compañía telefónica local aparte de los que están incluidos en su suscripción a PLTS. Si usted viola los términos de este acuerdo, el servicio puede desconectarse inmediatamente y no podrá volver a recibir el servicio PLTS de esta compañía.

Por favor comuníquese con la compañía de teléfono durante las horas hábiles y pida PLTS.

MOTIVOS PARA DESCONECTAR SU SERVICIO DESPUÉS DE DAR AVISO

Después de distribución del aviso apropiado, la compañía puede desconectar el servicio telefónico del cliente por cualquiera de las siguientes razones:

1. Falta de pago de una cuenta de servicio telefónico delincente o por falta de cumplimiento con las condiciones de un pago diferido
2. Violación de las reglas de la compañía acerca del uso de servicio de una manera que interviene con el servicio de otro cliente o de la operación de equipo fuera de lo normal, y si la compañía ha hecho un esfuerzo razonable para avisarle a usted y si le ha dado una oportunidad razonable de remediar la situación.

MOTIVOS PARA DESCONECTAR SU SERVICIO SIN AVISO

La compañía puede desconectar el servicio telefónico de un cliente sin aviso por adelantado cuando existe una de las siguientes condiciones:

1. Si se sabe que existe una condición peligrosa que pueda causar daño a la cadena de telecomunicación, a usted como cliente o a los empleados de la compañía mientras que exista dicha condición.
2. Donde el servicio sea conectado sin autorización por una persona que no ha hecho una solicitud por el servicio, o que ha reconectado el servicio sin autorización después de la terminación de servicio por falta de pago, o en casos de alteración o desviación del equipo de la compañía.

AVISO DE TERMINACIÓN

Para evitar terminación de su servicio residencial básico local, usted tiene que pagar la cantidad total debida que se debe por el servicio básico local. Sin embargo, se le avisa que si solamente paga por su servicio residencial básico local, su servicio de larga distancia será sujeto a bloqueo y servicios adicionales serán desconectados hasta que se reciba el pago por estos servicios. Se requiere que cuentas de negocio paguen cantidad total para evitar terminación de su servicio. Si este pago no se recibe para la fecha final de pago, su servicio será sujeto a terminación sin aviso. Si el día debido cae en fin de semana o en día de fiesta, el día debido será el próximo día de trabajo después del decimo (10) día o veinte y seis (26) días a partir de la fecha de distribución del aviso. Si esto ocurre, tendrá que pagar un cargo de \$30.00 para reconectar su servicio.

Clientes que estén en necesidad de asistencia para pagar su factura o están enfermos e incapaces de pagar su factura, pueden ser elegibles para uno de los programas de pago alternativo, tal como el plan de pago diferido. Para más información sobre estos planes de pago, por favor pongase en contacto con nuestra oficina local de negocio al 104 South Eighth Street, Riviera, Texas; el número telefónico para los clientes es (361) 296-3232 o gratis al 1-877-296-3232. La oficina de negocios de la compañía está abierta de las ocho y media (8:30) de la mañana hasta las cinco (5) de la tarde, de lunes a viernes, excepto en días festivos.

Sus Derechos Como Cliente

RECONEXIÓN DE SERVICIO

Si su servicio ha sido desconectado por falta de pago de una cuenta regular de servicio, usted tiene que pagar su cuenta, o entrar en un acuerdo de pago diferido. Habrá un costo de \$30 para reconectar el servicio.

Si su cheque de pago es devuelto por no tener suficientes fondos en su cuenta, o por otras razones, la compañía puede considerar que sea necesario pedir que usted pague al contado, o por giro postal, o cheque de caja, o tarjeta de credito.

TTY CENTRO DE SERVICIO

Información referente al servicio o a su cuenta, se puede obtener llamando a la oficina de negocios de la compañía al (361) 296-3232 o gratis al 1-877-296-3232. La compañía recomienda que los clientes con incapacidades físicas y personas que cuidan por estos clientes, se identifiquen a la compañía. Para los clientes sordos, o con deterioros del oído, el número telefónico para el teletipo escritora de la Comisión de Utilidades Pública de Texas para los sordos es el (512) 936-7136, y el número para el Relay Texas, el servicio dual de retransmisión del estado es el 1-800-735-2989 para TTY a voz o 1-800-735- 2988 para voz a TTY.



AVISO PARA LOS CLIENTES DE LLAMADAS POR COBRAR RESULTANDO DE PROJ. 24105

Una llamada por cobrar es una llamada telefónica por la cual usted paga todo los cargos por esa llamada. Clientes deben saber que al recibir una llamada por cobrar, se les preguntara si aceptan o no aceptan este tipo de llamada. No acepte la llamada a lo menos que usted este dispuesto a pagar esos cargos.

La Compañía Telefónica de Riviera, recomienda que el cliente este seguro de la identificación de la llamada antes de aceptar llamadas por cobrar. El cliente debe de rechazar la llamada, si la identificación de la llamada no es reconocida.

Usted tiene el derecho de aceptar o rechazar los cargos antes de que la llamada por cobrar sea conectada. Usted debe exigir las tarifas y los cargos de la llamada por cobrar antes de aceptar los cargos. Al aceptar la llamada por cobrar, usted se hace responsable de todos los cargos relacionados con esa llamada.

Si le han cobrado mas de \$35 por una llamada por cobrar que no duro mas de 5 minutos, usted debe comunicarse con La Compañía Telefónica de Riviera al:

104 S. 8th St.

P.O. Box 997

Riviera, TX 78379

Tele: (361) 296-3232 o 1-877-296-3232

Fax: (316) 296-3125

E-mail: rtc.ofc@rivnet.com

O con la Comisión de Utilidades Públicas de Texas al:

PUC-Protección de Clientes

P.O. Box 13326

Austin, TX 78711-3326

Tele: 1-888-782-8477 o en Austin al (512) 936-7120

(TTY) 1-800-735-2988

Fax: (512) 936-7003

Email: consumer@puc.texas.gov

Si usted cree que le han cargado llamadas por cobrar sin su autorización, la llamada o las llamadas en duda pueden ser rebajadas de su estado de cuenta con solo llamando a la Compañía Telefónica de Riviera. El balance de su estado de cuenta se debe y tiene que ser pagado para la fecha apropiada, hasta que los cargos sean verificados o ajustados.

La Comisión de Utilidades Públicas de Tejas a dirigido a las compañías de telecomunicaciones de proveer a los clientes sobre sus derechos al aceptar llamadas por cobrar, ya que habido casos donde llamadas por cobrar han sido originadas por razones fraudulentas. La compañía de teléfono es requerida vigilar las llamadas de los clientes basandose en llamadas por cobrar fraudulentas. Por lo tanto, si usted cree aver sido victima de esta practica, es aconsejado que lo reporte.

Sus Derechos Como Cliente

ESTABLECIENDO O TRASLADANDO SU SERVICIO TELEFÓNICO

Para establecer o trasladar servicio telefónico residencial o comercial, visite la Oficina Telefónica de Riviera.

Para hacer posible su orden para establecer su servicio telefónico, necesita tener su domicilio físico y donde recibe correspondencia y el modo en cual quiere que su nombre sea inscrito en el directorio sino su domicilio físico será inscrito. La Oficina Telefónica de Riviera le pedirá un número telefónico donde podremos ponernos en contacto con usted hasta que su servicio sea establecido.

TARIFAS DE INSTALACIÓN

Las tarifas de instalación son variables dependiendo en la necesidad de su servicio. Hay varios pasos envueltos en la instalación de su servicio, pero no cada paso es necesario para cada instalación de servicios telefónicos. La cantidad de trabajo necesaria para instalar servicios telefónicos depende en las facilidades y servicios que usted desea.

SE LE COBRARA POR CAMBIOS EN SU SERVICIOS TELEFÓNICOS

Todos los cambios, con la excepción de la terminación de servicios, cambios a su domicilio, y al desconectar ciertas opciones, se le requiere un cargo de servicio. La cantidad que se le cobrará depende en el tipo de cambio que usted pida. Consulte con su representante de servicios en La Compañía Telefónica de Riviera para detalles sobre los cargos.

SU ESTADO DE CUENTA TELEFÓNICO

Como se le cobra

Cargos por su servicio local y equipo son cobrados un mes por adelantado. Cargos de reparación son cobrados después de la reparación.

Como, Cuando, y Donde Pagar su Estado de Cuenta

Pago es debido al recibir su estado de cuenta. Su pago es considerado tarde si no es pagado para el tiempo debido. Usted puede mandar su pago por correo al P.O. Box 997, Riviera, TX 78379, o pagar su estado de cuentas en la oficina local situada en la dirección de 104 South 8th en Riviera, o pague por internet www.rivnet.com, o puede inscribirse al sistema de pagos automáticos o puede pagar por teléfono usando su Visa, Mastercard, Discover, American Express o cheque electrónico. Si usted paga usando cheque, su cheque puede ser convertido a un depósito electrónico. El horario de la oficina de negocios es de 8:30 am hasta las 5:00 pm de lunes a viernes, con la excepción de días festivos, y nos puede llamar al (361) 296-3232 o gratis al 1-877-296-3232. Enseguida de la puerta de enfrente usted encontrará un buzón, al cual usted tiene acceso las 24 horas del día para dejar su pago. Para asegurarse de que su pago sea apropiadamente aplicado a su cuenta, por favor de incluir la página de retorno de su estado de cuenta. Habrá un cargo de \$25.00 por cada pago que sea devuelto por el banco sin fondos.

Pagos Electronicos

También aceptamos pagos electrónicos (ACH), como una opción de pago. No hay ningún cobro por inscribirse a este programa de pago. Para autorizar este forma de pago, póngase en contacto con la oficina de negocios de la Compañía Telefónica de Riviera. Recibirá su estado de cuenta indicando que su cuenta será pagada por pago electrónico el día 10 de cada mes.

INFORMACIÓN DE SU DIRECTORIO

¿Quiere más negocio? Anuncie en las páginas amarillas de su compañía de teléfono. Llame a la oficina de servicios locales de Riviera para más información.

Copias adicionales de su directorio local están disponibles en la oficina de negocios.

INSCRIPCIONES PARA SU DIRECTORIO

Su nombre y su dirección física serán automáticamente agregados al directorio, solamente que usted pida que su nombre no sea inscrito.

Al pedido del cliente, usted puede inscribir su dirección física, su caja postal, o ninguna dirección. Puede agregar otro número telefónico si desea por un cargo adicional.

Inscripciones Residenciales Adicionales son para las otras personas en su casa con diferentes nombres que gusten inscribirse en el directorio.

Inscripciones de Negocio Adicionales pueden inscribir su negocio en las páginas del directorio.

Alternativas para Incripciones, inscriben otro número telefónico para después de horas de negocio o en caso de que nadie conteste en el primer número.

La Compañía Telefónica de Riviera hace cada esfuerzo para que el directorio salga correctamente. Si errores ocurren, por favor de comunicarse con la Oficina Telefónica de Riviera, para que sean corregidos en el siguiente directorio.

CAMBIOS DE NUMERO TELEFÓNICO

La compañía telefónica reserva el derecho de cambiar el número telefónico de sus clientes, a la discreción de la compañía.

TARIFAS Y PLAN DE ACCIONES

Copias de las reglas, regulaciones, y lista de tarifas son disponibles en la oficina y disponibles al público.

Sus Derechos Como Cliente

MANEJO DE LLAMADAS NO DESEADAS

Si usted no desea hablar con una persona vendiéndole un producto o servicio, simplemente diga "no gracias" y cuelgue su teléfono.

Si es molestado por llamadas de acoso o llamadas anónimas, trate esta técnica para tratar de desanimar a la persona haciendo la llamada.

Siempre cuelgue inmediatamente después de la primer frase repugnante o si la persona no responde después de que usted conteste el teléfono.

No hable con la persona, eso es precisamente lo que la persona llamando quiere que usted haga. No ofrezca ninguna información ni le de a entender a la persona llamando que usted esta solo/sola. Enseñe a sus niños a decir "Mama o Papa no pueden venir al teléfono. Podría tomar un mensaje."

Si el problema sigue ocurriendo sobre un periodo de tiempo, usted puede reportarlo a las autoridades. La documentación adecuada de las llamadas no deseadas es el primer paso en la eliminación del problema. Esta información permite a RTC iniciar los procedimientos. El registro de hoja de llamadas no deseadas le permite registrar las características específicas de cada llamada no deseada que recibe.

Es un crimen hacer llamadas de acoso, ofensivas, o anónimas bajo las leyes federales y estatales.

COMO EJERCER LLAMADAS FRAUDULENTAS

Es ilegal que otra persona cargue llamadas de larga distancia a su numero o tarjeta para llamar sin su permiso. Personas usando su tarjeta para llamar sin su autorización o otros numeros telefónicos para evitar cargos, son sujetos a ejercicio y pueden ser encarcelados, multados, o las dos cosas.

SOLICITACIONES POR TELÉFONO

La ley de Texas provee cierto tipo de protección a las personas que reciben solicitudes por teléfono en sus residencias.

Un solicitador telefónico debe:

- identificarse él/ella por su nombre;
- identificar el nombre del negocio al cual representa;
- identificar el propósito de la llamada;
- identificar el número telefónico en el cual la persona, compañía o organización que está haciendo la llamada, puede ser contactada.

Un solicitador telefónico no debe llamar a una residencia antes de las 9 a.m. o después de las 9 p.m. de lunes a sábado; ni antes de las 12 del medio día o después de las 9 p.m. los domingos. Si un solicitador telefónico utiliza el sistema de marcación automática y/o aparato con anuncios grabados, la máquina debe desconectarse de su línea en un periodo de treinta (30) segundos después de haber concluido la llamada.

SOLICITACIONES POR TELÉFONO

EXCEPCIÓN: Los requisitos antes mencionados, no se aplican a solicitudes telefónicas que usted haya pedido, o en relación con una deuda existente, contratos, llamadas de un solicitador telefónico con el cual usted haya tenido o tenga alguna relación de negocios.

Si usted utiliza su tarjeta de crédito para comprar artículos o servicios a un solicitador telefónico que no sea una organización de caridad pública (una organización exenta de impuesto federales sobre la renta, bajo el Código de Ingresos Internos (Internal Revenue Code) 501 (c) (3)), el vendedor debe:

- Ofrecer el reembolso total de los artículos que no se hayan usado y que no estén dañados, en un periodo de siete (7) días después de haber recibido los artículos o servicios (el vendedor debe procesar el reembolso en un periodo de treinta (30) días, después que usted haya regresado los artículos o cancelado el pedido de los artículos y servicios no entregados); o
- Proveer un contrato por escrito que describa completamente los artículos y servicios que le están ofreciendo, el precio total que se está cobrando, el nombre, dirección y número telefónico de la empresa donde se puede contactar al vendedor al igual que todos los términos y condiciones que afecten la venta.
- QUEJAS: El Fiscal del Estado de Texas investiga las quejas relacionadas con alguna violación de esta ley, inscrita en el Capítulo treinta y siete (37) del Código de Negocio y Comercio (Business and Commerce Code). Si usted tiene alguna queja sobre un solicitador telefónico, el cual usted crea ha violado esta ley, comuníquese con:

División de Protección al Consumidor
Oficina del Procurador General de Texas
Apartado Postal 12548
Austin, TX 78711
Teléfono (512) 463-2070
o 1-888-782-8477

Otra ley que se encuentra en el Artículo 1446c, §55. 151 y §55.152 de las empresas de servicios Públicos del Estado de Texas, requiere que un solicitador telefónico haga cualquier esfuerzo para no llamar a un consumidor que haya pedido que no se le vuelva a llamar. Las quejas relacionadas a violaciones de esta ley se investigan por la Comisión de Empresas de Servicios Públicos de Texas (Public Utility Commission of Texas). Si usted tiene alguna queja sobre repetidas llamadas de algún solicitador a quien usted le ha pedido que no vuelva a llamar, comuníquese con:

División de Protección al Consumidor
Comisión de Empresas de Servicios Públicos de Texas
Apartado Postal 13326
Austin, TX 78711-3326
Teléfono (512) 936-7120
o 1-888-782-8477

Las personas que tengan problemas con el oído o el habla que cuenten con teletipos (TTY) pueden comunicarse con la comisión al (512) 936-7136 o gratis al 1-800-735-2988.

Usted podría tener derechos adicionales bajo la ley federal. Por favor comuníquese con la Comisión Federal de Comercio o la Comisión Federal de Comunicaciones, para recibir información adicional sobre sus derechos.

Sus Derechos Como Cliente

EXPLICACION PARA EVITAR LLAMADAS (NO CALL) DE TELEFONO RESIDENCIAL

Recientemente el gobierno federal y muchos estados han creado una oportunidad para que los consumidores puedan reducir llamadas no deseadas de telemarketing que reciben. Los consumidores solo tienen que registrarse con el Registro Nacional de Do-Not-Call por telefono al 1-888-382-1222. Para TTY llame 1-866-290-4236. Usted debe llamar del numero de telefono que desea registrar. Tambien puede inscribirse por Internet en www.donotcall.gov. Treinta (30) dias despues de su registro, su numero sera registrado en el Registro Nacional de Do-Not-Call. Como resultado para los consumidores que se inscribieron en la lista nacional, telemarketers deben eliminar el nombre y el numero del consumidor registrado de sus listas para llamar y dejar de llamar por un tiempo ilimitado. El Registro Nacional de Do-Not-Call es un servicio gratuito a los consumidores.

Los consumidores de Texas tambien pueden inscribirse en la lista Texas No-Call, que impide solicitudes por telefono para numeros residenciales y celulares de todos los agentes de telemarketing que operan en Texas. Los consumidores pueden registrarse para la Lista de Texas No-Call en tres formas:

1. Por el internet en <http://www.texasnocall.com> para el registro instantaneo. Utilice este metodo sencillo y automatizado para acelerar su inscripcion. El sitio esta disponible las 24 horas del dia, 7 dias a la semana, 365 dias al año. Por ahorita la inscripcion por el internet es gratis.
2. Llame gratis al 1-888-382-1222 (TTY 1-866-290-4236) para obtener una solicitud o para registrarse.
3. Envie una solicitud por escrito para una aplicacion a:

TEXAS NO CALL
711 Atlantic Ave
6th Floor
Boston, MA 02111

Al registrarse por telefono o correo, habra un cargo de \$2.25 por cada numero telefonico residencial o celular que sea incluido en la lista de Texas No-Call. Su numero de telefono registrado permanecera en la lista durante tres años a partir de la fecha en que su numero de telefono residencial o celular se publica por primera vez en la lista.

Los consumidores de Texas pueden considerer registrarse en el Registro Nacional de Do-Not-Call, ya que cubre telemarketers nacionales y la de Texas No-Call solo afecta a los vendedores por telefono que operan en Texas.

El ser registrado en los registros de No-Call nacional y de Texas no evita todas llamadas de telemarketing al consumidor. Cada registro contiene excepciones sobre quién puede seguir con las llamadas de telemarketing a los consumidores.

PROTECCIÓN DE LA INFORMACIÓN DE LA RED DE PROPIEDAD DEL CLIENTE (CPNI)

La compañía telefónica de Riviera toma la información de la red de propiedad del cliente (CPNI) muy en serio y es muy cuidadosa con la seguridad y privacidad del cliente. De hecho, los operadores de telecomunicaciones tienen la obligación bajo la ley federal para proteger la confidencialidad de la CPNI.

La Compañía Telefónica de Riviera puede usar su CPNI para venderle a usted varios de nuestros servicios. Sin embargo, la Comisión de Empresas de Servicios Públicos de Texas ha adoptado nuevos reglamentos en los que se especifica que la Compañía Telefónica de Riviera no puede usar su CPNI para venderle ciertos servicios o funciones, si usted ha pedido que su CPNI sea restringida para este tipo de actividades. Estos servicios o funciones son aquellos que le pueden ofrecer otras fuentes diferentes a las de la Compañía Telefónica de Riviera.

Como parte de un esfuerzo continuo para proteger la privacidad de su información y para cumplir con la Regulación de Privacidad de la Comisión Federal de Comunicaciones (FCC), la compañía telefónica de Riviera analizará la información de su cuenta solo con los que aparecen en la cuenta. También puede designar un usuario autorizado que solicite tener acceso a la información de su cuenta (por ejemplo: su pareja, otro adulto, o un hijo/hija adulto/a).

En caso de que no podemos identificar a usted o a uno de sus usuarios autorizados sólo se nos permite: (1) que le envíe una copia de su estado de cuentas a la dirección en su estado de cuenta (2) llamarle con la información al número de registro o (3) usted puede venir a nuestra oficina con una identificación válida con su foto tocante preguntas de su cuenta.

Por favor llámenos al (361)296-3232 o llame gratis al 1-877-296-3232.

Sus Derechos Como Cliente

SUS DERECHOS A PRIVACÍA COMO CLIENTE DE LA COMPAÑÍA TELEFÓNICA DE RIVIERA (CPNI)

Bajo ley federal usted tiene el derecho y la Compañía Telefónica de Riviera tiene el deber de proteger la información confidencial sobre sus servicios de telecomunicaciones. Esto incluye información sobre cuantos servicios de telecomunicaciones usted tiene, cuales servicios y opciones usted usa, cuantas llamadas hace, que tiempo de día hace la mayoría de sus llamadas y la cuenta relacionada con estos servicios.

Sin necesidad de su autorización, RTC es permitido el uso de la información del cliente sobre los servicios y descuentos sobre productos que pueden ser de interés para usted. Servicios de RTC incluyen llamadas locales y de la región.

Si desea que RTC no use su información de cliente, puede comunicarse con nuestra oficina al (361)296-3232 o gratis al 1-877-296-3232 o escribiendonos a Riviera Telephone Company, Inc., P.O. Box 997, Riviera, TX 78379 en cualquier momento. Si no recibimos su notificación dentro de un plazo de 30 días, RTC puede usar su información para ofrecerle productos y servicios que usted puede encontrar valiosos sobre la base de los servicios existentes. Usted puede cambiar su decisión en cualquier momento, y no hay cargo alguno para que usted elija restringir su información no afecta los productos que usted actualmente recibe de RTC.

Incluso si opta restringir su información de RTC, usted puede recibir información de marketing sin el uso de su información confidencial, y podemos utilizar su información para ofrecerle servicios. Su elección es válida hasta que usted afirmativamente revoque o limite su información.

AVISO PARA EL CLIENTE SOBRE CUESTIONES DE FINALIZACIÓN DE LLAMADAS

Parte de la información que procede viene de la Comisión Federal de Comunicación Sitio web: www.fcc.gov

Problemas de "Finalización de llamadas" rurales son problemas graves que la FCC ha estado tratando de resolver durante los últimos años. Los proveedores de servicios telefónicos locales en áreas rurales han reportado un aumento alarmante de quejas de clientes que las llamadas de larga distancia y de fax no los alcanzan. Otras quejas incluyen pobre calidad en la llamada y información incorrecta en la identificación de llamadas, mostrando tal vez un número local desconocido para una llamada de larga distancia. Es una preocupación constante y permanente que afecta al 80% de los portadores rurales que recientemente fueron encuestados por una asociación comercial de compañías telefónicas rurales tocante este tema. El tema es complicado, pero en pocas palabras, el problema parece estar ocurriendo en las áreas rurales. La compañía telefónica de Riviera (RTC) no es la única área rural afectada por este problema. Este es un problema a nivel nacional!

Puede encontrar más información acerca de las medidas que la FCC está tomando para tratar de resolver este problema visitando el sitio web de la FCC: www.fcc.gov



Sus Derechos Como Cliente

PLAN DE MANTENIMIENTO OPCIONAL:

El Acuerdo de Mantenimiento (IWMA) esta disponible para ayudar proteger con los precios de la reparación de su teléfono. Para mas información, por favor de llamar a nuestra oficina de negocios al (361) 296-3232 o gratis al 1-877-296-3232. Usted puede encontrar las tarifas en la pagina numero 18. Por causas de la distancia de nuestra oficina de negocio, IWMA no es disponible en Armstrong.

DECLARACIÓN SOBRE DISCRIMINACIÓN

La Compañía Telefónica de Riviera, no discrimina baso raza, color, sexo, nacionalidad, edad, discapacidad, creencia política, orientación sexual, religion, estado civil, nivel de ingresos, origen de ingresos, y no discrimina irrazonablemente en las bases de localidad geográfica .

FUNDACIÓN DE SERVICIO UNIVERSAL DE TEXAS

Puede notar un cargo llamado "Texas Universal Service" designado para pagar por la fundación de servicio universal de Texas. Esta fundación fue creada por el estado de Texas para ayudar a pagar por clientes de bajos recursos y clientes de áreas rurales con costos altos y para servir a clientes con incapacidades. Este cargo es aproximadamente 12% de servicios de telecomunicaciones intraestatales y ha sido reducido por cargos de larga distancia dentro del estado. Si tiene cualquier pregunta sobre este cargo o como es calculado, por favor llame a La Compañía Telefónica de Riviera.



DERECHOS DEL USUARIO SOBRE FACTURACIÓN PARA LOS NÚMEROS 900/976

La Compañía Telefónica de Riviera proporciona servicios de facturación para las compañías de larga distancia y para compañías que ofrecen servicios de información sobre números 900 y 976. El Acta Federal sobre Declaración Telefónica y Resolución de Disputas ("The Federal Telephone Disclosure and Dispute Resolution Act") le concede los siguientes derechos con respecto a las llamadas a los números 900/976 y compras realizadas por teléfono:

- No se tiene que pagar por las llamadas a los números 900/976 que no hayan seguido los reglamentos federales.
- Tiene el derecho de cuestionar cargos hechos por compras telefónicas con facturación a la Compañía Telefónica de Riviera o llamadas a proveedores de información sobre números telefónicos 900/976. Se inicia este proceso cuando Ud. llame o escriba a la Compañía Telefónica de Riviera o a su proveedor de servicio de larga distancia, usando los números telefónicos que aparecen en la página de su factura sobre llamadas de larga distancia, dentro de sesenta (60) dias de haber recibido la factura en que aparecen los cargos en cuestión.
- Si Ud. llegara a cuestionar cargos de su factura telefónica, la Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia deberán responder a su petición dentro de cuarenta (40) días a menos que se resuelva la disputa dentro de ese tiempo.
- Si ha ocurrido un error de facturación, la Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia deberán corregir el error y avisarle de la corrección. Su cuenta recibirá un crédito por la cantidad bajo disputa con investigación pendiente. Sin embargo, la compañía que haya proporcionado el servicio tal vez intente cobrar la cantidad disputada aun en casos que haya ocurrido un error de facturación. La Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia le proporcionarán el nombre, número de teléfono y dirección de esa compañía para que se pueda comunicar con ellos directamente.

Programas De Asistencia

Programas De Asistencia

¿ES USTED ELEGIBLE PARA PROGRAMAS DE DESCUENTO TELEFÓNICO?

Varios programas de descuento están disponibles por medio de su compañía telefónica local, para asistir a clientes de bajos recursos y que califican a obtener y mantener servicio telefónico local. Bajo estos programas de asistencia, solicitantes de bajos ingresos que califican se les podría recibir un descuento mensualmente en su cuenta telefónica de servicio local.

DERECHOS DEL USUARIO SOBRE FACTURACIÓN PARA LOS NÚMEROS 900 & 976 (CONT.)

- Si no hay ningún error de facturación, la Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia le proporcionarán una explicación por escrito sobre el por qué no se descubrió ningún error y, a petición suya, se le proporcionará evidencia documental sobre las razones por las cuales se le ha cobrado por los cargos en cuestión. Tendrá diez (10) días para pagar la cantidad disputada. El hecho de dejar de pagar dicha cantidad podría resultar en el envío de un informe a una agencia de información sobre crédito o podría estar sujeto a cobranza. También se podría imponer una interrupción de servicio involuntaria para que no pueda hacer llamadas de 900/976 de su teléfono.
- Si su servicio de larga distancia ni su servicio telefónico local podrá ser desconectado si escoge no pagar por compras realizadas por teléfono o llamadas a números 900/976. Sin embargo, tendrá que seguir pagando por todos los cargos en su cuenta que no sean parte de la cantidad disputada.
- Si la Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia no cumple con los procedimientos de facturación y cobranza mandados por los reglamentos federales, cualquier cantidad disputada hasta \$50 podría darse como derecho al usuario.

Si llegara a tener preguntas con respecto a todo esto, favor de llamar a la Compañía Telefónica de Riviera o su proveedor de servicio de larga distancia usando los números de teléfono que aparecen en su estado de cuenta.

SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM (STAP)

Specialized Telecommunications Assistance Program (STAP) ofrece asistencia financiera para ayudar a los residentes de Texas incapacitados para comprar el equipo especializado o los servicios necesarios para acceder su teléfono. Para más información, pongase en contacto con La Comisión de Sordo Mudos de Texas al (512)407-3250 (voz) o al (512)407-3251 (TTY) o al www.dars.state.tx.us. Este programa es disponible para personas que son residentes de Texas y están incapacitados.

EL PROGRAMA DE LIFELINE

ATENCIÓN: PERSONAS VIVIENDO EN LAS ÁREAS DE SERVICIO DE LA COMPAÑÍA TELEFÓNICA DE RIVIERA Y LAS ZONAS DE SERVICIO DE RIVIERA, LOYOLA BEACH, SARITA Y ARMSTRONG

La Comisión de Servicio Público de Texas designó a la Compañía Telefónica de Riviera (Riviera) como una "Compañía de Telecomunicaciones Elegible" en su área de servicio con fines de servicio universal. El objetivo del servicio universal es proporcionar a todos los ciudadanos acceso a servicios esenciales de telecomunicaciones.

Riviera ofrece los servicios soportados - servicio de telefonía vocal y servicio de acceso a Internet de banda ancha en toda su área de servicio designado. Estos servicios soportados incluyen:

- Acceso de grado de voz a la red pública conmutada;
- Minutos de uso para el servicio local proporcionado sin costo adicional;
- Acceso a servicios de emergencia como el 911 y el 911 mejorado; y
- Servicio de acceso a Internet de banda ancha que incluye la capacidad de enviar datos y recibir datos de Internet, pero excluye el servicio de acceso telefónico a Internet.

El servicio de telefonía por voz se proporciona a \$ 22.25 por mes para clientes residenciales y de líneas de negocio. El servicio de acceso a Internet de banda ancha se proporciona a tarifas que comienzan en \$45.89 por mes para clientes residenciales y de negocios. Riviera está encantado de proporcionarle tarifas para voz y internet de banda ancha para su área. El uso de estos servicios pueden resultar en cargos adicionales incluyendo impuestos, recargos y tarifas.

El Programa Lifeline está disponible para los clientes que califican de bajos ingresos para que el servicio telefónico de voz mensual o el servicio de Internet de banda ancha sean asequibles.

- Lifeline es un beneficio no transferible, al nivel federal y estatal
- El programa se limita a un descuento por hogar y de un solo proveedor
- El servicio de voz de Lifeline también incluye el bloqueo de peajes a clientes calificados sin costo alguno.
- Los hogares elegibles pueden aplicar el descuento mensual Lifeline al servicio de banda ancha (hogar o inalámbrico) o servicio de voz (hogar o inalámbrico) pero no ambos
- Los clientes de Lifeline también tienen la opción de aplicar el descuento a un paquete de servicios, como el teléfono de casa y el internet en el hogar. El descuento actual proporcionado bajo el servicio Lifeline de la Compañía es de \$6.50 para el descuento federal y \$ 3.50 más un Descuento adicional del área de Lifeline de \$.50 por el descuento estatal (solo por voz) por mes por cada mes que el cliente califique.

Programas De Asistencia

Un hogar es elegible para el descuento de Lifeline si el ingreso anual del hogar del cliente está en o por debajo del 135% de nivel federal de pobreza para el descuento federal o en o por debajo del 150% del nivel federal de pobreza para el descuento estatal.

- Medicaid
- Programa de Asistencia Nutricional Complementaria (SNAP)
- Ingreso Suplementario de Seguridad (SSI)
- Asistencia de Vivienda Pública Federal (FPHA)
- Beneficio de Pensión para Veteranos o Sobrevivientes
- Asistencia de Energía para Hogares de Bajos Ingresos (LI-HEAP, por sus siglas en inglés)
- Cobertura de beneficios de salud bajo el Programa Estatal de Seguro de Salud para niños (CHIP) (descuento estatal solamente)
- Asistencia Temporal a Familias Necesitadas (TANF) (descuento estatal solamente)
- Programa de Almuerzo Gratuito del Programa Nacional de Almuerzos Escolares (descuento estatal solamente)

Para obtener más información, para ver si usted califica o para un Formulario de Inscripción Lifeline para auto certificar, comuníquese con:

Riviera Telephone Co, Inc.

104 S. 8th St.

Riviera, TX 78379

361-296-3232 or toll free at 877-296-3232

www.rivnet.com or email **rtc.ofc@rivnet.com**

Lite-Up Texas

1779 Wells Branch Parkway

Suite 110B #357

Austin, TX 78728

Toll free at 1-866-454-8387

www.liteuptexas.org

Los consumidores de Lifeline tendrán que hacer ciertas certificaciones al inscribirse en el servicio Lifeline y se requieren renovaciones

CLASSIFIED TELEPHONE DIRECTORY

All Business and Professional Telephone Customers included in this directory are arranged in alphabetical order under classified headings which are generally descriptive of various businesses and professions.

For information concerning the Yellow Section, contact your local Telephone Company or Pinnacle Marketing Group at 218-444-2180.

All Customers calling to and from the 361 area code will need to dial the area code followed by the 7-digit telephone number. 10-digit dialing became mandatory in October of 2021.



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 Oblate La Parra Center 500 La Parra Ranch Rd Sarita . . 361-294-5369
 Our Lady Of Consolation Church Of Vattmann
 204 Palm Ave Loyola Beach 361-297-5255
 Our Lady Of Guadalupe Church 140 S Main St Sarita . . 361-294-5350
 Fax Line 361-296-5406
 Riviera Apostolic Church 6802 Hwy 77 Riviera 361-296-3181

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116 E North Blvd Riviera 361-296-4007

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Cleaning Service - Residential, Commercial & Industrial

Glenda's Cleaning Service PO Box 238 Riviera 361-296-3271

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Baffin Bay Convenience Store LLC
 548 S CR 1140 Riviera 361-297-5747
 Stripes No 2201 6240 S US Hwy 77 Riviera 361-296-3818
 The Reel Baffin Bay Country Store
 943 E FM 628 Loyola Beach 361-297-5233

Developmental Disability Services

On Our Own Services Sarita 361-294-5348

Electric Companies

NUECES ELECTRIC CO-OP

14353 Cooperative Ave Robstown 361-387-2581

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Fire Departments

Riviera Volunteer Fire Dept 104 N 7th St Riviera 361-296-3220

Foundations - Education, Charitable, Research, Etc

Erma Center 330 E Cypress Ave Riviera 361-296-3762

Government Offices - County

Kenedy County Esd No1 350 N Mallory St Sarita 361-294-5611
 Kenedy County Fire Esd No 1 260 Weiss Ave Sarita . . . 361-294-5511
 Kenedy County Of Riviera
 Appraisal District 365 La Parra Ave 361-294-5333
 or 361-294-5533
 Attorney 151 N Mallory St 361-294-5292
 Fax Line 361-294-5303
 County & District Clerk
 151 N Mallory St 361-294-5220
 or 361-294-5231
 County Judge
 151 N Mallory St 361-294-5224
 or 361-294-5235
 District Judge 151 N Mallory St 361-294-5241
 Election Administrator
 150 N Turcotte St 361-294-5255
 Ground Water Conservation
 151 N Mallory St 361-294-5336
 Justice Of The Peace Pct 2 220 La Parra Ave Sarita . . 361-294-5785
 Or 361-294-5298
 Or 631-294-5786
 Or 361-294-5787
 Maintenance Office
 499 Cuellar Ave 361-294-5250
 or 361-294-5206
 Tax Assessor-Collector 319 La Parra Ave Sarita . . . 361-294-5202
 Or 361-294-5302
 Or 361-284-5710
 Treasurer 151 N Mallory St 361-294-5304
 Fax line 361-294-5604
 Kleberg County Jp Pct 3 103 N 7th St Riviera 361-296-3214
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 Justice of the Peace Kleberg Co Pct 3
 103 N 7th S 361-296-3214
 Maintenance Barn
 433 E CR 2310 361-296-3623
 Fax Line 361-296-3796
 Seawind Campground
 1066 E FM 628 361-297-5738
 Weight Station
 6336 S US Hwy 77 361-296-3391
 or 361-296-3491
 Kleberg County Pct 3 433 E CR 2310 Riviera 361-296-3625
 Kleberg/Kenedy County Ems 104 N 7th St Riviera . . . 361-296-3188

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 Riviera Inn & Suites 6232 S Hwy 77 Riviera 361-296-3370
 Or 361-296-3371
 Or 361-296-3373

Ice Cream Shops

Dairy Queen 6286 S US Hwy 77 Riviera 361-296-3243

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Toll Free **877-296-3232**
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Post Offices

Riviera Post Office 120 S 7th St Riviera 361-296-3994

Ranches

El Coyote Ranch 581 W State Hwy 285 Riviera 361-294-5400
Groves Alexander Group
109 Norias Ranch Rd Armstrong 361-216-5297
King Ranch Inc Norias Div
620 Norias Ranch Rd Armstrong 361-216-5299
King Ranch Inc Norias Div
113 Main House Rd Armstrong 361-216-5234
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La Parra Gate 484 La Parra Gate Sarita 361-294-5272
La Paloma Ranch 581 W Hwy 285 Kenedy Riviera 361-294-5794
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581 W State Hwy 285 361-294-5331
Los Hermanos Ranch 4298 E Hwy 285 Falfurrias 361-294-5612
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Or 361-294-5486
Shop 105 La Parra Ave Sarita 361-294-5388

Religious Organizations

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156A Lebh Shomea Rd Sarita 361-294-5518

Restaurants

Agave Jalisco No 4 6263 S US Hwy 77 Riviera 361-296-3456
Baffin Bay Seafood Co LLC 1294 E CR 2360 Riviera 361-297-5174
Burger King 6246 S Hwy 77 Riviera 361-296-3150
Kings Inn 1116 E CR 2270 Riviera 361-297-5265
Sam's 950 E FM 628 Riviera 361-297-5784
Shonaz Foods Inc Burger King 6246 S Hwy 77 Riviera 361-296-3149

Schools

Riviera Independent School Dist Business Office
203 Seahawk Dr Riviera 361-296-3101
Sarita Elementary School
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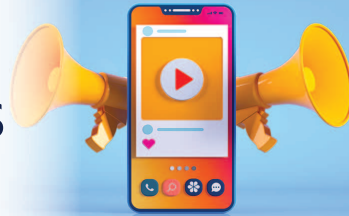
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Elementary Principal	361-296-2445
Nurse's Office	361-296-2448
Counselor	361-296-3105
Library	361-296-3107
Fax Line	361-296-3720
Special Ed Program	361-296-3109
Room #101	361-296-3186
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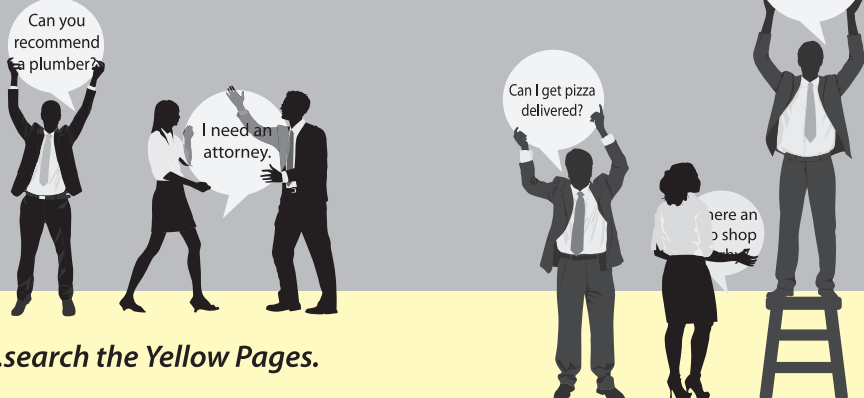
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 14353 Cooperative Ave Robstown 361-387-2581
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Water Companies - Utility

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TIPS FOR PREVENTING

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Many abduction attempts...

- Involve a suspect driving a vehicle
- Occur when the child is traveling to or away from school
- Occur between 2 p.m. – 7 p.m.
- Involve girls and children between the ages of 10-14

The top five methods used during abduction attempts are...

- Offering a ride
- Offering candy or sweets
- Asking questions
- Offering money
- Offering, looking for or showing an animal

- Know the routes your children take, especially to and from school. Practice walking the routes with them so you can point out places they should avoid or where they can go for help.
- Talk to your child's school or day care facility about its pickup policy. Be clear that no one should pick up your child without your permission. Ask to be contacted immediately if someone else tries to pick up your child.
- Use role-playing scenarios to help children learn how to recognize and respond to risky situations. For example, have children practice yelling, kicking, pulling away or otherwise attracting attention when grabbed or approached by someone they do not know.
- Teach your child about the methods would-be abductors use. Have your child practice responding to the tricks by saying "no," walking away and telling a trusted adult immediately.
- Prepare children to act when you are not with them. They should know their full names, home addresses and telephone numbers, and how to dial 911.
- Keep a child identification kit, which includes a recent color photo of your child and descriptive details such as age, height and weight. [For more information about creating a kit visit www.missingkids.com/ChildID.](http://www.missingkids.com/ChildID)

If your child is missing, contact your local law-enforcement agency immediately. Then make a report to the National Center for Missing & Exploited Children® at:

1-800-THE-LOST® (1-800-843-5678).

RETHINK "STRANGER DANGER"

- **DON'T SAY:** Never talk to strangers.
- **SAY:** You should not approach just anyone. If you need help, look for a uniformed police officer, a store clerk with a nametag, or a parent with children.
- **DON'T SAY:** Stay away from people you don't know.
- **SAY:** It's important to get my permission before going anywhere with anyone.
- **DON'T SAY:** You can tell someone is bad just by looking at them.
- **SAY:** Pay attention to what people do. Tell me right away if anyone asks you to keep a secret, makes you feel uncomfortable, or tries to get you to go with them.



CHILD

Identification Page



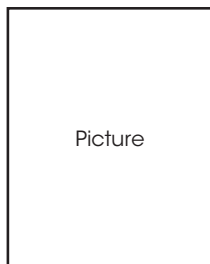
The Child Identification Page is being provided as a community service. This identification form is to aid parents in compiling important information about their children. This information can be very important and should be kept in a safe place. If your child is missing, take this information to your local law enforcement agency.

NAME

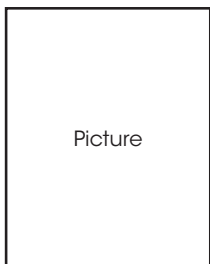
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Front View

Profile View



Picture



Picture

Address _____

Age _____ Born _____

Eyes _____ Hair _____

Height _____ Weight _____

Identifying Marks _____

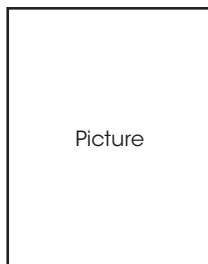
(Update above information yearly)

Left Thumb Print

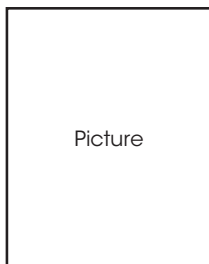
Right Thumb Print

Front View

Profile View



Picture



Picture

Address _____

Age _____ Born _____

Eyes _____ Hair _____

Height _____ Weight _____

Identifying Marks _____

(Update above information yearly)

Left Thumb Print

Right Thumb Print

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