

A & P ACCOUNT

2019

MARCH

DATE: March 1, 2019 TO: March 31, 2019

CHECK #: 5911 TO: 5914

A

& P



ELECTRIC SERVICE BILL
RETAIN FOR YOUR RECORDS

Att Bridge

CITY OF OZARK				24 HWY BRIDGE		
CUSTOMER NAME				SERVICE ADDRESS		
BILLING PERIOD		METER READING		METER CONSTANT	KILOWATT HOURS	ACCOUNT NUMBER
FROM	TO	PREVIOUS	PRESENT			
01/29/2019	02/26/2019	24658	02113	1	2303	[REDACTED]

LAST PAYMENT CREDITED \$184.00 ON 02/07/2019.

PREVIOUS BALANCE 281.39CR

GENERAL SERVICE
CURRENT BILL INCLUDES:

CUSTOMER CHARGE	25.00
TAX CUTS & JOBS ACT CREDIT	7.75CR
CHARGE FOR ELECTRIC SERVICE	55.06
ENERGY COST RECOVERY \$0.02429 /KWH	55.94
ENERGY EFFICIENCY COST \$0.00384 /KWH	8.84
TRANS COST RECOVERY RIDER \$0.001992/KWH	4.59
STATE SALES TAX AMOUNT @ 6.5%	9.21
COUNTY TAX AMOUNT @ 2%	2.83

CURRENT BILL 153.72

ACCOUNT TOTAL 127.67CR

LEVELIZED BILLING PAYMENT
DUE BY 03/01/2019

175.00

MAILING DATE OF BILL 02/27/2019

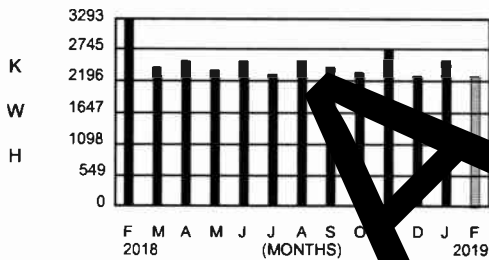
*****SCAM ALERT*****

SCAMMERS HAVE BEEN TARGETING OUR CUSTOMERS. FOR MORE IMPORTANT INFORMATION, VISIT OGE.COM/SCAMS.

YOUR ACTIVATION CODE FOR ONLINE BILLING REGISTRATION IS [REDACTED] TO ACTIVATE YOUR ACCOUNT GO TO WWW.OGE.COM.

YOUR NEXT BILLING CYCLE WILL BEGIN 03/27/2019.

TO PAY BY PHONE FROM YOUR CHECKING OR SAVINGS ACCOUNT, OR TO PAY BY CREDIT CARD CALL U. S. PAYMENTS AT 877-306-9274. PROMOTIONAL RATES WILL APPLY.



THE CURRENT BILLING PERIOD COVERS 29 DAYS OF SERVICE. YOUR AVERAGE DAILY COST WAS \$5.30 PER DAY.

Check # 5911
Date 3-1-2019 *reh*

CHART REFLECTS YOUR KWH USAGE OVER THE PAST 13 MONTHS. (■) INDICATES CURRENT MONTH.

REPORT POWER OUTAGE (405-272-9595 or 800-522-6870)

BUSINESS CUSTOMER SERVICE 888-988-9747

WWW.OGE.COM



AB211130031820101G0 1

#008108443624 P

3182

**City of Ozark
Employee Per Diem Reimbursement**

Dept: _____

Name: SANDY KEY
 Destination: HOT SPRINGS, AR
 Purpose: GOVERNOR'S CONFERENCE
 Date: 2-24-2019 To Date: 2-26-2019
 Departure Time: _____ Return Time: _____

MEALS	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
Breakfast @ \$6.00								
Lunch @ \$10.00								
Dinner @ \$15.00								
TOTAL:								\$

Were any meals provided at event? Yes No
 These meals should NOT be included in calculation.
 Total amount of Meal Reimbursement \$ _____

Total miles for Round trip: _____ X 56.5 = \$ _____
 Mileage is 56.5 cents per mile

Check # 5912
 Date 3-7-2019 reh

HOTEL	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
Price Per Night								
Parking (if Applicable)								
TOTAL:								\$

Total Hotel Reimbursement: \$ _____

TOTAL REIMBURSEMENT *Conference Registration 225.00 to Main Street*

Total Meal: \$ _____ + Total Mileage \$ _____ + Total Hotel \$ _____ = \$ 225.00

Employee Signature: Sandy Key Date: _____

Supervisor Approval for Reimbursement: Carol Smith Date: 3-1-2019

2019 ARKANSAS GOVERNOR'S CONFERENCE ON TOURISM

Thank you for registering for the Arkansas Governor's Conference on Tourism. We'll see you February 22, 2019. [Conference email updates here](#)

Refunds: We realize that circumstances sometimes require cancellation of pre-paid registration; however, refunds are predicated upon your registration dollars. Therefore, we cannot extend refunds indefinitely. In order to receive a refund, you must request it by

February 22, 2019. Mail or fax your request to:

ARKANSAS DEPARTMENT OF PARKS AND TOURISM

Attn: Jim Dailey/Governor's Conference Refund

1 Capitol Mall, 4A-900

Little Rock, AR 72201

FAX: (501) 682-2523

If you have questions regarding this policy, please call Jim Dailey at 501-682-1088.

Merchant address:

Brenda Eden, Administrator

Arkansas Tourism Development Foundation

PO Box 13097, Maumelle, AR 72113

Customer Service: Tammy Boyce – 501-682-1088

Monday – Friday 8-5 pm

Reimburse
Main Street
Ozark
\$225

GENERAL OPTIONS

Name:

Sandy KEY

Title:

Executive Director

Company:

Main Street Ozark

Address:

300 West Commercial

Ozark, Arkansas 72949

USA

Number of People Registered:

1

Confirmation Number:

PMNQXJ33S9B (needed to modify your registration)

Event Title:

2019 Arkansas Governor's Conference on Tourism

Location:

Hot Springs, AR

Date:

02/24/2019

Time:

5:00 PM

A & P

CURRENT REGISTRATION DETAILS

SANDY KEY

Agenda Items

Registration Item

General Admission

Cost

\$225.00

ORDER SUMMARIES

Order



45TH ANNUAL GOVERNOR'S CONFERENCE ON TOURISM

TOURISM BUILDS COMMUNITY
FEBRUARY 24-26, 2019 • HOT SPRINGS, AR

Sunday, February 24

- 12:30 p.m. - 5:00 p.m. **Registration Open**
- Time TBA **Optional Pre-Conference Excursion—Northwoods Trail**
- Optional Pre-Conference Excursion—Oaklawn Race Track**
- 5:30 p.m. - 6:00 p.m. **First-Time Attendees Reception**
- 6:00 p.m. - 8:00 p.m. **Early Bird Event**

Monday, February 25

- 8:00 a.m. - 5:00 p.m. **Registration, The Natural State Gift Shop and the Truck Tent open**
- 8:30 a.m. - 9:00 a.m. **Opening Ceremony**
- 9:00 a.m. - 10:00 a.m. **General Session—Sense of Place Marketing** Featuring: Erica Wheeler
- 10:00 a.m. - 10:30 a.m. **Refreshment Break**
- 10:30 a.m. - 11:30 a.m. **General Session—Revealed! Google Latest Trends and Newest Opportunities for Travel**
Featuring: C.A. Clark, Miles
- 11:45 a.m. - 1:15 p.m. **Arkansas Tourism Hall of Fame Luncheon**
Inductees: [Name] and Robert Moore
- 1:30 p.m. - 2:30 p.m. **Concurrent Sessions**
- Session A: Sense of Place Stories and 21st Century Visitor Engagement**
Featuring: Erica Wheeler
- Session B: The Resurgence of Batesville**
Featuring: Kyle Christopher and Cathy Drew
- Session C: How to Host Influencers & Outdoor Media**
Featuring: Mark Smith, Executive Director of the Association of Great Lakes Outdoor Writers (AGLOW); Scott Caldwell, Vice President at Acorn: The Influencer Company
- 2:30 p.m. - 3:00 p.m. **Refreshment Break**
- 3:00 p.m. - 4:00 p.m. **Concurrent Sessions**
- Session A: Standing Out in the Crowd**
Panel Featuring: ASBTDC & Superior Bathhouse Brewery
- Session B: The Resurgence of Batesville (workshop)**
Featuring: Kyle Christopher and Cathy Drew
- Session C: Communicating Your Unique Sense of Place**
Featuring: Denise Miller, SMARI Research
- 5:00 p.m. - 7:00 p.m. **Silent/Live Auction**
- 7:00 p.m. - 11:00 p.m. **Hospitality Suite**

City of Ozark
Employee Per Diem Reimbursement

Dept: AP Commission

Name: CAROL SNEATH
 Destination: HOT SPRINGS, AR
 Purpose: GOVERNOR'S CONFERENCE
 Date: 2-24-2019 To Date: 2-26-2019
 Departure Time: _____ Return Time: _____

MEALS	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
Breakfast @ \$6.00								
Lunch @ \$10.00								
Dinner @ \$15.00								
TOTAL:								\$

Were any meals provided at event? Yes No
 These meals should NOT be included in calculation.
 Total amount of Meal Reimbursement \$ _____

Total miles for Round trip: 240 X 56.5 = \$ 135.60
 Mileage is 56.5 cents per mile

HOTEL	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
Price Per Night	<u>125.54</u>	<u>125.54</u>						<u>251.08</u>
Parking (if Applicable)								
TOTAL:								\$

Total Hotel Reimbursement: \$ 251.08

Check # 5913 reh
 Date 3-7-2019

Conference registration - \$275.00
TOTAL REIMBURSEMENT

Total Meal: \$ _____ + Total Mileage \$ 135.60 + Total Hotel \$ 251.08 = \$ 661.68

Employee Signature: _____ Date: _____
 Supervisor Approval for Reimbursement: Carol Sneath Date: 3-1-2019



Search mail

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Transaction Receipt from Arkansas Tourism Developm

Auto-Receipt <noreply@mail.authorize.net>
to me

Thank you for your online Governor's Conference payment. If you have any questions about your payment, please call (501) 682-6999.

Order Information

Description:	CVENT Transaction		
Invoice Number	35NMPDFRSYD	Invoice Number	2019 Arkansas Governor's
Customer ID	N7N7Q54PS4N		



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Billing Information

Carol Sneath
 Ozark A&P Commission
 905 W River St
 Ozark, AR 72949
 USA
lamplight@gmail.com

Shipping Information

Total: \$275.00 (US)

Payment Information

The Hotel Hot Springs

305 MALVERN AVENUE
HOT SPRINGS, AR 71901

Phone: (501)623-6600
Fax: (501)624-7160
E-mail:
Website: www.hotelhotsprings.org



Guest Charges

Folio #: 222571 **Guest : Sneath, Carol** Conf #: 192764
Room #: 1002 CRS #: SC SG7Z5U8LE
Payment Method : Credit Card Company :
Rate : (Daily) 905 W River St. Arrival: 2/24/2019
2/24/2019 \$109.65 Ozark, AR 72949 Departure: 2/26/2019

Next Payment Due: 2/26/2019
Estimated Next Payment Amount: \$0.00

Date	Department	Reference	Voucher	Room	Charge	Credit	Balance
2/10/2019	MC	MC0935				\$251.08	(\$251.08)
2/24/2019	ROOM	Auto Posted		1002	\$109.65		(\$141.43)
2/24/2019	RMTX	Auto Posted		1002	\$9.32		(\$132.11)
2/24/2019	CITX	Auto Posted		1002	\$1.64		(\$130.47)
2/24/2019	CNTX	Auto Posted		1002	\$1.64		(\$128.83)
2/24/2019	APTX	Auto Posted		1002	\$3.29		(\$125.54)
2/25/2019	ROOM	Auto Posted		1002	\$109.65		(\$15.89)
2/25/2019	RMTX	Auto Posted		1002	\$9.32		(\$6.57)
2/25/2019	CITX	Auto Posted		1002	\$1.64		(\$4.93)
2/25/2019	CNTX	Auto Posted		1002	\$1.64		(\$3.29)
2/25/2019	APTX	Auto Posted		1002	\$3.29		\$0.00
Balance							\$0.00

Additional Estimated Charges (Room, Tax, Other) through 2/25/2019 \$0.00

I agree that my liability for all charges is not waived.



45TH ANNUAL GOVERNOR'S CONFERENCE ON TOURISM

TOURISM BUILDS COMMUNITY FEBRUARY 24-26, 2019 • HOT SPRINGS, AR

Sunday, February 24

- 12:30 p.m. - 5:00 p.m. **Registration Open**
- Time TBA **Optional Pre-Conference Excursion—Northwoods Trail**
- Optional Pre-Conference Excursion—Oaklawn Race Track**
- 5:30 p.m. - 6:00 p.m. **First-Time Attendees Reception**
- 6:00 p.m. - 8:00 p.m. **Early Bird Event**

Monday, February 25

- 8:00 a.m. - 5:00 p.m. **Registration, The Natural State Gift Shop and the Time Traveler open**
- 8:30 a.m. - 9:00 a.m. **Opening Ceremony**
- 9:00 a.m. - 10:00 a.m. **General Session—Sense of Place Marketing** Featuring: Erica Wheeler
- 10:00 a.m. - 10:30 a.m. **Refreshment Break**
- 10:30 a.m. - 11:30 a.m. **General Session—Revealed! Google's Latest Trends and Newest Opportunities for Travel**
Featuring: C.A. Clark, Miles
- 11:45 a.m. - 1:15 p.m. **Arkansas Tourism Hall of Fame Luncheon**
Inductees: Bill [redacted] and Robert Moore
- 1:30 p.m. - 2:30 p.m. **Concurrent Sessions**
- Session A: Sense of Place Stories and 21st Century Visitor Engagement**
Featuring: Erica Wheeler
- Session B: The Resurgence of Batesville**
Featuring: Kyle Christopher and Cathy Drew
- Session C: How to Host Influencers & Outdoor Media**
Featuring: Mark Smith, Executive Director of the Association of Great Lakes Outdoor Writers (AGLOW); Scott Caldwell, Vice President at Acorn: The Influencer Company
- 2:30 p.m. - 3:00 p.m. **Refreshment Break**
- 3:00 p.m. - 4:00 p.m. **Concurrent Sessions**
- Session A: Standing Out in the Crowd**
Panel Featuring: ASBTDC & Superior Bathhouse Brewery
- Session B: The Resurgence of Batesville (workshop)**
Featuring: Kyle Christopher and Cathy Drew
- Session C: Communicating Your Unique Sense of Place**
Featuring: Denise Miller, SMARI Research
- 5:00 p.m. - 7:00 p.m. **Silent/Live Auction**
- 7:00 p.m. - 11:00 p.m. **Hospitality Suite**



45TH ANNUAL GOVERNOR'S CONFERENCE ON TOURISM

**TOURISM BUILDS COMMUNITY
FEBRUARY 24-26, 2019 • HOT SPRINGS, AR**

Tuesday, February 26

- 3:00 a.m. - 5:00 p.m. **Registration, The Natural State Gift Shop and the Think Tank open**
- 8:30 a.m. - 9:15 a.m. **Networking Breakfast—Destination Day: Wear Your Branded Attire!**
- 9:30 a.m. - 11:00 a.m. **Concurrent Sessions**
Session A: Emergency Management: What To Do When Things Don't Go As Planned
Featuring: Grady Spann, Arkansas State Parks Director
- Session B: Virtual Reality Marketing Session**
Featuring: Dylan Roberts and Derek Huber, Freelance Society
- Session C: Content Generation vs. Generational Content**
Featuring: C3
- 11:00 a.m. - 11:30 a.m. **Break with Vendors**
- 11:30 a.m.-12:45 p.m. **Lunch with Ark Tank Pitch Competition**
Arkansas Tourism, in partnership with Innovate Arkansas, has launched Ark Tank, a startup pitch competition in which the winner will receive a cash prize of \$5,000 and guaranteed mentorship and advertisement. Competing startups must be related to the Arkansas tourism industry.
- 1:15 p.m. - 2:30 p.m. **General Session—Feedback Report and Workshop**
- 2:30 p.m. - 3:00 p.m. **Refreshments**
- 3:00 p.m. - 4:00 p.m. **Concurrent Sessions**
Session A: Public Relations: Then and Now
Featuring: Mark Roberts, CJRW and Amanda Rast, Fleishman Hillard
- Session B: Fantastic Festivals and Events with AFEA**
Featuring: Jenna Frida, Executive Director AFEA
- Session C: Capturing Your Best Shot**
Featuring: Kirk Jordan and Casey Crocker
- 6:30 p.m. - 7:00 p.m. **Henry Awards Reception**
- 7:15 p.m. - 9:00 p.m. **Henry Awards Banquet**
- 9:00 p.m. - 11:00 p.m. **Hospitality Suite**

City of Ozark
 A & P Commission
 Travel Reimbursement

Ozark Area Chamber of Commerce - Director's Travel Expense Report

Name: Elaine Roser, Executive Director

Dates	Purpose/Description	Destination: Ozark to / from	Amount
Feb. 24 - 27, 2019	Governor's Conference Tourism	Hot Springs, AR	Conference fees \$ 255.00 Round Trip Mileage \$184.21 Lodging \$408.81
Total Travel Cost			<input type="text" value="\$848.02"/>

Please remit to:
 Ozark Area Chamber of Commerce
 P O Box 506
 Ozark, AR 72949

*OK to pay
 3-18-19
 [Signature]*

ru

Check # 5914
 Date 3-20-2019

The Hotel Hot Springs

305 MALVERN AVENUE
HOT SPRINGS, AR 71901

Phone: (501)623-6600
Fax: (501)624-7160
E-mail:
Website: www.hotelhotsprings.org



Guest Charges

Folio #: 222626 **Guest : Roser, Elaine** Conf #: 192819
Room #: 1216 CRS #: SC SG7Z54TK5
Payment Method : Credit Card Company :
Rate : (Daily) 1521 Peter Pender Ln Arrival: 2/24/2019
2/24/2019 \$119.00 Charleston, AR 72933 Departure: 2/27/2019

Next Payment Due: 2/27/2019
Estimated Next Payment Amount: \$0.00

Date	Department	Reference	Room	Charge	Credit	Balance
2/24/2019	ROOM	Auto Posted	1216	\$119.00		\$119.00
2/24/2019	RMTX	Auto Posted	1216	\$10.12		\$129.12
2/24/2019	CITX	Auto Posted	1216	\$1.79		\$130.91
2/24/2019	CNTX	Auto Posted	1216	\$1.79		\$132.70
2/24/2019	APTX	Auto Posted	1216	\$3.57		\$136.27
2/25/2019	ROOM	Auto Posted	1216	\$119.00		\$255.27
2/25/2019	RMTX	Auto Posted	1216	\$10.12		\$265.39
2/25/2019	CITX	Auto Posted	1216	\$1.79		\$267.18
2/25/2019	CNTX	Auto Posted	1216	\$1.79		\$268.97
2/25/2019	APTX	Auto Posted	1216	\$3.57		\$272.54
2/26/2019	ROOM	Auto Posted	1216	\$119.00		\$391.54
2/26/2019	RMTX	Auto Posted	1216	\$10.12		\$401.66
2/26/2019	CITX	Auto Posted	1216	\$1.79		\$403.45
2/26/2019	CNTX	Auto Posted	1216	\$1.79		\$405.24
2/26/2019	APTX	Auto Posted	1216	\$3.57		\$408.81
2/27/2019	VI	VI9089	1216		\$408.81	\$0.00
Balance						\$0.00

Additional Estimated Charges (Room, Tax, Other) through 2/26/2019 \$0.00

Credit Card Payment

Payment Type:
Account:
Account Holder:

Credit Card
VI9089
Elaine Roser

Amount Paid:
Approval Code:
Approval Amount:

\$408.81
027244
(\$408.81)

I agree that my liability for all charges is not waived.



ARE YOU IN?

...for Racing & Gaming?

As Arkansas' #1 tourist attraction since 1904, Oaklawn offers visitors the thrill of Thoroughbred racing and Vegas-style gaming. January through May, the nation's top Thoroughbreds entertain racing fans at Oaklawn. Year-round, Oaklawn gaming patrons experience excitement with table and reel games in all denominations, live music, awesome promotions, and great food and drink. Are you in?

1-800-OAKLAWN

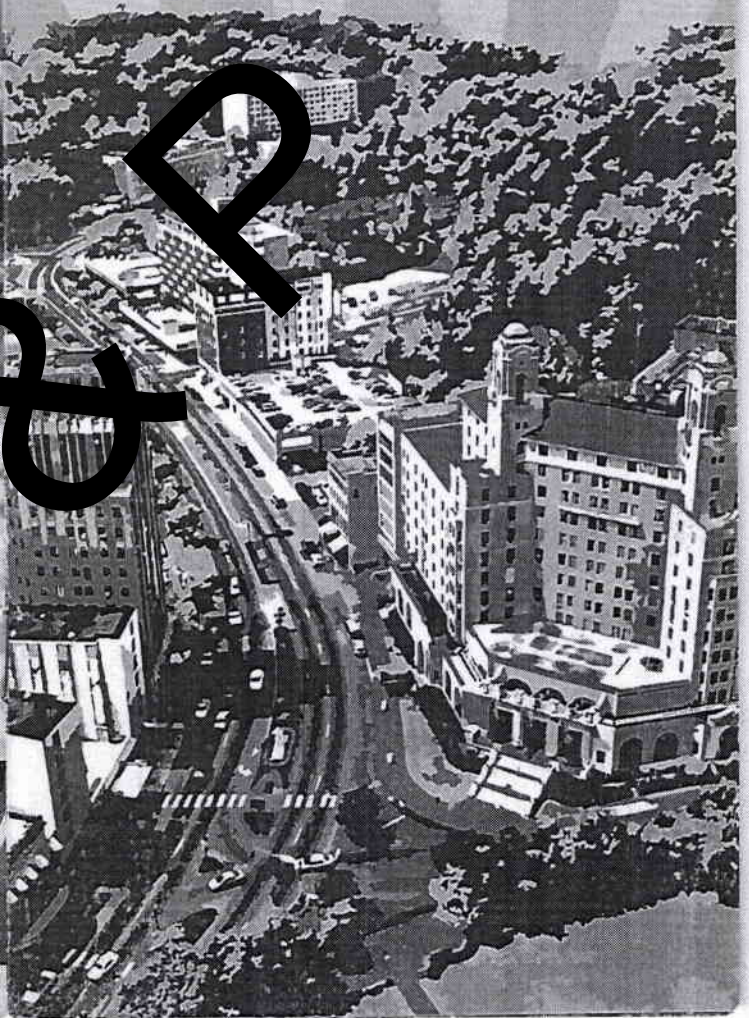
OAKLAWN
RACING • GAMING
Oaklawn.com



GAMBLING PROBLEM? CALL 1-800-522-4700.



TOURISM BUILDS COMMUNITY
FEBRUARY 24-26, 2019 **HOTSPRINGS**
ARKANSAS



A & R



500 TECHNOLOGY DR., STE 870
WELDON SPRING MO 63304

Account Number: [REDACTED]
Invoice Number: 5803805681902
Invoice Date: 03/01/2019
Region/Loc: GAC/GAC
0580380568 X26 C30 00000
CITY OF OZARK
2910 W COMMERCIAL ST
ATTN: MARLA WARD
OZARK AR 72949-3501

CREDIT/COLLECTIONS 1-888-807-8323

To view and pay your invoice online visit
www.verizonenterprise.com
Use invitation code LZ9LX09I2P

Statement Summary

Current Usage Charges	\$0.33
Current Monthly Recurring Charges	\$5.00
Current Non-Recurring Charges	\$0.00
Minimum Usage Charge	\$0.00
Late Payment Charge	\$0.00
Discounts Applied	-\$0.01
Sub-Total Current Charges	\$5.32
Federal Excise Tax	\$0.00
State and Local Taxes	\$0.54
Federal, State and Local Surcharges	\$0.26
Federal Universal Service Fee (FUSF)	\$1.10
Total Taxes/Surcharges	\$1.90

Total Current Charges..... \$7.22

Previous Balance
Payments Received - Thank You
Adjustments

Total Previous Balance..... \$0.00

Total Amount Due

Please return this portion upon receipt to ensure proper credit
Account Number: 580380568 X26 Total Due \$7.22

Invoice Number: 5803805681902
Please mail correspondence to:
VERIZON BUSINESS
PO BOX 31307
SALT LAKE CITY UT 84130-1307

CITY OF OZARK
2910 W COMMERCIAL ST
ATTN: MARLA WARD
OZARK AR 72949-3501

VERIZON BUSINESS
P.O. BOX 15043
ALBANY NY 12212-5043

05803805681 20190228 000000722026000

Check # 5915
Date 3-20-2019

Off

A & P

\$7.22

Amount Enclosed



CITY OF OZARK
Account Number: [REDACTED]

Invoice Date: 03/01/2019
Invoice Number: [REDACTED]
Page: 1

Important Messages To Our Customers

If You Have a Question about Your Invoice
Verizon Enterprise Center, our online account management tool, is available at www.verizonenterprise.com. As a registered user with appropriate entitlements, you can view your invoice online, open an inquiry about your invoice, and pay electronically using our optional Online Payment feature.

Manage Your Account Online

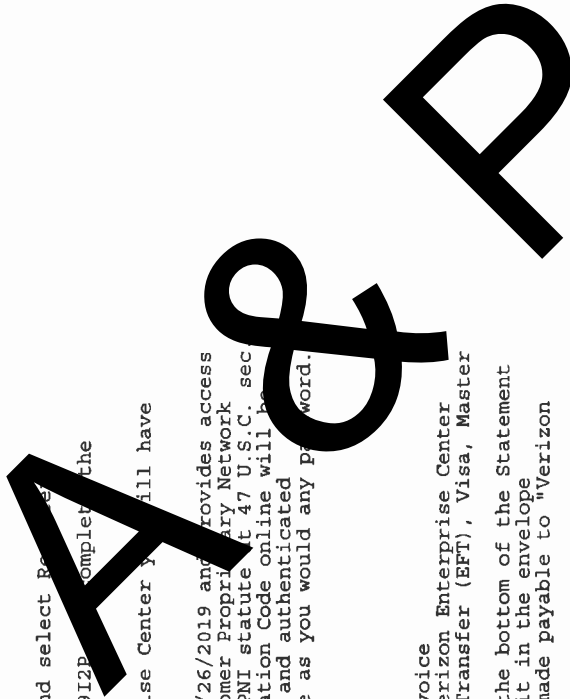
1. Go to www.verizonenterprise.com and select Register.
2. Enter your invitation code LZ9LX09I2P and complete the simple registration process.*
3. Upon signing into Verizon Enterprise Center you will have immediate access to your account.

*The Invitation Code provided expires on 04/26/2019 and provides access to your billing information, including Customer Property Network information as defined by the FCC and the CPNI statute at 47 U.S.C. sec 222(h) (1). Any person who enters the Invitation Code online will be understood by Verizon to be your authorized and authenticated representative. Protect this Invitation Code as you would any password.

How to Pay Your Invoice

Paying Online. Select "Payments" from the Verizon Enterprise Center Invoices section to pay by Electronic Fund Transfer (EFT), Visa, MasterCard, American Express, or Discover Card.
Paying by Mail. Detach the payment slip at the bottom of the Statement Summary, enter the amount paid, and return it in the envelope provided, enclosing a check or money order made payable to "Verizon Business."
Paying by Phone. Call Verizon Business Financial Services at 1-800-806-8470 to authorize a one-time payment using a checking account or Visa, MasterCard, American Express, or Discover Card (Payment by Credit Card is not available for wholesale customers). For the recurring payment option, please use Verizon Enterprise Center Online Payment (see "Paying Online" above).
Paying by ACH or Wire Transfer: E-mail ACH-WIRE.Requests@one.verizon.com for bank account information and instructions.

Paying by Check: Your check may be processed as an Electronic Funds Transfer. When you provide a check as payment, you authorize Verizon either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.





CITY OF OZARK
Account Number: [REDACTED]

Invoice Date: 03/01/2019
Invoice Number: 58038056681902
Page: 2

Important Messages To Our Customers

Bankruptcy: If you are or were in bankruptcy, this statement may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

Late Payment Charge: A late payment charge equal to the lesser of a) one and one-half percent per month, or b) the maximum amount allowable by law in your state, may be applied to any past due invoice amount, as provided in your contract. The late penalty charge shall apply to any undisputed amount that is not paid within your contractual payment terms.

A & P

CITY OF OZARK
Account Number: [REDACTED]

Statement of Account As Of 02/28/2019

Current Balance \$7.22
Amount 0-30 Days \$7.22

Date Description
01/01/2019 Invoice #: 05803805681812
02/06/2019 Interplatform Transfer Payment
Total Amount Due for Invoice #: 5803805681812
02/01/2019 Invoice #: 05803805681901
02/11/2019 Payment Received
Total Amount Due for Invoice #: 5803805681901
02/28/2019 Invoice #: 05803805681902
Total Amount Due for Invoice #: 5803805681902
Total Amount Due for All Invoices

Account Aging Summary
Amount Over 30 Days \$0.00
Detail By Invoice

Amount Over 60 Days \$0.00

Amount Over 90 Days \$0.00

Total
\$6.96
-\$6.96
\$9.55
-\$9.55
\$7.22

Invoice Date: 03/01/2019
Invoice Number: 5803805681902
Page: 3



A & P

CITY OF OZARK
Account Number: [REDACTED]

Invoice Date: 03/01/2019
Invoice Number: 5803805681902
Page: 4



Tax and Surcharge Summary

Description	Total Tax
Long Distance, Data and Internet Taxes and Surcharges	
AR STATE AND LOCAL SALES TAX	\$0.54
PROPERTY TAX RECOVERY CHARGE	\$0.01
CARRIER COST RECOVERY CHARGE	\$0.21
FEDERAL UNIVERSAL SERVICE FEE	\$1.10
ADMINISTRATIVE EXPENSE FEE	\$0.02
CARRIER ANNUAL REGULATORY CHARGE	\$0.02
Total Long Distance, Data and Internet Taxes and Surcharges	\$1.90
Total Taxes and Surcharges	\$1.90

A & P

CITY OF OZARK
Account Number:

Invoice Date: 03/01/2019
Invoice Number: 5803805681902
Page: 5



Current Charges Summary

	Usage Charges	Recurring Charges	Non-Recurring Charges	Amount	Discounts	Sub-Total	Taxes	Total
Voice Services	\$0.33	\$0.00	\$0.00	\$0.33	-\$0.01	\$0.32	\$0.08	\$0.40
Inbound Long Distance	\$0.00	\$5.00	\$0.00	\$5.00	\$0.00	\$5.00	\$1.82	\$6.82
Additional Charges	\$0.33	\$5.00	\$0.00	\$5.33	-\$0.01	\$5.32	\$1.90	\$7.22
Total	\$0.33	\$5.00	\$0.00	\$5.33	-\$0.01	\$5.32	\$1.90	\$7.22

* Invoice is due and payable before 03/31/2019.

* Any portion of your total amount due not paid by that date is subject to a monthly service charge of .950%.

A & P

CITY OF OZARK
Account Number

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Voice Services Summary

Inbound Long Distance Service Summary
Usage Charges For Service Period 02/08/2019 - 02/28/2019

Description	Calls	Minutes	Amount	Surcharge	Discount	Sub-Total	Taxes	Total
ANSWER I SW OUTEND	1	0.3	\$0.06	\$0.00	\$0.00	\$0.06	\$0.00	\$0.06
Switched Termination	3	1.2	\$0.27	\$0.00	-\$0.01	\$0.26	\$0.08	\$0.34
Intrastate								\$0.40
Total Usage Charges								\$0.40
Total Inbound Long Distance Service								\$0.40

A & P

CITY OF OZARK
Account Number:



Inbound Long Distance Usage by Number
Description
800-951-2525
Total

Voice Services - Usage by Product Summary

Calls	Minutes	Sub-Total
4	1.5	\$0.33
4	1.5	\$0.33

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Surcharge
\$0.00
\$0.00

Total
\$0.33
\$0.33



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Note: Total does not include any applicable discounts, taxes, or tax related surcharges.



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Account Number: [REDACTED]

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Voice Services - Inbound Long Distance Call Detail

Called To:	800-951-2525	Rate	Time	Called From	Number	Minutes	Amount	Surcharge	Total
Type									
02/08/2019	08:05 AM	D		NH	(603)358-3984	0.3	\$0.07	\$0.00	\$0.07
02/15/2019	04:43 PM	D		KEENE	(336)589-7021	0.5	\$0.12	\$0.00	\$0.12
02/15/2019	07:41 PM	E		EDEN	(336)589-7021	0.4	\$0.08	\$0.00	\$0.08
02/28/2019	04:35 PM	D		FORT SMITH AR	(479)806-9521	0.3	\$0.06	\$0.00	\$0.06
Total for 800-951-2525						1.5	\$0.33	\$0.00	\$0.33
Total Inbound Long Distance Calls						1.5	\$0.33	\$0.00	\$0.33

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Important Update

IF YOU HAVE A QUESTION ABOUT YOUR BILL:
HOW TO CONTACT VERIZON

When viewing your invoice in the Verizon Enterprise Center, select the option to "Create Inquiry" from the Billing menu under Manage Account and follow the instructions to create and monitor an online inquiry. Between 8:00 a.m. and 8:00 p.m. ET, you can also chat online with Verizon Customer Care from the "Support" tab. To view your invoice online, sign-in or register (first-time users) at: <http://www.verizonenterprise.com>.

TO LOCAL VOICE SERVICE CUSTOMERS IN THE DISTRICT OF COLUMBIA:
HOW TO CONTACT VERIZON REPAIR

To report a Local Voice service issue, contact Verizon at (800)444-1111. Verizon Repair is available 24 hours a day, 7 days a week, including weekends and holidays.

TO OUR CUSTOMERS WITH LOCAL SERVICE:
LOCAL SERVICE PROVIDER NOTICE

MCImetro Access Transmission Services Corp. d/b/a Verizon Access Transmission Services provides your local telephone service except if you are a customer in Virginia. In Virginia, MCImetro Access Transmission Services of Virginia, Inc. d/b/a Verizon Access Transmission Services of Virginia provides your local telephone service.

TO OUR CUSTOMERS IN CONNECTICUT:
HOW TO RESOLVE AN ISSUE REGARDING YOUR BILL OR SERVICE

If you have an issue regarding your bill or service, contact Verizon Customer Care following the contact information reflected on this invoice. If your issue is not resolved to your satisfaction, ask to speak with a supervisor. Either initially or upon dissatisfaction with the resolution of your complaint, you may notify:

Department of Public Utility Control, Consumer Assistance
10 Franklin Square

A&R

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Important Update

New Britain, CT 06051

The Department of Public Utility Control may also be reached toll free within Connecticut at 1(800)382-4586 or 1-860-827-2622 from out of state.

TO OUR CUSTOMERS IN OHIO:
OHIO PUC BILLING COMPLAINT PROCESS NOTIFICATION

For questions regarding your Verizon bill, please contact Verizon Customer Care using the contact information reflected on your invoice. If your complaint is not resolved after you have contacted Verizon, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1.800.686.7826 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio Relay Service).

TO OUR VALUED CUSTOMERS:
OUTAGE REPAIRS SUPPORT CONTACT INFORMATION

Sometimes things go wrong-so let our outage repair team make it right. Create a new repair ticket or follow up on a previous request using the information below.

Create a new outage ticket, get status on an existing ticket, and much more online at myverizonenterprise.com.

Outage Repairs contact information:
Data IP Services, Managed Services: 1.800.444.1111
Voice over IP Services: 1.800.444.1111
Local Telephone Lines, Centrex, Data (T1, T3, Optical, etc.):
1.800.554.3900

TO OUR CUSTOMERS IN ALABAMA:
ALL CUSTOMERS IN THE 205 AREA CODE WILL NEED TO DIAL AREA CODE+TELEPHONE NUMBER

To ensure a continuing supply of telephone numbers, the new 659 area code will be added to the area served by 205. This is known as an area code overlay. Get ready to change the way you dial your local calls!

WHAT IS AN AREA CODE OVERLAY?
An overlay is the addition of another area code (659) to the same



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Important Update

geographic region as an existing area code (205). An overlay does not require customers to change their existing area code.

WHO WILL BE AFFECTED?

The 205 area code generally covers the west central portion of the state serving communities such as Butler, Birmingham, Clanton, Hamilton, Jasper, Pell City and Tuscaloosa. The new 659 area code will serve the same geographic area currently served by the existing 205 area code.

WHAT WILL BE THE NEW DIALING PROCEDURE?

To complete local calls, the new dialing procedure requires callers to dial area code + telephone number. This means that all local calls in the 205 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number. The same dialing procedure will apply to telephone numbers assigned to the new 659 area code.

WHEN WILL THE CHANGE BEGIN?

Effective April 13, 2019, you should begin using the new dialing procedures whenever you place a call from the 205 area code. If you dial and dial just seven digits, your call will still complete.

Beginning October 12, 2019, you must use the new dialing procedure described above. On and after this date, if you do not use the new dialing procedures, your calls will not complete. A recorded message will instruct you to hang up and dial again, including the area code.

Beginning November 12, 2019, new telephone lines or services may be assigned numbers using the new 659 area code.

WHAT WILL YOU NEED TO DO?

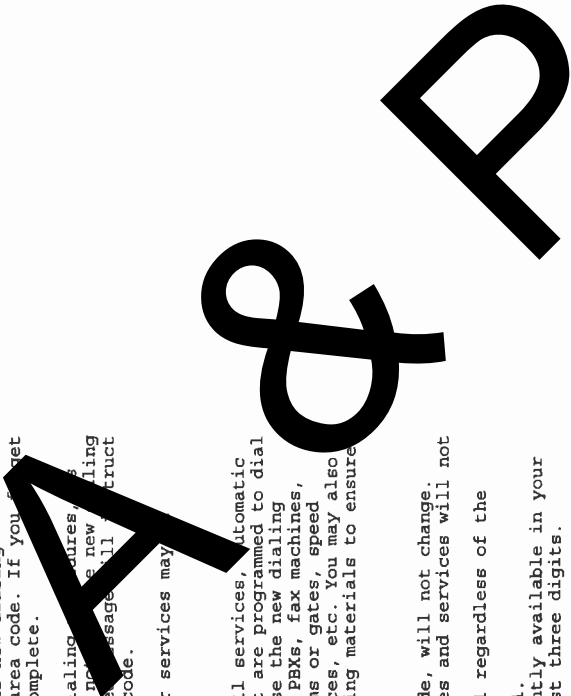
In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedures. Some examples are life safety systems, PBXs, fax machines, internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials to ensure the area code is included.

WHAT WILL REMAIN THE SAME?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

WHO MAY YOU CONTACT WITH QUESTIONS?

If you have any questions regarding the information provided in this notice, please call Verizon at 1.800.Verizon (1.800.837.4966) or access verizon.com/support/residential/area_codes for more information. You can also visit the Alabama Public Service Commission's website at psc.state.al.us for further information.





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Important Update

TO OUR CUSTOMERS WITH SERVICE IN ARIZONA:
AZ CORPORATION COMMISSION INCREASES AUSF SURCHARGE EFFECTIVE JANUARY 1, 2019

The Arizona Corporation Commission has increased the Arizona Universal Service Fund (AUSF) Category 1 surcharge for local service, effective January 1, 2019. The AUSF Category 1 surcharge for local service will increase from \$.016328 to \$.018364 per access line.

TO OUR CUSTOMERS IN CALIFORNIA:
CA CUSTOMERS IN THE 510 AREA CODE MUST DIAL 1+AREA CODE+TELEPHONE NUMBER FOR ALL CALLS BEGINNING JUNE 22, 2019

Get ready to change the way you dial your local calls! To ensure a continuing supply of telephone numbers, the new 341 area code will be added to the area served by area code 510. This process is known as an area code overlay. The overlay will require all calls to be placed using a new dialing procedure.

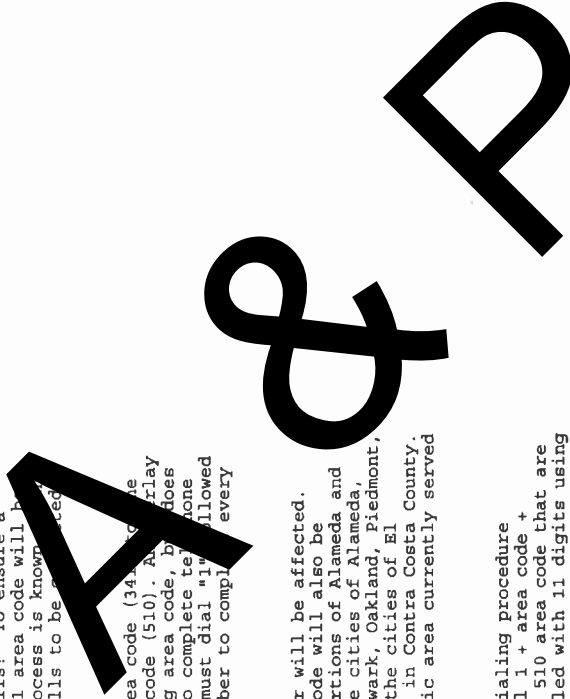
WHAT IS AN AREA CODE OVERLAY?
An area code overlay is the addition of another area code (341) to the same geographic region served by an existing area code (510). An overlay does not require customers to change their existing area code, but does require customers to use a new dialing procedure to complete telephone calls. When an overlay is implemented, customers must dial "1" in all allowed by the area code and the seven-digit telephone number to complete every call, including calls within the same area code.

WHO WILL BE AFFECTED?
Customers who have a 510 area code telephone number will be affected. Geographic areas that are served by the 510 area code will also be affected. The 510 area code serves the western portions of Alameda and Contra Costa counties. The 510 area code serves the cities of Alameda, Albany, Berkeley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, San Leandro and Union City in Alameda County; and the cities of El Cerrito, Hercules, Pinole, Richmond, and San Pablo in Contra Costa County. The new 341 area code will serve the same geographic area currently served by the existing 510 area code.

WHAT WILL BE THE NEW DIALING PROCEDURE?
To complete calls from a landline phone, the new dialing procedure requires anyone with a 510 or 341 area code to dial 1 + area code + telephone number. This means that all calls in the 510 area code that are currently dialed with 7 digits will need to be dialed with 11 digits using the new 1 + area code + telephone number dialing procedure.

To complete calls from a cellular or mobile phone, callers may dial area code + telephone number or 1 + area code + telephone number whenever placing a call from a phone number with the 510 or 341 area code.

WHEN WILL THE CHANGE BEGIN?





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Important Update

Beginning June 22, 2019, you must use the new dialing procedure, as described above for all calls, even for local calls. On and after this date, if you do not use the new dialing procedure, your calls will not be completed, and a recording will instruct you to hang up and dial again using the new dialing procedure.

Beginning July 22, 2019, the new 341 area code becomes effective, and new telephone lines or services in the area may be given numbers from either the 510 or the 341 area code.

WHAT WILL YOU NEED TO DO?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed to dial 7 digits will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems and medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, and other similar services or equipment. You may also want to check your personal and business stationery, checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the area code is included in the telephone number.

WHAT WILL REMAIN THE SAME?

- Your telephone number, including current area code, will remain the same.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911, as well as 311, 411, 511, 611, 711 and 811.

WHO MAY YOU CONTACT WITH QUESTIONS?

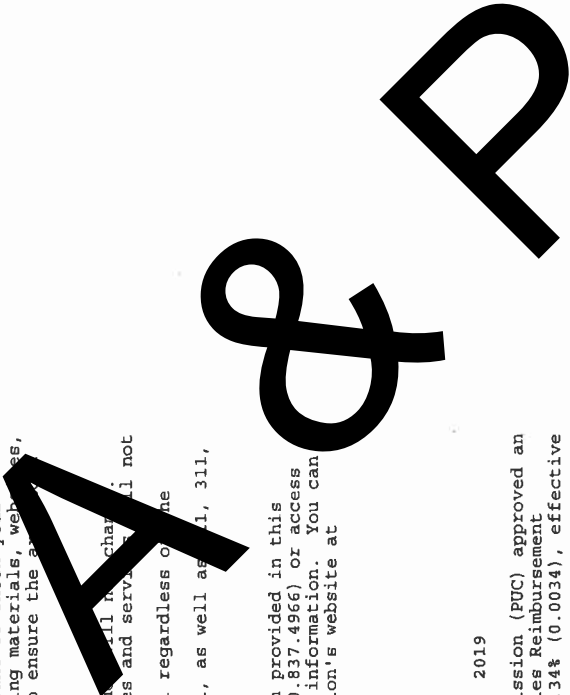
If you have any questions regarding the information provided in this notice, please call Verizon at 1.800.Verizon (1.800.837.4966) or access verizon.com/support/residential/areacodes for more information. You can also visit the California Public Utilities Commission's website at cpuc.ca.gov/510areacode for further information.

TO OUR CUSTOMERS IN CALIFORNIA:

CA PUC INCREASES PUCURA USER FEE EFFECTIVE APRIL 1, 2019

By Resolution the California Public Utilities Commission (PUC) approved an increase to the Public Utilities Commission Utilities Reimbursement Account (PUCURA) user fee from 0.33% (0.0033) to 0.34% (0.0034), effective April 1, 2019.

TO OUR LOCAL CUSTOMERS IN MONTROSE COUNTY, COLORADO:



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METSA INCREASES 911 EMERGENCY TELEPHONE CHARGE EFFECTIVE MARCH 1, 2019
Effective March 1, 2019, the Montrose Emergency Telephone Service Authority ("METSA") has increased the 911 emergency telephone charge in Montrose County, Colorado from \$0.70 to \$1.75 per month.

TO OUR VALUED CUSTOMERS IN FLORIDA:
FLA NOTICE CONCERNING PREFERRED CARRIER FREEZE AVAILABILITY

Carrier Freeze: You can freeze your carrier selection at no charge. Contact Verizon Customer Care using the contact information reflected on this invoice to request a Carrier Freeze.

TO OUR VALUED CUSTOMERS IN ILLINOIS:
IL NOTICE OF LOCAL SERVICE OBLIGATIONS

The law obligates all telecommunications carriers to provide installation and repair in a timely manner. Credits or other remedies may be available for delays in repair, installation or missed appointments. See your local directory for additional information.

TO OUR VALUED CUSTOMERS IN LOUISIANA:
LA NOTICE OF THE DO NOT CALL PROGRAM

Louisiana Do Not Call Program: The Louisiana Do Not Call Telephone Solicitation Relief Act of 2001 directs the Louisiana Public Service Commission to promulgate regulations and to compile and maintain a "Do Not Call Register." The register consists of telephone numbers of Louisiana residential telephone subscribers who have elected to reduce telephone solicitations. Business numbers may not be included on the list. The law prohibits those attempting to sell consumer goods and services by telephone from calling telephone numbers that appear on the "Do Not Call" Register. There are some exemptions, which are described on the Louisiana Public Service Commission's website at lpsc.louisiana.gov/dncprogram.aspx. Businesses wishing to engage in telephone solicitation of residential subscribers within the state of Louisiana must do so in compliance with the IPSC Do Not Call General Order. Regardless of the size of the company or the number of employees, business must first register with the program and obtain the register to prevent making any calls to Louisiana DMC consumers, unless those calls are expressly permitted by an exemption. This register will contain the telephone numbers of consumers who choose not to be solicited, and have registered with the program. To ensure compliance, all telephone

A & R





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solicitors should obtain a copy of the Louisiana Public Service Commission regulations (LPSC Do Not Call General Order) pertaining to the Louisiana "Do Not Call" program, and make certain your company operates in compliance with the regulations. To find out more, go to: lpsc.louisiana.gov/solicitors.aspx.

TO OUR CUSTOMERS IN MARYLAND:
MD IMPORTANT INFORMATION REGARDING RELAY

What is Maryland Relay? Maryland Relay is a free public service that allows people unable to use a standard telephone, to both make and receive calls.

How does Relay work? Dial 7.1.1 from any phone in Maryland or the appropriate toll-free number below to connect to Maryland Relay. Give the Operator the area code and number you want to call. Primarily, calls are conducted through the use of an assistive communications device, such as a TTY, DeafBlind communicator, or other specialized equipment. Relay what Operator will facilitate the call by either typing or speaking what said.

Captioned Telephone Service: Captioned Telephone service allows individuals who have difficulty hearing over the telephone to use reading captions of what the other person says. Using the latest voice recognition technology, a Captioned Telephone Operator delivers real-time word-for-word captions that appear on the screen of a captioned telephone.

MAT Program (Maryland Accessible Telecommunications): The MAT program distributes State-provided telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

Customer Service: 800.552.7724 (Voice/TTY); 443.453.5970 (Video Phone)
E-Mail: moreinfo@mdrelay.org
Visit: mdrelay.org
Write: Maryland Relay/MAT Program, Dept. of Information Technology, 301 W. Preston Street, Ste. 1008A, Baltimore, MD 21201
To Place a Call through Maryland Relay: Dial 7.1.1 OR Voice: 800.201.7165
TTY/HCO (Hearing Carry-Over): 800.735.2258;
VCO (Voice Carry-Over): 888.826.9673
Speech-to-Speech (STS): 800.785.5630
Visually Assisted STS: 855.828.6465
2-Line VCO: 877.258.9854;
Spanish: 800.877.1264
ASCCII: 877.735.5151
To call a Captioned Telephone user, dial: 877.243.2823 or 7.1.1
IN AN EMERGENCY: PLEASE DIAL 9-1-1 DIRECTLY!

Q & A



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Important Update

TO OUR CUSTOMERS IN MINNESOTA:
MN IMPORTANT NOTICE ABOUT RELAY

ARE YOU HAVING TROUBLE USING THE TELEPHONE DUE TO A HEARING OR SPEECH
DISABILITY?

Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 7.1.1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

CAPTIONED TELEPHONE SERVICE (CTS)
CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE (IP CTS)
Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

COMPUTER (ASCII): 1.800.627.3529
Computer users can access Minnesota Relay. Set your communication software to the following protocols: speeds ranging from 300 to 400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

HEARING CARRY OVER (HCO): 1.800.627.3529
HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

HEARING USER: 1.800.627.3529
A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

INTERNET PROTOCOL (IP) RELAY
IP Relay combines text-based relay service with the ease of the internet - no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or smartphone. Go to: www.sprintrelay.com.

SPANISH RELAY: 1.877.627.5448
Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

A&R



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SPEECH-TO-SPEECH (STS): 1.877.627.3848
STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The communications assistant receives your words so that the other person on the call can understand them, and the other person speaks directly to you.

TEXT TELEPHONE (TTY): 1.800.627.3529
This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

VIDEO RELAY SERVICE (VRS)
VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties - in ASL with the VRS user and by voice with the called party. Go to: fcc.gov/consumers/guides/video-relay-services.

VOICE CARRY OVER (VCO): 1.877.627.3024
VCO allows a person with a hearing disability, but who wants to use their own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is relayed to the VCO user's text telephone.

FOR MORE INFORMATION ON MINNESOTA RELAY SERVICE: mnrelay.com
1.800.657.3775

Emergency Assistance
TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay response to your call.

To file a Complaint Regarding Minnesota Relay: 1.800.657.3775 / Email: mn.relay@state.mn.us

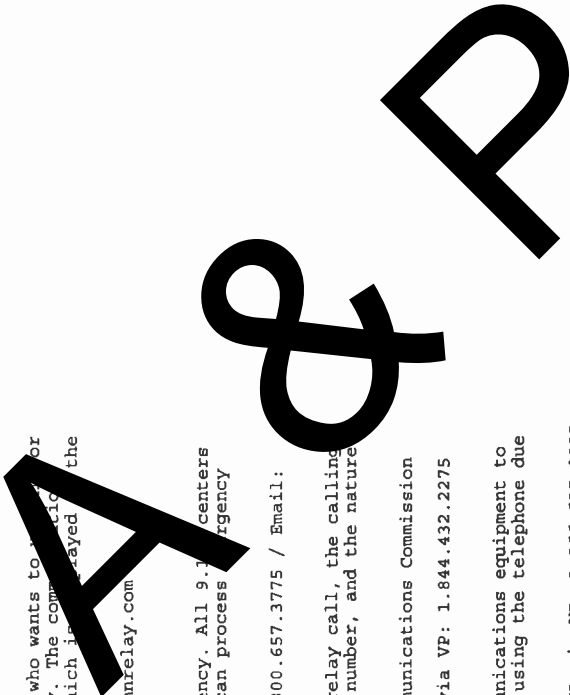
You will need to provide the date and time of the relay call, the calling from and to phone numbers, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission
fcc.gov/complaints
Voice: 1.888.225.5322 / TTY: 1.888.835.5322 / ASL via VP: 1.844.432.2275

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM
The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

mn.gov/dhs/ted-program / Voice: 1.800.657.3663 / ASL via VP: 1.866.635.0082

TO OUR CUSTOMERS WITH SERVICE IN SOUTH CAROLINA:



CITY OF OZARK
Account Number: [REDACTED]

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Important Update

SC PSC COMPLAINT FILING NOTICE

Verizon is under the jurisdiction of the Public Service Commission of South Carolina. If necessary, customers may seek assistance from the Office of Regulatory Staff (ORS) regarding Verizon's regulated operations or with filing a formal complaint with the Commission regarding an unresolved dispute involving Verizon's regulated operations.

TO OUR CUSTOMERS WITH VOICE SERVICE IN TENNESSEE:
TN PSC BLOCKING SERVICES NOTICE

You can block calls to third party, 900 & international numbers. You can request this call blocking by contacting Verizon Customer Care using the contact information reflected on your invoice. Call blocking does not stop incoming calls or calls to emergency numbers such as 911. There is no charge to set up or remove call blocking. Verizon requires an authorization letter before blocking can be removed. You may be eligible for a one-time refund for third-party/900/international charges if calls were made by a minor without your permission; you did not authorize calls; you aren't satisfied with the quality/value of service; you didn't receive; you dispute the amount billed; or the service provided doesn't follow federal regulations. Refund requests must be made within 90 days of the date on your phone bill. If you refuse to pay the charges, we may block calling to these numbers from your phone, but we won't disconnect your local or long-distance phone service. The FTC works to protect you from fraudulent, deceptive and unfair business practices. The FTC doesn't resolve individual consumer problems, but your complaint helps them investigate fraud and can lead to law enforcement action. Mail FTC complaints to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

TO OUR VALUED CUSTOMERS WASHINGTON:
WA NOTICE OF PIC FREEZE AVAILABILITY

You can freeze your carrier selection at no charge. A Preferred Carrier (PC) freeze is available upon request by the customer. Please be aware that such election could result in a delay in changing to another carrier in the future. If you wish to elect a PC freeze, contact Customer Service.

Q & A



ELECTRIC SERVICE BILL
RETAIN FOR YOUR RECORDS

Adp Electric Bill

CUSTOMER NAME CITY OF OZARK LITE				SERVICE ADDRESS 300 W COMMERCIAL #A			
BILLING PERIOD		METER READING		METER CONSTANT	KILOWATT HOURS	ACCOUNT NUMBER	
FROM	TO	PREVIOUS	PRESENT				
02/22/2019	03/22/2019	03457	09760	1	6303	[REDACTED]	

LAST PAYMENT CREDITED \$468.98 ON 03/04/2019.

GENERAL SERVICE

CURRENT BILL INCLUDES:

CUSTOMER CHARGE	25.00
TAX CUTS & JOBS ACT CREDIT	15.51CR
CHARGE FOR ELECTRIC SERVICE	135.06
ENERGY COST RECOVERY \$0.02429 /KWH	152.10
ENERGY EFFICIENCY COST \$0.00384 /KWH	24.22
TRANS COST RECOVERY RIDER \$0.001992/KWH	12.56
STATE SALES TAX AMOUNT @ 6.5%	21.77
COUNTY TAX AMOUNT @ 2%	6.69
CITY TAX AMOUNT @ 2%	6.69

CURRENT BILL 369.52

TOTAL AMOUNT DUE 369.52

TOTAL AMOUNT DUE BY 04/08/2019

MAILING DATE OF BILL 03/25/2019

*****SCAM ALERT*****

SCAMMERS HAVE BEEN TARGETING OUR CUSTOMERS. FOR MORE IMPORTANT INFORMATION, VISIT OGE.COM/SCAMS.

ONLINE BILLING REGISTRATION IS 1282611. TO ACTIVATE YOUR M.

BEGIN 4/22/2019.

0 * CHECKING OR SAVINGS ACCOUNT, OR TO PAY BY CREDIT 77-306-9274. PROCESSING FEES WILL APPLY.

0 * THE CURRENT BILLING PERIOD COVERS 29 DAYS OF SERVICE. YOUR AVERAGE DAILY COST WAS \$12.74 PER DAY.

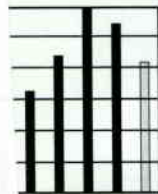


CHART REFLECTS YOUR KWH USAGE OVER THE PAST 13 MONTHS. (□) INDICATES CURRENT MONTH.

✓ 369.52+

✓ 44.73+

414.25*

Check # 5916
Date 3-28-2019 *hen*

002



AB2119270036320101G0 1

#00808549766

P

3632

OG&E Electrical Bill

CUSTOMER NAME CITY OF OZARK LITE				SERVICE ADDRESS 300 W COMMERCIAL #B			
BILLING PERIOD		METER READING		METER CONSTANT	KILOWATT HOURS	ACCOUNT NUMBER	
FROM	TO	PREVIOUS	PRESENT				
02/22/2019	03/22/2019	18740	19058	1	318	[REDACTED]	

LAST PAYMENT CREDITED \$46.42 ON 03/04/2019.
GENERAL SERVICE

CURRENT BILL INCLUDES:

CUSTOMER CHARGE	25.00
TAX CUTS & JOBS ACT CREDIT	3.31CR
CHARGE FOR ELECTRIC SERVICE	9.22
ENERGY COST RECOVERY \$0.02429 /KWH	7.72
ENERGY EFFICIENCY COST \$0.00384 /KWH	1.24
TRANS COST RECOVERY RIDER \$0.001992/KWH	0.63
STATE SALES TAX AMOUNT @ 6.5%	2.61
COUNTY TAX AMOUNT @ 2%	0.91
CITY TAX AMOUNT @ 2%	0.81

CURRENT BILL 44.73

TOTAL AMOUNT DUE 44.73

TOTAL AMOUNT DUE BY 04/08/2019

MAILING DATE OF BILL 03/25/2019

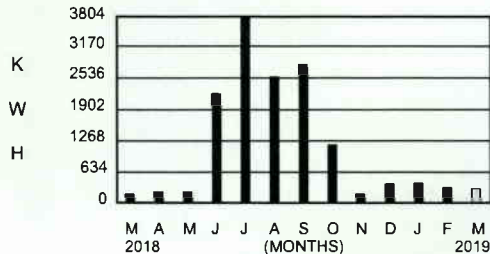
*****SCAM ALERT*****

SCAMMERS HAVE BEEN TARGETING OUR CUSTOMERS. FOR MORE IMPORTANT INFORMATION, VISIT OGE.COM/SCAMS.

YOUR ACTIVATION CODE FOR ONLINE BILLING REGISTRATION IS 1282611. TO ACTIVATE YOUR ACCOUNT GO TO WWW.OGE.COM.

YOUR NEXT BILLING CYCLE WILL BEGIN 4/22/2019.

TO PAY BY PHONE FROM YOUR CHECKING OR SAVINGS ACCOUNT, OR TO PAY BY CREDIT CARD CALL U. S. PAYMENTS AT 877-306-9274. PROCESSING FEES WILL APPLY.



THE CURRENT BILLING PERIOD COVERS 29 DAYS OF SERVICE.
YOUR AVERAGE DAILY COST WAS \$1.54 PER DAY.

CHART REFLECTS YOUR KWH USAGE OVER THE PAST 13 MONTHS.
(□) INDICATES CURRENT MONTH.



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