



Measure #: 2025-059

TOWN COUNCIL MEASURE SUBMITTAL

Date: 4/28/2025

Submitted By: I.T. Department

Telephone #: 508-699-0100

MEASURE DESCRIPTION:

Authorization to pay FY24 Invoices for AT&T Mobility for the I.T. Department in the amount of \$190.06
Authorization to pay FY23 Invoices for Verizon Global for the I.T. Department in the amount of \$24.34

Signed: _____



PURPOSE AND JUSTIFICATION:

The IT Department requests approval to pay outstanding invoices from AT&T Mobility for services rendered in April, May, & June of 2024. The total amount due is \$190.06, to be charged to the IT Expense, Data Lines account (011559 534003). Our understanding is that these invoices remained unpaid because the previous I.T. Director was unaware that the account required paperless billing. We are also requesting approval to pay outstanding invoices from Verizon Global (land-lines) for services rendered November 2022 and March 2023. The total amount due is \$24.34, to be charged to the IT Expense, Town Hall Telephone account (011559 534000). The unpaid bills were discovered during a recent review of accounts, after FY 23 and FY 24 were closed. We are looking to remedy these outstanding balances as soon as possible and are working on putting into place new strategies for preventing this type of oversight from happening in the future.

SPECIAL REQUIREMENTS:

ATTACHMENTS: See attached FY 23 and FY 24 Invoices

REFER TO SUB-COMMITTEE:

Foundation account invoice - remittance
For Invoices received: 2024-03-19 - 2024-04-18
TOWN OF NORTH ATTLEBORO-B FNPRM GOV CRU



Foundation account number: 63148882 Invoice number: 23036541

Invoice Date: 2024-04-18. Payment due upon receipt. Payment will be considered late 30 days after invoice date.

Billing account charges and credits	
Activity since last bill	\$50.60
Company fees and surcharges	\$2.50
Total current billing account charges	\$53.10
Foundation account charges and credits	
Total current foundation account charges	\$0.00
Total current charges	\$53.10
Total past due	\$0.00
Total amount due	\$53.10

For more information call 800.574.7000.

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To ensure proper credit, please detach this portion and return with remittance
If remitting electronically, please use the following Foundation account number (FAN): 63148882



AT&T Mobility
National Business Services
PO Box 9004
Carol Stream, IL 60197-9004

Foundation account number: **63148882**
Invoice number: **23036541**
Amount due: **\$53.10**

Amount paid:



Foundation account invoice - remittance
For Invoices received: 2024-04-19 - 2024-05-18
TOWN OF NORTH ATTLEBORO-B FNPRM GOV CRU



Foundation account number: 63148882

Invoice number: 23193192

Invoice Date: 2024-05-18. Payment due upon receipt. Payment will be considered late 30 days after invoice date.

Billing account charges and credits

Monthly charges	\$65.98
Company fees and surcharges	\$2.50

Total current billing account charges \$68.48

Foundation account charges and credits

Total current foundation account charges \$0.00

Total current charges	\$68.48
Total past due	\$53.10

Total amount due \$121.58

For more information call 800.574.7000.

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**AT&T Mobility
National Business Services
PO Box 9004
Carol Stream, IL 60197-9004**

Foundation account number: **63148882**

Invoice number: **23193192**

Amount due: \$121.58

Amount paid:



Foundation account invoice - remittance
For Invoices received: 2024-05-19 - 2024-06-18
TOWN OF NORTH ATTLEBORO-B FNPRM GOV CRU



Foundation account number: 63148882

Invoice number: 23350484

Invoice Date: 2024-06-18. Payment due upon receipt. Payment will be considered late 30 days after invoice date.

Billing account charges and credits

Monthly charges	\$65.98
Company fees and surcharges	\$2.50

Total current billing account charges \$68.48

Foundation account charges and credits

FAN level charges	\$10.00
• 04/18/24 Invoice Late Fee	\$5.00
• 05/18/24 Invoice Late Fee	\$5.00

Total current foundation account charges \$10.00

Total current charges \$78.48

Total past due \$121.58

Total amount due \$200.06

For more information call 800.574.7000.

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If remitting electronically, please use the following Foundation account number (FAN): 63148882



**AT&T Mobility
National Business Services
PO Box 9004
Carol Stream, IL 60197-9004**

Foundation account number: **63148882**

Invoice number: **23350484**

Amount due: \$200.06

Amount paid:

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046
Account Number: 351-401-145-0001-34
Bill Date: November 24, 2022



Get answers fast

- Visit enterprisecenter.verizon.com
- Call 1.800.903.1526

These monthly charges are for your service from October 25 to November 24.

Your payment is due:

\$12.17

Total Due by December 23

Services & Equipment	\$12.00
Fees & Other Charges	\$.17
Total Due by December 23	\$12.17



Return only this stub with your payment. We will not review or honor other written notifications. Visit verizon.com.

Account Number: 351-401-145-0001-34

Total Due by Dec 23, 2022: \$12.17 112422

Make check payable to Verizon

\$ _____

00011400 01 AV 0.455 KG112411 0050 XX
NO ATTLEBORO-TOWN
MIS DIRECTOR
43 S WASHINGTON
N ATTLEBORO MA 02760-1642



VERIZON
PO BOX 15124
ALBANY NY 12212-5124

V5 351401145000134 000000000000 000000012179

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046

Account Number: 351-401-145-0001-34

Bill Date: November 24, 2022

What are the Taxes, Surcharges, and Fees on my bill?

Your bill includes federal, state and local taxes, governmental surcharges and fees as well as Verizon surcharges and fees. These charges vary depending on what products and services you have and in which state you use these products and services. For more information go to verizon.com/taxesandfees.

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046
Account Number: 351-401-145-0001-34
Bill Date: November 24, 2022



Get answers fast

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- Call 1.800.903.1526

Details of Previous Period

Previous Balance	\$24.34	
Payment	-12.17	11/3
Payment	-12.17	11/16
Subtotal	-\$24.34	
Balance Forward	\$0.00	

Payment activity since last bill date.

Details of Charges

Services		
Main Line/s	12.00	10/25 - 11/24
Taxes, Governmental Fees & Surcharges		
911/Disability Access Fee	.17	
Total Due	\$12.17	

Equipment and additional services to personalize your Verizon service.

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046

Account Number: 351-401-145-0001-34

Bill Date: November 24, 2022

Manage Your Account Online

1. Go to www.verizonenterprise.com and select register.
2. Enter your invitation code SZF2755DHE and complete the simple registration process.
3. Upon signing into Verizon Enterprise Center you will have immediate access to your billing account.

The Invitation Code provided expires on 12/31/2022 and provides access to your billing information, including Customer Proprietary 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.

Customer Notices

Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

MA Late Payment Charge

To avoid a late payment charge of 0.818% of your total due, full payment must be received before Dec 27, 2022

Service Providers

Verizon MA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

Questions and Correspondence

If you have a question about your bill, please call us. If we are unable to resolve your problem on local telephone service, you may contact The Department of Telecommunications and Cable-Consumer Division by calling 1.800.392.6066, or 1000 Washington St., Suite 600, Boston MA 02118. You may write Verizon at: PO Box 16804 Newark, NJ 07101-6804. Your telephone service will not be shut off for failure to pay the portion of your bill which you are disputing. If you need more time to pay, please call us at 1-800-VERIZON (1.800.837.4966).

Late Payment Charge

Effective February 1, the late payment charge for business customers will change to the rate paid on two-year United States Treasury notes for the preceding 12 months ending December 31, plus 10 percent.

Services

Bankruptcy Information

If you are or were in bankruptcy, this bill 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.

Blocking of Third Party Charges Available

You can block third party charges to your Verizon bill. Visit verizon.com/blocking or call 1.800.VERIZON (1.800.837.4966).

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046
Account Number: 351-401-145-0001-34
Bill Date: March 24, 2023



Get answers fast

- Visit enterprisecenter.verizon.com
- Call 1.800.903.1526

These monthly charges are for your service from February 25 to March 24.

Balance forward:

\$12.17

+

This month's charges:

\$12.17

=

Total due:

\$24.34

Due by April 24.

• You have an overdue balance so your bill is higher than normal. If you haven't already, please pay the overdue balance, via one of our easy ways to pay.

Services & Equipment	\$12.00
Fees & Other Charges	\$.17
Charges Due by April 24	\$12.17
Balance Forward	\$12.17
Total Due	\$24.34



Return only this stub with your payment. We will not review or honor other written notifications. Visit verizon.com.

Account Number: 351-401-145-0001-34

Charges Due by Apr 24, 2023 :	\$12.17
Balance Forward:	\$12.17
Total Due:	\$24.34 032423

Make check payable to Verizon

\$ _____

00008417 01 AV 0.471 KG032411 0041 XX
NO ATTLEBORO-TOWN
MIS DIRECTOR
43 S WASHINGTON
N ATTLEBORO MA 02760-1642



VERIZON
PO BOX 15124
ALBANY NY 12212-5124

V5 351401145000134 00000001217 000000024349

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046

Account Number: 351-401-145-0001-34

Bill Date: March 24, 2023

How can I review my bill in more detail?

Review your bill at verizon.com/smbbillview. Select 'View Details'.

If a credit or adjustment is applied, where do I find this on my bill?

Credits and Adjustments are located on page 3 of your bill. It may take up to two billing cycles for credits to be applied to your account and appear on your bill. You can also visit verizon.com/smbbillview. Select 'History' and then 'Payment History'. You will see options for active investigations and any credits granted.

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046
Account Number: 351-401-145-0001-34
Bill Date: March 24, 2023



Get answers fast

- Visit enterprisecenter.verizon.com
- Call 1.800.903.1526

Details of Payments

Previous Balance	24.34	
Payment Received- Thank You	<u>-12.17</u>	3/14
Balance Forward	\$12.17	

Payment activity since last bill date.

Details of Charges

Services & Equipment

Services

Main Line/s	12.00	2/25 - 3/24
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Equipment and additional services to personalize your Verizon service.

Taxes, Governmental Fees & Surcharges

911/Disability Access Fee	<u>.17</u>
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Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Charges **\$12.17**

Total Due **\$24.34**

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046

Account Number: 351-401-145-0001-34

Bill Date: March 24, 2023

Customer Notices

Manage Your Account Online

1. Go to www.verizonenterprise.com and select register.
2. Enter your invitation code ZQB47CUKEH and complete the simple registration process.
3. Upon signing into Verizon Enterprise Center you will have immediate access to your billing account.

The Invitation Code provided expires on 4/30/2023 and provides access to your billing information, including Customer Proprietary 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.

Massachusetts Relay

Important Information Regarding MASSRelay

MassRelay
Let's talk.

What is MassRelay?

MassRelay is a public service that guarantees all citizens access to prompt, professional and accurate communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 to connect with MassRelay. A qualified Relay Operator will ask for the area code and the number of the person you wish to call before relaying the conversation. Generally, the Relay Operator will voice the typed message from the text telephone (TTY) user to the person on the other end. The Relay Operator then relays the spoken response by typing them back to the TTY user.

Captioned Telephone:

Captioned Telephone is ideal for individuals with hearing loss who can still speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877.243.2823.

How do I apply for specialized equipment?

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents, who have a permanent disability, access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to www.mass.gov/massedp or call 800.300.5658 V/TTY.

Dial 711 to access MassRelay

Customer Care:

Voice: 800.720.3479

TTY: 800.720.3480

CustomerService@MassRelay.com

Mass.gov/MassRelay

Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

MA Late Payment Charge

To avoid a late payment charge of 1.023% of your total due, full payment must be received before Apr 26, 2023

Service Providers

Verizon MA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

NO ATTLEBORO-TOWN

Primary Phone: 508-643-3046
Account Number: 351-401-145-0001-34

Bill Date: March 24, 2023

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National Business Services
PO Box 9004
Carol Stream, IL 60197-9004

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Invoice number: **23036541**
Amount due: **\$53.10**

Amount paid:



Foundation account invoice - remittance
For Invoices received: 2024-04-19 - 2024-05-18
TOWN OF NORTH ATTLEBORO-B FNPRM GOV CRU



Foundation account number: 63148882

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Carol Stream, IL 60197-9004**

Foundation account number: **63148882**

Invoice number: **23193192**

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Amount paid:



Foundation account invoice - remittance
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**AT&T Mobility
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