



RESP ORG CHANGE FORM Date: 11/17/2016 Rep ID: \_\_\_\_\_

The undersigned is providing written authorization for the current Responsible Organization (RespOrg) to release the listed toll-free number(s) to the RespOrg shown below.

Please Print Clearly

Customer Name: City of Pharr BTN: 122640
Authorized Contact Name: Jason Arms
Contact Title: Innovation & Technology Department
Contact Telephone: 956-402-4900
Contact Fax:
Billing Address as it appears on current Provider's Billing Statement:
Street: 118 S. Cage Blvd.
City: Pharr ST: TX ZIP: 78577-4855

Toll Free # 800-648-8477 Toll Free #

Office Use Only: (Not to be completed by Account Executive)
Previous RESP ORG ID: New RespOrg: ATL TELECOM
New RespOrg ID: AUA18
Requested Due Date: New RespOrg Tel: 541 593-2900
New RespOrg Fax: 541 593-2090

TERMS & CONDITIONS

- 1. I designate Smartcom Telephone and any underlying carrier to provide long-distance services for the number(s) listed above.
2. ATL Telecom (AUA18) is the Responsible Organization (RESPORG) for Smartcom Telephone, LLC. I hereby authorize ATL to arrange with my existing RespOrg for the transfer of each number to Smartcom Telephone. I release any third party from liability for acting in accordance with these instructions.

Signature: [Handwritten Signature] Date: 11/17/18
Printed Customer Signature: JASON ARMS

Original Signature on file at the sales location. Acct Number: \_\_\_\_\_



## Letter of Agency to Smartcom Telephone, LLC, (SCT)

(Information required to Change your Telecommunications Service Provider to Smartcom Telephone)

Customer Name : City of Pharr
Billing Address : 118 S. Cage Blvd. Pharr, TX. 78577-4855
Initial here X  to change my Local Telephone Service to <b>Smartcom Telephone</b> in place of : ATT
Initial here X  to change my Local Toll Service to <b>Smartcom Telephone</b> in place of: ATT
Initial here x  to change my Long Distance Service to <b>Smartcom Telephone</b> in place of: ATT

I understand that only one company may be designated as my preferred carrier for each type of service selected for each telephone number. By signing below and initialing my selection above, I authorize Smartcom Telephone, LLC (hereinafter referred to as "Smartcom") to provide the selected services to the specified telephone number(s) below. If I later wish to return to my current telephone company, I understand that they may require me to pay a reconnection or installation charge. No such charge is required to switch to Smartcom. By signing below, I agree to the following:

1. I revoke any appointments of authority that I have given to any other service provider for the services I request. I understand that Smartcom may have different calling areas, rates and charges than my current telecommunications company, and am willing to be billed accordingly.
2. I acknowledge that Smartcom and its affiliates will provide the specified services and any equipment purchased from Smartcom (regardless of installation location for such equipment) as provided in Smartcom tariff(s) on file with the Public Utility Commission of Texas and/or the Federal Communications Commission, including, but not limited to, any limitations of liability specified therein. I understand that Smartcom will use reasonable efforts: (1) to provide service by the date requested, (2) to prevent service interruptions, and (3) to restore service when service interruptions occur.
3. I certify that I am at least 18 years of age and legally authorized to change telephone companies for the telephone numbers specified, if selecting voice services, and legally authorized to change Internet providers, if selecting Internet services. I agree that a fax copy of this Letter of Agency will have the same force and effect as an original.
4. I understand that the rates, terms and conditions of service may be revised by Smartcom from time to time effective as provided in the applicable tariff or if no tariff applies, then following applicable notice posted on the Smartcom website, in a monthly invoice, or in a mailed notice. I acknowledge that I have read and understand this Letter of Agency and have had an opportunity to review, and hereby agree to, all rates, terms, and conditions referenced above, which are incorporated herein for all purposes.

All Numbers to be Converted Must Be Listed Here:

8006488477

Initial here \_\_\_\_\_ ONLY if attaching a list of numbers to be converted in addition to those specified above.

I authorize Smartcom to become my new provider for the above selected services. I authorize Smartcom to act as my agent to make this change, and direct my existing provider(s) listed above to work with Smartcom to make the requested changes to the numbers above.

X \_\_\_\_\_  
 Signature of Individual Signing on Behalf of Customer  
(an individual or sole proprietor must sign on his/her own behalf)

Printed Name/Title \_\_\_\_\_ Date 11/18/16

**Notice: All telephone services from Smartcom Telephone are subject to availability of SBC Texas facilities and SBC Texas personnel for installation and service.**

This is a written authorization, until further written notice from the undersigned, to convert to or install new telephone service with SCT. Unless otherwise specified by customer, the presubscribed long distance carrier will be Smartcom Telephone, LLC using PIC Code 1122 for all of the telephone numbers shown herein.

**There will normally be no Installation charge for converting existing telephone lines to SCT, which will normally be converted in 5-10 business days. A one time Installation charge for any new lines will apply. Installation of new lines is to the customer's demarcation point (network interface) only. SCT will not provide the connection to, or the installation of, any telephone jacks on Customer's premises. Customer agrees to hire (at Customer's expense) a third-party technician for all jack installations and repairs related to inside wiring.**

**All telephone service will become subject to disconnection for non-payment at 5 PM on the due date specified on the invoice.**

Single telephone lines are on a month-to-month term. Higher capacity circuits (such as DSL Loops and DS1/T1 or higher circuits are subject to a minimum of a one-year term.

Customer agrees to make all future carrier changes and/or cancellations of telephone services with SCT in writing. A \$7.95 charge will apply to each service order issued to change the customer's service.

Calls to services such as Operator and Directory Assistance will result in additional charges per current tariffed rate.

Payments may be made to SCT by Check or Money Order only. Customer agrees to pay a service restore charge of \$25.00 per line or trunk, and deposit (if required), to restore service anytime the service is restricted or disconnected by SCT. Service restoration after disconnection may take up to 5 business days.

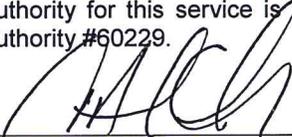
Customer agrees to be liable for all long distance calls, as well as SCT Calling Card calls, whether the calls were made with or without Customer's permission or knowledge, and whether or not the caller's identity is known by the Customer.

**Customer certifies that no promises, rates, services, or conditions have been represented by any SCT representative, other than those specifically listed on this agreement. This agreement replaces all other agreements previously signed for the above telephone number(s).**

**This special offer will expire if not signed and returned to SCT within ten (10) days of the date that this offer was made. This application is subject to credit approval. The first and last month's rate, plus the installation rate, plus an advance payment for long distance service may be required in advance for all new service orders, to establish credit.**

Customer agrees to pay late charges, plus Court Costs and Attorney fees if collection efforts are required, prior to restoration of service.

Authority for this service is granted by the Texas PUC to Smartcom Telephone, LLC. Service Provider Certificate of Authority #60229.

  
Customer Signature

  
Date Signed

\_\_\_\_\_  
For Smartcom Telephone, LLC

\_\_\_\_\_  
Date Signed