

TRANSMITTAL FROM:

W. Larry O'Steen

Neighborhood Utilities, Inc.

4551 Shirley Ave

Jacksonville, Florida 32210

Phone (904) 387-0487

Fax (904) 387-4761

TO:

COMPANY: Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

DATE: June 22, 2016

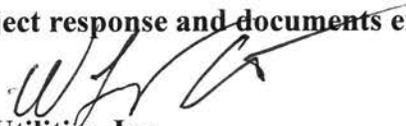
REDACTED

SUBJECT: Docket No. 150181-WU
Response to staff's first data request

COMMISSION
CLERK

2016 JUN 23 AM 10:38

RECEIVED-FPSC

Please find subject response and documents enclosed herewith.
Thank you,
Larry O'Steen 
Neighborhood Utilities, Inc.

COMMISSIONERS:
JULIE I. BROWN, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
RONALD A. BRISÉ
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF ECONOMICS
GREG SHAFER
DIRECTOR
(850) 413-6410

Public Service Commission

June 7, 2016

STAFF'S FIRST DATA REQUEST

Mr. Larry O'Steen
Neighborhood Utilities, Inc.
4551 Shirley Ave
Jacksonville, FL 32210

RESPONSE ATTACHED
WJS 6-22-16

Re: Docket No. 150181-WU- Application for staff-assisted rate case in Duval County by Neighborhood Utilities, Inc.

Mr. Larry O'Steen:

By this letter, Commission staff requests that Neighborhood Utilities, Inc. (Neighborhood or utility) provide responses to the following data requests:

1. Please explain in detail how the customers receive the Boil Water Notices. In your response, please include when a Boil Water Notice is issued and what format the notice is in.
2. Is there an emergency contact number for the utility? If so, how are the customers notified of the emergency contact number? If you do not notify customers, please explain why.
3. Is the utility still planning on moving to a new office? Has a new location been found? If so, please provide a copy of the rental agreement.
4. If the utility does move to a new office, will that office be shared with Colt Development Company?
5. Please provide an allocation of how much the 1998 Honda Accord and the 2001 Lexus are used for utility business and personal use. Please provide any records that would support those allocations.
6. Please provide a description for the payment of \$2,411.58 paid to Olathe Subaru/Mitsubishi on May 28, 2015.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Larry O'Steen

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June 7, 2016

7. Approximately how many trips per week are made between the Utility's office and the service area?
8. Is the generator used exclusively by the utility? If not, what is the allocation between utility and non-utility use?
9. Please provide copies of the following statements for the Comcast Digital Phone payments made on 12/16/14, 12/18/14, 1/21/15, and 5/11/15.
10. Please provide copies of statements and a justification for the Verizon Wireless bills.
11. Please provide a description and supporting documentation for the following charges:
 - a. 2/12/15 Bank of America Card \$491.00
 - b. 2/18/15 Bank of America Card \$491.00
 - c. 2/19/15 Citibank Credit Card \$460.00
12. Regarding the proposal from US Water Services dated May 23, 2016, does this estimate include any services besides meter reading (i.e. Billing)? If so, please provide a breakdown of the cost for each individual service.
13. Who is responsible mailing out customer bills for the utility?
14. According to staff's audit, there are approximately 200 customer deposits that are being held by the utility. Pursuant to Rule 25-30.311(5) Florida Administrative Code (F.A.C.), all residential customer deposits must be refunded after 23 months if the customer has established a satisfactory payment record. Please provide a reason and verification for why these deposits have yet to be refunded.
15. In staff's review of an individual's customer bills, staff found numerous bills with an "E" beside the total gallons used. Please indicate whether or not the "E" stands for estimated. Further, a representative of the Chaffee Pines Community expressed a concern with estimated bills. Pursuant to Rule 25-30.335(2) F.A.C., a utility should in no event provide an estimated bill to any one customer more than four times in a 12-month period. Rule 25-30.335 F.A.C. also states that if the utility must estimate a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill. Please explain in detail what is causing the estimated bills and what percentage of customer bills are being estimated on a monthly basis.
16. The utility's miscellaneous service charges were last established in 1984. Please provide current cost justification for miscellaneous service charges including administrative labor costs, field labor costs, and transportation costs associated with initial connections, normal reconnections and premise visits.

Mr. Larry O'Steen

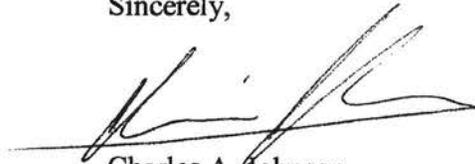
Page 3

June 7, 2016

17. In Neighborhood's bills to customers there are charges for two taxes; a five percent "Right of way tax" and a ten percent "Public service tax." Please provide documentation supporting the assessment of these taxes to the utility's customers.

Please respond to staff's data request by June 21, 2016 to allow this docket to be processed within the statutory time frame. Furthermore, please submit the following information to the Office of Commission Clerk, Docket No. 150181-WU, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399-0850. The information should not be addressed to staff. If you have any questions, please feel free to contact me at chjohnso@psc.state.fl.us or (850) 413-6676.

Sincerely,



Charles A. Johnson
Public Utility Analyst 1

CJ

Cc: Office of Commission Clerk (Docket No. 150181-WU)

Data responses STAFF FIRST DATA REQUEST 06072016
Docket No.150181-WU

- 1 Boil water notices and Recission notices are printed on NUI letterhead and hand delivered by field personnel (U S Water Services). See attached exhibit EX1
- 2 Emergency contact number as well as office numbe are shown on every bill. See attached exhibit EX2
- 3 Specific office location not yet selected.
- 4 Colt Development has been inactive for last 15 years. No plans to become active. Mail address will be same. NUI uses Colt AMWX card.
- 5 1998 Honda is used exclusively by NUI. 2001 Lexus is personal vehicle borrowed when needed to pick or transport utility supplies and equipment.
- 6 \$2,411.15 AMEX charge was applied as a principal payment on LLO note dated 5/28/15. Negotiated in lieu of larger principal payment on demand note. See attached exhibit EX6
- 7 Avg 8 to 15 trips to WTP or customers per week. Approx same for other utility business.
- 8 Generator is 60 KW standby permanently installed with appropriate switch gear to provide power to WTP in case of main power supply (JEA) failure
- 9 Comcast phone. See attached exhibit EX9
- 10 Verizon phone. See attached exhibit EX10
- 11 These are copies of personal transactions unrelated to NUI. They were not paid by NUI.
- 12 This is for meter reading services only per USW manager. See attached exhibit EX 12
- 13 We produce, review, print, organize and transport bills to bulk mail center. No outside services except U S Postal Service.
- 14 Customer deposits are returned January of each year after 23 months if account has been satisfactory for that period. Accounts are not considered satisfactory if Termination of Service notice for nonpayment has been sent during that period.
Review of deposits-see attached exhibit EX14
Total deposits: 248
Held for unsatisfactory payment record: 91
Deposit returns past due: 35

15 Estimated bills.

The "E" on a bill does indicate it is estimated. Our billing program has no other option to indicate an estimate. We are trying to find a solution with our billing software vendor. Another option if software cannot be changed is to hand stamp any estimated bill.

Bills are estimated if necessary for the following reasons:

Meter not working. We have about 20 to 25 which we have not been able to replace.

Meter dial difficult to read, causing obvious reading errors. This can be due to scratched lens, trash on lens, water in box, or very low light conditions.

Meter reading input to hand held device may be an error, due to skipped digits, double digit input, too few or too many digits.

All bills are reviewed each month and obvious errors are either adjusted or rechecked onsite at the meter.

A review of recent billings indicates 75 to 85 estimates monthly.

Our preferred solution is to eliminate manual readings and input by replacing all meters with remote read equipment.

16 Miscellaneous service charges

All outside services are provided by U S Water Services Corporation.

When meters are turned on or off by USWSC, their minimum charge is 1 man hour plus fuel surcharge for up to 5 meters. Total is \$70.34.

We thus try to keep our work orders to multiples of 5, which makes an average of \$14.07 per meter. We avoid using USWSC for turn ons. Someone from the office usually does that to minimize the cost. We do not count the office staff time and mileage.

Distance from office to service area is 22 to 26 miles round trip.

See attached sample copies of invoices EX16.

17 Public Service Tax and Right of Way Tax

See attached exhibit EX17

EX1 P1 of 2

Neighborhood Utilities, Inc.

4551 Shirley Ave.

Jacksonville, Florida 32210

Phone (904) 387-0487

Fax (904) 387-4761

July 2, 2014

PRECAUTIONARY BOIL WATER NOTICE

TO: Neighborhood Utilities, Inc. water customers OF Chaffee Pines Office and lots 1 thru 28 and lots 167 thru 179 plus Cherokee Cove subdivision Cherokee Cove Drive, Cherokee Cove Trail, Arrowbrook Lane, Thornbrook Drive

Water service pressure to the subject addresses was lowered below the required minimum for a brief time during the day to make necessary repairs.

Service has been restored to full pressure, however, AS A PRECAUTION, WE ADVISE THAT ALL WATER USED FOR DRINKING, COOKING, MAKING ICE, BRUSHING TEETH, OR WASHING DISHES BE BOILED. A ROLLING BOIL OF ONE MINUTE IS SUFFICIENT. AS AN ALTERNATIVE BOTTLED WATER MAY BE USED.

THIS "PRECAUTIONARY BOIL WATER NOTICE" WILL REMAIN IN EFFECT UNTIL A BACTERIOLOGICAL SURVEY SHOWS THAT THE WATER IS SAFE TO DRINK.

IF YOU HAVE ANY QUESTIONS YOU MAY CONTACT Larry O'Steen AT 904-387-0487.

Larry O'Steen
President
Neighborhood Utilities, Inc.

Neighborhood Utilities, Inc.
4551 Shirley Ave
Jacksonville, Florida 32210
Phone (904) 387-0487

July 7, 2014

RECISSION OF PRECAUTIONARY BOIL WATER NOTICE

NOTICE TO CUSTOMERS IN CHAFFEE PINES AND CHEROKEE COVE

A WATER MAIN REPAIR ON JULY 3, 2014 REQUIRED INTERRUPTION OF SERVICE FOR A BRIEF TIME TO SOME WATER CUSTOMERS IN CHAFFEE PINES AND CHEROKEE COVE WHILE THE REPAIRS WERE MADE.

THE JULY 3, 2014 "PRECAUTIONARY BOIL WATER NOTICE" IS HEREBY RESCINDED FOLLOWING THE REPAIR AND THE SATISFACTORY COMPLETION OF THE BACTERIOLOGICAL SURVEY SHOWING THAT THE WATER IS SAFE TO DRINK.

IF YOU HAVE ANY QUESTIONS YOU MAY CONTACT ANYONE AT OUR OFFICE AT THE ABOVE PHONE NUMBER.

W L O'STEEN
PRESIDENT
NEIGHBORHOOD UTILITIES, INC.

EX 2 - P1 of 1

Neighborhood Utilities, Inc.

4551 Shirley Ave.
Jacksonville, FL 32210 904 387-0487

OFFICE

FIRST CLASS MAIL
U.S. POSTAGE PAID
JACKSONVILLE, FL
PERMIT NO. 1140

Billing Date	Due Date	Account Number
11/27/2015	11/27/2015	s-002

Service Adr: 2081 chfe rd s lot 2		
From:	10/28/2015	888052
To:	11/24/2015	888060
Consumption:	X 1	8

Prior Account-Balance \$0.01

Amount Past Due \$0.01

VACANT 1" \$0.00

Tax Rate 0.00% Total Taxes \$0.00

Total Amount Due \$0.01

IN CASE OF EMERGENCY: 1-866-753-8292
Note: PAY ONLINE at: <http://nuijax.com>
or by phone at 904-387-0487
VISA, MASTERCARD or DISCOVER only.
IMPORTANT NOTICE: SEE <http://nuijax.com>
for 2014 WATER QUALITY REPORT.

RETURN SERVICE REQUESTED

Please Return This Stub With Payment

Billing Date	Account Number	Amount Due
11/27/2015	s-002	\$0.01

EMERGENCY

vacant

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

EX 6 P1 of 2

LLO NOTE

DATE	BEGIN PRIN	TOT PMT	PRIN PMT	END PRIN	INT ACCRU	INT PMT	INT BAL	TOT DUE
1/1/2015	\$45,056.00			\$45,056.00			\$1,203.00	\$46,259.00
2/3/2015	\$45,056.00	\$300.00	\$0.00	\$45,056.00	\$225.28	\$300.00	\$1,128.28	\$46,184.28
3/2/2015	\$45,056.00	\$300.00	\$0.00	\$45,056.00	\$225.28	\$300.00	\$1,053.56	\$46,109.56
3/30/2015	\$45,056.00	\$300.00	\$0.00	\$45,056.00	\$225.28	\$300.00	\$978.84	\$46,034.84
4/27/2015	\$45,056.00	\$300.00	\$0.00	\$45,056.00	\$225.28	\$300.00	\$904.12	\$45,960.12
5/28/2015	\$45,056.00	\$2,411.15	\$2,411.15	\$42,644.85	\$0.00	\$0.00	\$904.12	\$43,548.97
5/29/2015	\$42,644.85	\$300.00	\$0.00	\$42,644.85	\$213.22	\$300.00	\$817.34	\$43,462.19
6/30/2015	\$42,644.85	\$300.00	\$0.00	\$42,644.85	\$213.22	\$300.00	\$730.57	\$43,375.42
7/28/2015	\$42,644.85	\$300.00	\$0.00	\$42,644.85	\$213.22	\$300.00	\$643.79	\$43,288.64
9/1/2015	\$42,644.85	\$300.00	\$0.00	\$42,644.85	\$213.22	\$300.00	\$557.02	\$43,201.87
9/3/2015	\$42,644.85	\$100.00	\$0.00	\$42,644.85	\$0.00	\$100.00	\$457.02	\$43,101.87
9/4/2015	\$42,644.85	\$200.00	\$0.00	\$42,644.85	\$0.00	\$200.00	\$257.02	\$42,901.87
9/29/2015	\$42,644.85	\$300.00	\$0.00	\$42,644.85	\$213.22	\$300.00	\$170.24	\$42,815.09
10/9/2015	\$42,644.85	\$100.00	\$0.00	\$42,644.85	\$0.00	\$100.00	\$70.24	\$42,715.09
11/3/2015	\$42,644.85	\$300.00	\$16.54	\$42,628.31	\$213.22	\$283.46	\$0.00	\$42,628.32
12/1/2015	\$42,628.32	\$300.00	\$86.86	\$42,541.46	\$213.14	\$213.14	\$0.00	\$42,541.46
12/29/2015	\$42,541.46	\$300.00	\$87.29	\$42,454.17	\$212.71	\$212.71	\$0.00	\$42,454.17
			\$2,601.84		\$2,606.31	\$3,809.31		

NOTE: \$2,411.15 prin pmt is credit against principal of note for AMEX payment made by NUI of LLO's auto repair bill.

EX 6 P 2 of 2

PROMISSORY NOTE

\$45,055.94

Jacksonville, Florida
May 1, 2012

For value of service received the undersigned (jointly and severally if more than one) promises to pay to the order of **Loy Latrelle O'Steen**, the principal sum of FORTY FIVE THOUSAND FIFTY FIVE DOLLARS AND 94 CENTS (\$45,055.94) with interest. The rate of interest hereunder shall be eleven percent (6%) per annum on the unpaid principal balance outstanding from time to time from this date until maturity said interest being payable in lawful money of the United States of America at **4216 73rd Street, Prairie Village, Kansas 66208** or at such other address as the holder from time to time may specify by written notice to the maker the principal and interest to be paid at the date or dates and in the manner following:

Principal shall be payable upon demand of the holder hereof.

Interest shall be payable monthly or upon demand of the holder hereof

This note is to be construed and enforced according to the laws of the State of Florida.

If default be made in the payment of any of the said sums or interest or in the performance of any agreements contained herein which default continues for a period of ten (10) days or more then at the option of the holder of the same the principal sum then remaining unpaid with accrued interest shall immediately become due and collectible without notice time being the essence of this contract and said principal sum and said accrued interest shall both bear interest at the rate of eighteen percent (18%) per annum from such time until paid.

Each maker and endorser waives presentment protest, notice of protest, and notice of dishonor and agrees to pay all costs including a reasonable attorney fees whether suit be brought or not if counsel shall after maturity of this note or default hereunder be employed to collect this note.

225,29 / MONTH

NEIGHBORHOOD UTILITIES, INC.

W. Larry O'Steen, President

PAYMENTS AND TERMS GUARANTEED:

W. Larry O'Steen, Individually



EX 12
 4939 Cross Bayou Boulevard
 New Port Richey, FL. 34652
 P1 of 1

Proposal

Project Number	1457-21
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Date	Account #
5/23/2016	1457

Project Contact
Scott Barkoskie (904)334-0626

Bill To:
 Neighborhood Utility

Effective Term	
30 Days	

Project

Description
 This proposal is to revise the pricing on meter reading. The new price includes 3 people reading meters to speed up the time frame. At this time the existing prices are outdated and need to be changed.

Material and labor to complete the task

8 HOURS
 PER STEVE
 GREEN

Qty	Unit	Cost	Total
		\$ -	\$ -
		\$ -	\$ 1,350.69
		\$ -	\$ -

Thank You for allowing us to present this proposal. \$

Phone #	Fax #	Toll Free
727-848-8292	727-849-8860	866-753-8292

Signature to begin work: _____

[Print](#)

Action Required: Activate Your Comcast Business Account Now

From: **Comcast Business** (reply@get.comcastbusiness.com)

Sent: Thu 11/27/14 11:27 AM

To: wlarryo@hotmail.com

Unlock new features. Access your account online.

[Login](#) | [View Online](#)

YOUR ONLINE ACCOUNT NEEDS TO BE ACTIVATED

Larry:

Welcome to Comcast Business. To **get all the benefits** offered under your plan you now need to **Activate Your Account** online.

Your Account Number: 8495741202226506

Activate Your Account Now

This email is being sent to you because you recently signed up for Comcast Business service.

Thanks for being a Comcast Business customer.

This is a service-related email. Comcast will occasionally send you service-related emails to provide you with information about your service, including information about service upgrades and new benefits.

© 2014 Comcast. All rights reserved.

Comcast respects your privacy. For a complete description of our privacy policy, click [here](#).

One Comcast Center
1701 JFK Blvd.
Philadelphia, PA 19103-2838
Attention: Business Services

EX9 P2 of 18

Pay Bills

Payment Confirmation

You've paid the following bills. If you want to keep any additional information on file with the bill, click the **Note** link.

Biller Name	Account	Amount	Pay Date	Confirmation
Comcast Digital Phone Phone *26506	Checking *82085	\$214.29	12/16/2014	HR725-4F9HT

Total: \$214.29

Sign up to have your Comcast Digital Phone bill delivered here!

OFFICE 904-387-0487
 FAX 904-387-4761

Comcast.

EX 9 P30F19

Account Number	8495 74 120 2226506
Billing Date	11/11/14
Total Amount Due	\$214.29
Payment Due By	12/01/14

Page 1 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Neighborhood Utilities Inc

For service at:
4551 SHIRLEY AVE STE 1
JACKSONVILLE FL 32210-2065

News from Comcast

Good news! On or around January 15, 2015, Nat Geo (SD ch. 109 and HD ch. 413) will become available to customers with Digital Starter (Residential), Standard/Digital Standard (Business) or higher levels of TV service.

Go paperless with Ecobill, sign up to view and pay your Comcast Business bill online at business.comcast.com/myaccount

Thank you for being a Comcast customer.

Monthly Statement Summary

Previous Balance	0.00
Payment	0.00
New Charges - see below	214.29
Total Amount Due	\$214.29
Payment Due By	12/01/14

New Charges Summary

<input type="checkbox"/> Comcast Cable Television	4.95
<input type="checkbox"/> Comcast Digital Voice	72.85
Other Charges & Credits	111.94
Taxes, Surcharges & Fees	24.55
Total New Charges	\$214.29

You saved \$20.00 this month with your Comcast services!

(NOT USED) THIS IS REQUIRED TO GET THIS RATE

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.

Comcast

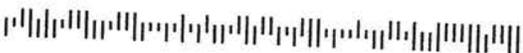
If undeliverable, please return to:
141 NW 16TH ST. POMPANO BEACH, FL 33060-5250
8633 0310 NO RP 11 11122014 NNNNNYNN 01 000085 0001

Account Number	8495 74 120 2226506
Payment Due By	12/01/14
Total Amount Due	\$214.29
Amount Enclosed	\$

NEIGHBORHOOD UTILITIES INC
4551 SHIRLEY AVE STE 1
ATTN NEIGHBORHOOD
JACKSONVILLE, FL 32210-2065

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 530098
ATLANTA GA 30353-0098



849574120222650600214296

REF CR 4/2837763
11-20-14

CALLER ID - YES

BOTH ✓



EX9 P4 of 19

Account Number
Billing Date
Total Amount Due
Payment Due By

8495 74 120 2226506
11/11/14
\$214.29
12/01/14
Page 2 of 4

Service Details

Contact us: @ www.business.comcast.com 1-800-391-3000



Comcast Cable Television

TV Basic	11/11 - 12/10	4.95
Business Video		
Total Comcast Cable Television		\$4.95



Comcast Digital Voice

For Telephone Number(s): (904)387-0487, (904)387-4761

Voice Equipment	11/11 - 12/10	0.00
Equipment Fee	11/11 - 12/10	12.95
Primary Voice Line	11/11 - 12/10	39.95
Business Voice		
Service Discount		-10.00
Additional Line(s)	11/11 - 12/10	39.95
Business Voice		
Service Discount		-10.00
Touchtone	11/11 - 12/10	0.00
Qty 2		

View Voice Detail at
www.business.comcast.com/myaccount

Total Comcast Digital Voice \$72.85

Other Charges & Credits, cont.

Univ. Connectivity Chg. - Recurring	2.08
Regulatory Recovery Fees - Recurring	0.46
Broadcast TV Fee	0.50
Total Other Charges & Credits	\$111.94

Taxes, Surcharges & Fees

Cable Television	
State Communications Service Tax	0.50
Local Communications Service Tax	0.32
Federal Communications Commission Fee	0.08
Internet	
Sales Tax	3.43
Digital Voice	
State Sales Tax	0.78
County Sales Tax	0.13
Local Communications Services Tax	7.11
FL Communications Services Tax	11.20
911 Fee(s)	1.00
Total Taxes, Surcharges & Fees	\$24.55

Other Charges & Credits

Activation Fee-voice	11/11	59.90
Qty 2 @ \$29.95 each		
Commercial Install	11/11	49.00



For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility email accessibility@comcast.com or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: N.W. Patel, or fax: (215) 286-4700.



Please call Comcast first if you have a question/service issue. Unresolved issues regarding Comcast's cable service may be directed to: Florida Department of Agriculture and Consumer Services, Plaza Level 10, The Capitol, 400 South Monroe Street, Tallahassee, FL 32399-0800, 1-800-HELP-FLA or 1-800-435-7352.

4.95 - BASIC CABLE
- 10.00) DISCOUNTS AVAILABLE ONLY
- 10.00) IF CABLE INCLUDED
- 15.05 NET DISCOUNT BY INCLUDING BASIC CABLE

12/17/2014

EX9 P5 of 8

Pay Bills

Payment Confirmation

You've paid the following bills. If you want to keep any additional information on file with the bill, click the **Note** link.

Biller Name	Account	Amount	Pay Date	Confirmation
Comcast Digital Phone	Checking *82085	\$199.93	12/18/2014	HRF67-065SP
Phone				
	*26506			

Total: \$199.93

Sign up to have your Comcast Digital Phone bill delivered here!



EX 9 P 6 of 14

Account Number	8495 74 120 2226506
Billing Date	12/02/14
Unpaid Balance	\$214.29 - Due Now
New Charges	\$199.93 - Due 12/22/14
Total Amount Due	\$414.22

Page 1 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Neighborhood Utilities Inc

For service at:
4551 SHIRLEY AVE STE 1
JACKSONVILLE FL 32210-2065

News from Comcast

Your account is now past due and has been assessed an administrative fee. We value you as a customer and understand that this may be an oversight. To continue to receive our variety of programming please remit payment immediately. Please disregard if payment has been made.

IMPORTANT PRICE INFORMATION: Starting December 20th, 2014, the following monthly rates will increase for Customers with Comcast Business TV, Comcast Business Internet with Static IP Addresses, and/or Comcast Business Voice with toll-free services.

Broadcast TV Fee will increase to \$2.00 for Private View Basic and \$3.00 for all other tiers of Private View and all tiers of Public View. Video packages that include Regional Sports Networks will incur an additional fee of \$1.00. Static IP addresses will increase to \$19.95 for 1, \$24.95 for 5 or \$39.95 for a 13-block.

Toll Free services will increase to \$10/toll-free line. For additional information regarding these changes, feel free to visit us at business.comcast.com/2015pricechange or call us at 800-391-3000.

Monthly Statement Summary

Previous Balance	214.29
Payment	0.00
Unpaid Balance - Due Now	214.29
New Charges - Due by 12/22/14	199.93
<i>See below for more information</i>	
Total Amount Due	\$414.22

New Charges Summary

<input type="checkbox"/> Comcast Cable Television	4.95
<input type="checkbox"/> Comcast Digital Voice	72.85
Other Charges & Credits	102.99
Taxes, Surcharges & Fees	19.14
Total New Charges	\$199.93

You saved \$20.00 this month with your Comcast services!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



If undeliverable, please return to:
141 NW 16TH ST. POMPANO BEACH, FL 33060-5250
8633 0310 NO RP 02 12032014 NNNNNYNN 01 000587 0002

NEIGHBORHOOD UTILITIES INC
4551 SHIRLEY AVE STE 1
ATTN NEIGHBORHOOD
JACKSONVILLE, FL 32210-2065

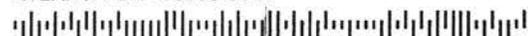


Account Number	8495 74 120 2226506
Payment Due By	Due Now
Total Amount Due	\$414.22
Amount Enclosed	\$

199.93

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 530099
ATLANTA GA 30353-0099



849574120222650600414227



EX 9 P7 of 19

Account Number	8495 74 120 2226506
Billing Date	12/02/14
Unpaid Balance	\$214.29 - Due Now
New Charges	\$199.93 - Due 12/22/14
Total Amount Due	\$414.22
	Page 2 of 4

Service Details

Contact us: @ www.business.comcast.com 1-800-391-3000

Comcast Cable Television

TV Basic	12/11 - 01/10	4.95
Business Video		
Total Comcast Cable Television		\$4.95

Comcast Digital Voice

For Telephone Number(s): (904)387-0487, (904)387-4761

Voice Equipment	12/11 - 01/10	0.00
Equipment Fee	12/11 - 01/10	12.95
Primary Voice Line	12/11 - 01/10	39.95
Business Voice		
Service Discount		-10.00
Additional Line(s)	12/11 - 01/10	39.95
Business Voice		
Service Discount		-10.00
Touchtone	12/11 - 01/10	0.00
Qty 2		
Total Comcast Digital Voice		\$72.85

View Voice Detail at www.business.comcast.com/myaccount

Other Charges & Credits

Trouble Call	11/13	99.95
Univ. Connectivity Chg. - Recurring		2.08
Regulatory Recovery Fees - Recurring		0.46

Other Charges & Credits, cont.

Broadcast TV Fee	0.50
Total Other Charges & Credits	\$102.99

Taxes, Surcharges & Fees

Cable Television	
State Communications Service Tax	0.50
Local Communications Service Tax	0.32
Federal Communications Commission Fee	0.08
Internet	
State Sales Tax	6.00
County Sales Tax	1.00
Digital Voice	
State Sales Tax	0.78
County Sales Tax	0.13
Local Communications Services Tax	3.62
FL Communications Services Tax	5.71
911 Fee(s)	1.00
Total Taxes, Surcharges & Fees	\$19.14



For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility email accessibility@comcast.com or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: N.W. Patel, or fax: (215) 286-4700.

Please call Comcast first if you have a question/service issue. Unresolved issues regarding Comcast's cable service may be directed to: Florida Department of Agriculture and Consumer Services, Plaza Level 10, The Capitol, 400 South Monroe Street, Tallahassee, FL 32399-0800, 1-800-HELP-FLA or 1-800-435-7352.

Pay Bills

Payment Confirmation

EX9 pg 01/8

You've paid the following bills. If you want to keep any additional information on file with the bill, click the **Note** link.

Biller Name	Account	Amount	Pay Date	Confirmation
Comcast Cable Communications *85040	Checking *82085	\$138.71	11/25/2014	HN8WF-JBQH9

This payment will be applied to the bill due on 11/25/2014, Amount Due: \$138.71.

Verizon Wireless *00001	Checking *82085	\$212.12	11/26/2014	HN8WF-JCP3F
----------------------------	-----------------	----------	------------	-------------

This payment will be applied to the bill due on 12/2/2014, Amount Due: \$212.12.

Total: \$350.83

12/17/2014

BBVA Compass Bill Pay | Confirm Payment

~~Pay Bills~~

Payment Confirmation

EX9 PG 09/18

You've paid the following bills. If you want to keep any additional information on file with the bill, click the **Note** link.

Biller Name	Account	Amount	Pay Date	Confirmation
Comcast Digital Phone	Checking *82085	\$199.93	12/18/2014	HRF67-065SP
Phone				
	*26506			

Total: \$199.93

Sign up to have your Comcast Digital Phone bill delivered here!



EX9 P10 & 14

Account Number	8495 74 120 2226506
Billing Date	12/02/14
Unpaid Balance	\$214.29 - Due Now
New Charges	\$199.93 - Due 12/22/14
Total Amount Due	\$414.22

Page 1 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Neighborhood Utilities Inc

For service at:
4551 SHIRLEY AVE STE 1
JACKSONVILLE FL 32210-2065

News from Comcast

Your account is now past due and has been assessed an administrative fee. We value you as a customer and understand that this may be an oversight. To continue to receive our variety of programming please remit payment immediately. Please disregard if payment has been made.

IMPORTANT PRICE INFORMATION: Starting December 20th, 2014, the following monthly rates will increase for Customers with Comcast Business TV, Comcast Business Internet with Static IP Addresses, and/or Comcast Business Voice with toll-free services.

Broadcast TV Fee will increase to \$2.00 for Private View Basic and \$3.00 for all other tiers of Private View and all tiers of Public View. Video packages that include Regional Sports Networks will incur an additional fee of \$1.00. Static IP addresses will increase to \$19.95 for 1, \$24.95 for 5 or \$39.95 for a 13-block.

Toll Free services will increase to \$10/toll-free line. For additional information regarding these changes, feel free to visit us at business.comcast.com/2015pricechange or call us at 800-391-3000.

Monthly Statement Summary

Previous Balance	214.29
Payment	0.00
Unpaid Balance - Due Now	214.29
New Charges - Due by 12/22/14	199.93
<i>See below for more information</i>	
Total Amount Due	\$414.22

New Charges Summary

<input type="checkbox"/> Comcast Cable Television	4.95
<input type="checkbox"/> Comcast Digital Voice	72.85
Other Charges & Credits	102.99
Taxes, Surcharges & Fees	19.14
Total New Charges	\$199.93

You saved \$20.00 this month with your Comcast services!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



If undeliverable, please return to:
141 NW 16TH ST. POMPANO BEACH, FL 33060-5250
8633 0310 NO RP 02 12032014 NNNNNYNN 01 000587 0002

NEIGHBORHOOD UTILITIES INC
4551 SHIRLEY AVE STE 1
ATTN NEIGHBORHOOD
JACKSONVILLE, FL 32210-2065



Account Number	8495 74 120 2226506
Payment Due By	Due Now
Total Amount Due	\$414.22
Amount Enclosed	\$

199.93

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 530099
ATLANTA GA 30353-0099



849574120222650600414227



EX 9 P 11 of 14

Service Details

Account Number	8495 74 120 2226506
Billing Date	12/02/14
Unpaid Balance	\$214.29 - Due Now
New Charges	\$199.93 - Due 12/22/14
Total Amount Due	\$414.22

Page 2 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000



Comcast Cable Television

TV Basic	12/11 - 01/10	4.95
Business Video		
Total Comcast Cable Television		\$4.95



Comcast Digital Voice

For Telephone Number(s): (904)387-0487, (904)387-4761

Voice Equipment	12/11 - 01/10	0.00
Equipment Fee	12/11 - 01/10	12.95
Primary Voice Line	12/11 - 01/10	39.95
Business Voice		
Service Discount		-10.00
Additional Line(s)	12/11 - 01/10	39.95
Business Voice		
Service Discount		-10.00
Touchtone	12/11 - 01/10	0.00
Qty 2		

View Voice Detail at www.business.comcast.com/myaccount

Total Comcast Digital Voice \$72.85

Other Charges & Credits, cont.

Broadcast TV Fee	0.50
Total Other Charges & Credits	\$102.99

Taxes, Surcharges & Fees

Cable Television	
State Communications Service Tax	0.50
Local Communications Service Tax	0.32
Federal Communications Commission Fee	0.08
Internet	
State Sales Tax	6.00
County Sales Tax	1.00
Digital Voice	
State Sales Tax	0.78
County Sales Tax	0.13
Local Communications Services Tax	3.62
FL Communications Services Tax	5.71
911 Fee(s)	1.00
Total Taxes, Surcharges & Fees	\$19.14

Other Charges & Credits

Trouble Call	11/13	99.95
Univ. Connectivity Chg. - Recurring		2.08
Regulatory Recovery Fees - Recurring		0.46



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Please call Comcast first if you have a question/service issue. Unresolved issues regarding Comcast's cable service may be directed to: Florida Department of Agriculture and Consumer Services, Plaza Level 10, The Capitol, 400 South Monroe Street, Tallahassee, FL 32399-0800, 1-800-HELP-FLA or 1-800-435-7352.

EX 9 P 12 OF 18



Important information regarding your XFINITY® service.

Neighborhood Utilities Inc
4551 Shirley Ave Ste 1
Jacksonville, FL 32210-2065

001

Account Number: *****



Dear Neighborhood Utilities Inc,

Thank you for choosing XFINITY Voice. To protect the privacy of your account, we require the use of a Security PIN to manage calling features and view or discuss your call detail records online or through Comcast Customer Service.

Your Security PIN is:

Tips for keeping your XFINITY Voice account secure

- Please keep your Security PIN in a secure place where you can access it in the future.
- If you are logging into My Account for the first time, please enter your Security PIN and click on **Update Account** to create a Security Question and Answer. Your Security Question and Answer will be used if you forget your Security PIN, and is an added security feature that will help to minimize the risk of unauthorized access to your XFINITY Voice account.
- You can change your PIN at any time by visiting My Account at www.comcast.com/myaccount from any secure Internet-connected computer or mobile device. Once you log in, click on the **Users & Preferences** tab, go to **Email & Voice Settings**, and then click on **Change Security PIN** under **Voice Settings**.
- If you forget your PIN, you can go to MyAccount and have it resent to you.

If you have any questions or experience any issues with your Security PIN, please let us know so we can assist you. To find out all the ways to get in touch with us, please visit us online at customer.comcast.com/contact-us.

We value your business and thank you for being a Comcast customer.

Sincerely,

Comcast Care Team



**Our guarantee is our promise to you.
Find out more at comcast.com.**





EX 9 P 13 PTA

Account Number	8495 74 120 2226506
Billing Date	01/02/15
Total Amount Due	\$94.54
Payment Due By	01/22/15

Page 1 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Neighborhood Utilities Inc

For service at:
4551 SHIRLEY AVE STE 1
JACKSONVILLE FL 32210-2065

News from Comcast

The FCC modifies the rate that voice providers pay into the USF on a quarterly basis. USF is assessed on applicable voice services as the Univ Conn Chg at the FCC's approved rate. See: <http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>. A new rate becomes effective 01/01/2015.

Go paperless with Ecobill, sign up to view and pay your Comcast Business bill online at business.comcast.com/myaccount

Thank you for being a Comcast customer.

Monthly Statement Summary

Previous Balance	414.22
Total Payments	-414.22
New Charges - see below	94.54
Total Amount Due	\$94.54
Payment Due By	01/22/15

New Charges Summary

<input type="checkbox"/> Comcast Cable Television	4.95
<input type="checkbox"/> Comcast Digital Voice	72.85
Other Charges & Credits	4.58
Taxes, Surcharges & Fees	12.16
Total New Charges	\$94.54

You saved \$20.00 this month with your Comcast services!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



If undeliverable, please return to:
141 NW 16TH ST. POMPANO BEACH, FL 33060-5250
8633 0310 NO RP 02 01032015 NNNNNYNN 01 000627 0002

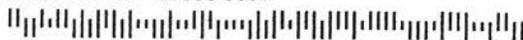
NEIGHBORHOOD UTILITIES INC
4551 SHIRLEY AVE STE 1
ATTN NEIGHBORHOOD
JACKSONVILLE, FL 32210-2065



Account Number	8495 74 120 2226506
Payment Due By	01/22/15
Total Amount Due	\$94.54
Amount Enclosed	\$

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 530098
ATLANTA GA 30353-0098



849574120222650600094540



Service Details

EX 9 P14 of 19

Account Number
Billing Date
Total Amount Due
Payment Due By

01/02/15
\$94.54
01/22/15
Page 2 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Payments

Payment - 12/16/14 - Thank You	-214.29
Payment - 12/18/14 - Thank You	-199.93
Total Payments	-\$414.22

Comcast Cable Television

TV Basic	01/11 - 02/10	4.95
Business Video		
Total Comcast Cable Television		\$4.95

Comcast Digital Voice

For Telephone Number(s): (904)387-0487, (904)387-4761

Voice Equipment	01/11 - 02/10	0.00
Equipment Fee	01/11 - 02/10	12.95
Primary Voice Line	01/11 - 02/10	39.95
Business Voice		
Service Discount		-10.00
Additional Line(s)	01/11 - 02/10	39.95
Business Voice		
Service Discount		-10.00
Touchtone	01/11 - 02/10	0.00
Qty 2		

Comcast Digital Voice, cont.

View Voice Detail at
www.business.comcast.com/myaccount

Total Comcast Digital Voice \$72.85

Other Charges & Credits

Univ. Connectivity Chg. - Recurring	2.13
Regulatory Recovery Fees - Recurring	0.45
Broadcast TV Fee	2.00
Total Other Charges & Credits	\$4.58

Taxes, Surcharges & Fees

Cable Television	
State Communications Service Tax	0.64
Local Communications Service Tax	0.40
FCC Regulatory Fee	0.08
Digital Voice	
State Sales Tax	0.78
County Sales Tax	0.13
Local Communications Services Tax	3.62
FL Communications Services Tax	5.71



For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility email accessibility@comcast.com or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: N.W. Patel, or fax: (215) 286-4700. Information on upcoming programmer contract expirations can be found at www.xfinitytv.com/contractrenewals or by calling 866-216-8634

Please call Comcast first if you have a question/service issue. Unresolved issues regarding Comcast's cable service may be directed to: Florida Department of Agriculture and Consumer Services, Plaza Level 10, The Capitol, 400 South Monroe Street, Tallahassee, FL 32399-0800, 1-800-HELP-FLA or 1-800-435-7352.



EX9 P16 OFF

Service Details, cont.

Account Number	8495 74 120 2226506
Billing Date	01/02/15
Total Amount Due	\$94.54
Payment Due By	01/22/15
Page 3 of 4	

Contact us: @ www.business.comcast.com 1-800-391-3000

Taxes, Surcharges & Fees, cont.

911 Fee(s)	0.80
Total Taxes, Surcharges & Fees	\$12.16

Important Account Information

The Broadcast TV fee recovers a portion of the costs of retransmitting television broadcast signals.

The Regulatory Recovery Fee is neither government mandated nor a tax, but is assessed by Comcast to recover the costs of certain federal, state and local impositions related to voice services.

The FTC and the FCC established a National Do Not Call Registry to prevent unwanted telephone solicitations. You may add your number to the Registry or have it removed by calling toll-free from your home telephone number to 888-382-1222 or via the Internet at <http://www.donotcall.gov>

A \$9.50 Administrative Fee is assessed for all balances not paid within 30 days following the bill date. Additional administrative fees and charges may be assessed in the event the account is not paid.



5/7/2015

Pay Bills

Payment Confirmation

EX 9 P/G of 19

You've paid the following bills. If you want to keep any additional information on file with the bill, click the **Note** link.

Bill	Account	Amount	Pay Date	Confirmation
Comcast Digital Phone	Checking *82085	\$198.76	05/11/2015	J73FZ-ZP7JJ
Phone				
*26506				

Total: \$198.76

Sign up to have your Comcast Digital Phone bill delivered here!



EX 9 P17 OF 14

Account Number	8495 74 120 22265
Billing Date	05/02/15
Unpaid Balance	\$94.63 - Due Now
New Charges	\$104.13 - Due 05/22/15
Total Amount Due	\$198.76

Page 1 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000

Neighborhood Utilities Inc

For service at:
4551 SHIRLEY AVE STE 1
JACKSONVILLE FL 32210-2065

Monthly Statement Summary

Previous Balance	94.63
Payment	0.00
Unpaid Balance - Due Now	94.63
New Charges - Due by 05/22/15	104.13
<i>See below for more information</i>	
Total Amount Due	\$198.76

New Charges Summary

<input type="checkbox"/> Comcast Cable Television	4.95
<input type="checkbox"/> Comcast Digital Voice	72.85
Other Charges & Credits	14.15
Taxes, Surcharges & Fees	12.18
Total New Charges	\$104.13

You saved \$20.00 this month with your Comcast services!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



If undeliverable, please return to:

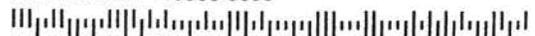
141 NW 16TH ST. POMPANO BEACH, FL 33060-5250
8633 0310 NO RP 02 05032015 NNNNNYNN 01 000553 0002

NEIGHBORHOOD UTILITIES INC
4551 SHIRLEY AVE STE 1
ATTN NEIGHBORHOOD
JACKSONVILLE, FL 32210-2065

Account Number	8495 74 120 2226506
Payment Due By	Due Now
Total Amount Due	\$198.76
Amount Enclosed	\$

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 530099
ATLANTA GA 30353-0099



849574120222650600198762

ncast

Service Details

EX9 P/40F/18

Account Number	8495 74 120 2226506
Billing Date	05/02/15
Unpaid Balance	\$94.63 - Due Now
New Charges	\$104.13 - Due 05/22/15
Total Amount Due	\$198.76

Page 2 of 4

Contact us: @ www.business.comcast.com 1-800-391-3000



Comcast Cable Television

TV Basic	05/11 - 06/10	4.95
Business Video		
Total Comcast Cable Television		\$4.95



Comcast Digital Voice

For Telephone Number(s): (904)387-0487, (904)387-4761

Equipment Fee - Voice	05/11 - 06/10	12.95
8 Line Modem		
Voice Line	05/11 - 06/10	39.95
Business Voice		
Service Discount		-10.00
Voice Line	05/11 - 06/10	39.95
Business Voice		
Service Discount		-10.00
Total Comcast Digital Voice		\$72.85

View Voice Detail at www.business.comcast.com/myaccount

Other Charges & Credits

Late Fee	05/02	9.50
Univ. Connectivity Chg.		2.20
Regulatory Recovery Fees		0.45

Other Charges & Credits, cont.

Broadcast TV Fee	2.00
Total Other Charges & Credits	\$14.15

Taxes, Surcharges & Fees

Cable Television	
State Communications Service Tax	0.64
Local Communications Service Tax	0.40
FCC Regulatory Fee	0.08
Digital Voice	
State Sales Tax	0.78
County Sales Tax	0.13
Local Communications Services Tax	3.63
FL Communications Services Tax	5.72
911 Fee(s)	0.80
Total Taxes, Surcharges & Fees	\$12.18

Important Account Information

The Broadcast TV fee recovers a portion of the costs of retransmitting television broadcast signals.

The Regulatory Recovery Fee is neither government mandated nor a tax, but is assessed by Comcast to recover the costs of certain federal, state and local impositions related to voice services.



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Please call Comcast first if you have a question/service issue. Unresolved issues regarding Comcast's cable service may be directed to: Florida Department of Agriculture and Consumer Services, Plaza Level 10, The Capitol, 400 South Monroe Street, Tallahassee, FL 32399-0800, 1-800-HELP-FLA or 1-800-435-7352.

EX 10 P1 OF 50



PO BOX 4001
ACWORTH, GA 30101

Manage Your Account www.vzw.com	Account Number 220090755-00001	Date Due 02/02/15
Change your address at vzw.com/changeaddress	Invoice Number 7140339182	

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Dec 08 - Jan 07

Previous Balance (see back for details)	\$212.12
Payment - Thank You	-\$212.12
Balance Forward	\$0.00
Monthly Charges	\$193.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.26
Taxes, Governmental Surcharges & Fees	\$14.62
Total Current Charges	\$212.24

Total Charges Due by February 02, 2015 \$212.24

Verizon Wireless News

My Verizon Is The Answer

Get the information you need about your account, services, or device online and on-the-go, 24/7, with My Verizon. Visit vzw.com/myverizon/answer and get started today.

Pay from Wireless #PMT (#768)	Pay on the Web My Verizon at www.verizonwireless.com	Questions: 1.800.922.0204 or *611 from your wireless
----------------------------------	--	---



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date January 07, 2015
Account Number 220090755-00001
Invoice Number 7140339182

VE



Please Recycle

Total Amount Due by February 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$212.24

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

71403391820102200907550000100000021224000000212249



EX10 P2 OF 50

Invoice Number Account Number Date Due Page
7140339182 220090755-00001 02/02/15 2 of 14

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$212.12
Payment – Thank You	
Payment Received 12/31/14	-212.12
Total Payments	-\$212.12
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	01/08 – 02/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____

City _____

State/Zip _____

Work Phone _____ Home Phone _____

Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX10 P3

Invoice Number Account Number Date Due Page
7140339182 220090755-00001 02/02/15 3 of 14

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
\$80.00 monthly charge
6 monthly GB allowance
\$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$54.58
904-477-5376 William O'Steen	pg 10	\$20.08
904-625-5393 William O'Steen	pg 11	\$57.58
Total Current Charges		\$212.24

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	583	112	.076
904-477-5376	pg 10			0
904-625-5393	pg 11	90	53	.723
Total Used		673	165	.799
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$0.00	\$0.00	\$0.00



EX10 P4

Summary for William O'Steen: 904-234-9824

Your Plan

MORE EVERY UNL TLK&TXT 6GB
(see pg 3)

Have more questions about your charges?
Get details for usage charges at
www.vzw.com, Sign into My Verizon to View
Online Bill and click on Calls, Messages &
Data.

Monthly Charges

Smartphone Line Access	01/08 - 02/07	40.00
Wireless Phone Protection - Asurion	01/08 - 02/07	5.18
		\$45.18

Usage and Purchase Charges

Voice	Allowance	Used	Billable	Cost
SharePlan <i>minutes</i>	unlimited	583	--	--
Mobile to Mobile <i>minutes</i>	unlimited	176	--	--
Night/Weekend <i>minutes</i>	unlimited	86	--	--
Total Voice				\$0.00

Messaging

Text, Picture & Video <i>messages</i>	unlimited	112	--	--
Total Messaging				\$0.00

Data

Gigabyte Usage <i>gigabytes</i>	6.000 (shared)	.076	--	--
Total Data				\$0.00

Total Usage and Purchase Charges

\$0.00

Verizon Wireless' Surcharges+

Fed Universal Service Charge	.96
Regulatory Charge	.18
Administrative Charge	.95
\$2.09	

Taxes, Governmental Surcharges and Fees+

FL State 911 Fee	.40
FL Communications Service Tax	4.23
Jax/Duval Cnty Comm Srvc Tax	2.68
\$7.31	

Total Current Charges for 904-234-9824

\$54.58

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.



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EX 10 P 5

Detail for William O'Steen: 904-234-9824

Voice

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/08	8:01A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	8	---	---	---
12/08	1:11P	904-353-8263	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/08	3:35P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	2	---	---	---
12/09	7:35A	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/09	9:29A	904-626-6310	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/09	10:35A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/09	3:07P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/09	3:29P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	8	---	---	---
12/09	3:40P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/09	4:26P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/09	4:50P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/09	5:48P	904-553-5961	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/10	9:01A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/10	9:02A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/10	9:21A	904-744-2389	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/10	10:47A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/10	1:00P	904-781-9087	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/10	2:17P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/10	2:48P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/11	7:48A	904-349-4670	Peak	M2MAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/11	9:58A	904-743-4738	Peak	PlanAllow	Jacksonvil FL	Incoming CL	12	---	---	---
12/11	10:10A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Las Vegas NV	16	---	---	---
12/11	10:47A	904-359-4255	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	10	---	---	---
12/11	3:46P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/11	9:30P	904-625-5393	Off-Peak	N&W	Jacksonvil FL	Incoming CL	1	---	---	---
12/12	12:40P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/12	2:17P	305-338-0515	Peak	PlanAllow	Jacksonvil FL	Perrine FL	2	---	---	---
12/12	2:22P	305-338-0515	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/12	3:29P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	12	---	---	---
12/12	4:14P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/12	5:03P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/14	9:18A	000-000-0086	Off-Peak	N&W,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/14	12:25P	904-625-5393	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/14	12:39P	904-625-5393	Off-Peak	N&W	Jacksonvil FL	Incoming CL	3	---	---	---
12/14	1:31P	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/14	3:51P	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Incoming CL	1	---	---	---
12/15	9:21A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/15	9:40A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/15	10:38A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Incoming CL	9	---	---	---
12/15	10:58A	904-745-9268	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/15	1:41P	904-337-0291	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	9	---	---	---
12/15	2:45P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
12/15	2:51P	904-626-5654	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/15	3:14P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	7	---	---	---
12/15	3:20P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	10	---	---	---



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EX 10 PG

Detail for William O'Steen: 904-234-9824

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/15	3:31P	904-626-5654	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/15	3:38P	904-743-4738	Peak	PlanAllow	Jacksonvil FL	Incoming CL	10	---	---	---
12/15	3:57P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/15	4:06P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	8	---	---	---
12/15	4:21P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/16	8:04A	800-266-7277	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	5	---	---	---
12/16	10:52A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/16	10:54A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/16	10:57A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/16	11:16A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/16	11:43A	904-371-3118	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/16	12:52P	904-322-9394	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/16	2:12P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	24	---	---	---
12/16	3:34P	866-717-7377	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	10	---	---	---
12/17	10:41A	800-548-1234	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	3	---	---	---
12/17	11:02A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Incoming CL	18	---	---	---
12/17	11:23A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/17	11:43A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Las Vegas NV	3	---	---	---
12/17	12:49P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/17	1:17P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/17	2:18P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/17	3:42P	904-337-0291	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/17	3:57P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/17	4:18P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/17	4:21P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/17	4:22P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/17	4:37P	904-553-5961	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/17	4:56P	904-553-5961	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/18	8:21A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/18	9:52A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Incoming CL	18	---	---	---
12/18	10:21A	904-710-8990	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/18	10:31A	904-710-8990	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/18	10:33A	727-389-7698	Peak	PlanAllow	Jacksonvil FL	Nwptrichey FL	2	---	---	---
12/19	2:00P	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Las Vegas NV	18	---	---	---
12/19	2:23P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/19	3:06P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/19	3:30P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/19	3:54P	727-815-0730	Peak	PlanAllow	Jacksonvil FL	Incoming CL	17	---	---	---
12/20	5:12P	000-000-0086	Off-Peak	N&W,CallVM	Jacksonvil FL	Voice Mail CL	3	---	---	---
12/20	5:14P	000-000-0086	Off-Peak	N&W,CallVM	Jacksonvil FL	Voice Mail CL	2	---	---	---
12/20	5:25P	904-744-2389	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/21	9:08A	904-553-5961	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/21	3:38P	913-766-5540	Off-Peak	N&W	Jacksonvil FL	Kansascity KS	31	---	---	---
12/21	4:26P	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Incoming CL	2	---	---	---
12/22	10:10A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---



EX 10 P 7

Detail for William O'Steen: 904-234-9824

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/22	10:10A	866-717-7377	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	5	---	---	---
12/22	11:25A	904-349-4670	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/22	11:55A	904-349-4670	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/22	1:50P	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Incoming CL	16	---	---	---
12/22	2:06P	904-349-4670	Peak	M2MAllow,CallWait	Jacksonvil FL	Incoming CL	7	---	---	---
12/22	3:42P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/22	3:56P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/23	9:10A	904-334-0626	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	6	---	---	---
12/23	10:45A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/23	10:50A	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Incoming CL	11	---	---	---
12/23	11:17A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/23	12:53P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/23	1:04P	904-256-1642	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/23	3:35P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/23	4:56P	904-553-5961	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/23	4:59P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/23	5:00P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/23	5:07P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/23	10:26P	904-553-5961	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/24	8:07A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	9	---	---	---
12/24	9:02A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/24	9:47A	904-334-0626	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
12/24	9:55A	904-434-0043	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/24	9:56A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/24	10:03A	904-434-0043	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/24	10:44A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/24	11:51A	904-349-4670	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/24	12:38P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/24	4:45P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/24	5:33P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/25	3:58P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/25	4:09P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/25	4:13P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/25	4:25P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	7:06A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/26	8:50A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/26	1:40P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/26	1:41P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	1:42P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/26	1:43P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/26	1:48P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/26	1:48P	904-334-0755	Peak	PlanAllow,CallWait	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	1:49P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/26	1:54P	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	2:19P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---



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Detail for William O'Steen: 904-234-9824

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/26	3:06P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/26	3:08P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	2	---	---	---
12/26	3:12P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/26	3:21P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
12/26	3:22P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	3:41P	904-389-7112	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/26	6:22P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/28	8:59A	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/28	2:31P	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Incoming CL	1	---	---	---
12/28	6:07P	904-553-5399	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/29	7:41A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/29	8:13A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/29	9:35A	904-256-1642	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/29	9:44A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/29	11:19A	404-418-4651	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/29	11:08P	913-766-5540	Off-Peak	N&W	Jacksonvil FL	Kansascity KS	7	---	---	---
12/29	11:16P	913-766-5540	Off-Peak	N&W	Jacksonvil FL	Incoming CL	6	---	---	---
12/30	7:37A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/30	11:15A	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/30	11:40A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
12/30	11:51A	904-330-8982	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	11:56A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/30	12:18P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	12:21P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/30	12:22P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	1:04P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/30	1:10P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/30	1:12P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/30	1:17P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	1:23P	904-334-0626	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/30	1:56P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	3:00P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/30	3:06P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Kansascity KS	1	---	---	---
12/30	3:12P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	3:48P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/30	4:03P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/30	4:07P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
12/30	4:38P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	8	---	---	---
12/30	5:12P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/31	9:14A	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Kansascity KS	10	---	---	---
12/31	9:33A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
12/31	9:42A	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/31	9:45A	904-389-7111	Peak	PlanAllow,CallWait	Jacksonvil FL	Incoming CL	1	---	---	---
12/31	10:26A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/31	10:45A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---



EX 10 pg

Detail for William O'Steen: 904-234-9824

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/31	11:40A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	5	---	---	---
12/31	11:53A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/31	12:14P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	7	---	---	---
12/31	2:51P	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Incoming CL	6	---	---	---
12/31	3:52P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/31	4:22P	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Incoming CL	2	---	---	---
1/01	10:15A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/01	10:42A	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Incoming CL	17	---	---	---
1/01	11:07A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/01	4:59P	000-000-0086	Peak	PlanAllow,CallVM	Jacksonvil FL	Voice Mail CL	1	---	---	---
1/01	5:00P	913-766-5540	Peak	PlanAllow	Jacksonvil FL	Kansascity KS	10	---	---	---
1/01	5:09P	702-371-4102	Peak	M2MAllow	Jacksonvil FL	Las Vegas NV	1	---	---	---
1/01	5:10P	702-271-1114	Peak	M2MAllow	Jacksonvil FL	Las Vegas NV	1	---	---	---
1/01	5:13P	702-371-4102	Peak	M2MAllow	Jacksonvil FL	Incoming CL	14	---	---	---
1/02	10:26A	904-724-0080	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
1/02	10:29A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/02	10:30A	904-625-5393	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/02	10:38A	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
1/02	5:28P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/03	9:49A	913-766-5540	Off-Peak	N&W	Jacksonvil FL	Kansascity KS	13	---	---	---
1/04	8:37A	904-655-7688	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/05	10:08A	904-387-0487	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/05	10:50A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	5	---	---	---
1/05	3:14P	904-345-3408	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/05	4:21P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/07	9:48A	904-334-0755	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	6	---	---	---
1/07	10:33A	727-848-8292	Peak	PlanAllow	Jacksonvil FL	Nwptrichey FL	7	---	---	---
1/07	10:50A	904-744-8192	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	6	---	---	---
1/07	1:32P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	10	---	---	---
1/07	5:03P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
1/07	5:04P	904-744-2389	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
1/07	5:22P	904-553-5399	Peak	PlanAllow	Jacksonvil FL	Incoming CL	31	---	---	---



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EX 10 P10

Summary for William O'Steen: 904-477-5376

Your Plan

MORE EVERY UNL TLK&TXT 6GB
(see pg 3)

Have more questions about your charges?
Get details for usage charges at
www.vzw.com, Sign into My Verizon to View
Online Bill and click on Calls, Messages &
Data.

Monthly Charges

Jetpack/Usb Line Access	01/08 - 02/07	20.00
		\$20.00

Verizon Wireless' Surcharges+

Regulatory Charge	.02
Administrative Charge	.06
	\$.08

Total Current Charges for 904-477-5376 **\$20.08**

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.



EX 10 111

Summary for William O'Steen: 904-625-5393

Your Plan

MORE EVERY UNL TLK&TXT 6GB
 (see pg 3)

Have more questions about your charges?
 Get details for usage charges at
www.vzw.com, Sign into My Verizon to View
 Online Bill and click on Calls, Messages &
 Data.

Monthly Charges

Smartphone Line Access	01/08 - 02/07	40.00
Wireless Phone Protection - Asurion	01/08 - 02/07	8.18
		\$48.18

Usage and Purchase Charges

Voice	Allowance	Used	Billable	Cost
SharePlan <i>minutes</i>	unlimited	90	---	---
Mobile to Mobile <i>minutes</i>	unlimited	82	---	---
Night/Weekend <i>minutes</i>	unlimited	14	---	---
Total Voice				\$.00

Messaging

Text, Picture & Video <i>messages</i>	unlimited	53	---	---
Total Messaging				\$.00

Data

Gigabyte Usage <i>gigabytes</i>	6.000 (shared)	.723	---	---
Total Data				\$.00

Total Usage and Purchase Charges \$0.00

Verizon Wireless' Surcharges+

Fed Universal Service Charge	.96
Regulatory Charge	.18
Administrative Charge	.95
	\$2.09

Taxes, Governmental Surcharges and Fees+

FL State 911 Fee	.40
FL Communications Service Tax	4.23
Jax/Duval Cnty Comm Srvc Tax	2.68
	\$7.31

Total Current Charges for 904-625-5393 \$57.58

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.



EX 10 P/2

Invoice Number Account Number Date Due Page
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Detail for William O'Steen: 904-625-5393

Voice

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/08	6:25P	818-326-5923	Peak	PlanAllow	Jacksonvil FL	Van Nuys CA	2	---	---	---
12/09	12:54P	304-515-0898	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/11	12:01P	904-616-2436	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/11	7:56P	904-616-2436	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/11	9:30P	904-234-9824	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/11	9:31P	904-743-1370	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/12	12:40P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/12	12:44P	904-403-7543	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
12/12	2:24P	904-596-3200	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/12	5:03P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/14	12:39P	904-234-9824	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	4	---	---	---
12/14	9:13P	818-326-3759	Off-Peak	N&W	Jacksonvil FL	Van Nuys CA	1	---	---	---
12/16	12:28P	904-571-2909	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/16	12:29P	904-571-2909	Peak	M2MAllow,CallWait	Jacksonvil FL	Incoming CL	1	---	---	---
12/16	5:29P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/16	5:29P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/17	9:25A	904-563-0873	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
12/17	12:49P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/17	1:17P	904-234-9824	Peak	M2MAllow	Saint John FL	Jacksonvl FL	5	---	---	---
12/17	3:57P	904-234-9824	Peak	M2MAllow	Saint John FL	Jacksonvl FL	2	---	---	---
12/17	4:18P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/17	4:21P	904-234-9824	Peak	M2MAllow	Orange Par FL	Jacksonvl FL	2	---	---	---
12/17	4:22P	904-234-9824	Peak	M2MAllow	Orange Par FL	Incoming CL	2	---	---	---
12/18	3:00P	904-744-2641	Peak	PlanAllow	Jacksonvil FL	Incoming CL	16	---	---	---
12/19	2:17P	818-326-3759	Peak	M2MAllow	Jacksonvil FL	Van Nuys CA	7	---	---	---
12/19	2:23P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/19	3:06P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/19	4:39P	877-779-9374	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	2	---	---	---
12/20	4:13P	818-326-5923	Off-Peak	N&W	Jacksonvil FL	Van Nuys CA	1	---	---	---
12/22	4:23P	800-900-6651	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	2	---	---	---
12/23	12:53P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/24	3:24P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/24	11:08P	904-743-1370	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/25	10:18A	904-923-7888	Peak	M2MAllow	Jacksonvil FL	Incoming CL	31	---	---	---
12/25	2:37P	818-326-5923	Peak	PlanAllow	Jacksonvil FL	Incoming CL	7	---	---	---
12/25	5:31P	818-326-3759	Peak	M2MAllow	Jacksonvil FL	Incoming CL	7	---	---	---
12/25	6:56P	818-326-7320	Peak	M2MAllow	Jacksonvil FL	Van Nuys CA	1	---	---	---
12/29	11:33A	954-608-8664	Peak	PlanAllow	Jacksonvil FL	FtLauderdl FL	2	---	---	---
12/30	8:13A	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/30	11:09A	904-724-0080	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/30	11:11A	904-727-5040	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/30	11:15A	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
12/30	1:52P	818-326-5923	Peak	PlanAllow	Jacksonvil FL	Incoming CL	3	---	---	---
12/30	2:59P	904-727-5040	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	3	---	---	---
12/30	4:03P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---



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EX 10 P 13

Detail for William O'Steen: 904-625-5393

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
12/30	5:11P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/31	3:02P	954-608-8664	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
12/31	3:43P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	1	---	---	---
12/31	4:22P	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Jacksonvl FL	2	---	---	---
1/01	9:44A	954-608-8664	Peak	PlanAllow	Jacksonvil FL	FtLauderdl FL	2	---	---	---
1/01	1:34P	904-743-1370	Peak	PlanAllow	Jacksonvil FL	Jacksonvl FL	4	---	---	---
1/02	9:55A	904-596-3200	Peak	PlanAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/02	9:56A	904-596-3200	Peak	PlanAllow	Jacksonvil FL	Incoming CL	2	---	---	---
1/02	10:30A	904-234-9824	Peak	M2MAllow	Jacksonvil FL	Incoming CL	1	---	---	---
1/03	4:27P	904-743-1370	Off-Peak	N&W	Jacksonvil FL	Jacksonvl FL	4	---	---	---
1/05	9:49A	904-563-0873	Peak	PlanAllow	Jacksonvil FL	Incoming CL	11	---	---	---
1/05	3:13P	904-563-0873	Peak	PlanAllow	Jacksonvil FL	Incoming CL	4	---	---	---
1/07	8:55P	800-955-7070	Peak	PlanAllow	Jacksonvil FL	Toll-Free CL	2	---	---	---



EX 10 P 14

Need-to-Know Information

Customer Proprietary Network Information (CPNI) Notice

CPNI is information made 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 services you purchase from us, as well as related billing information. The protection of your information is important to us, and you have a right, and we have a duty, under federal law, to protect the confidentiality of your CPNI.

We may share your CPNI among our affiliates to market communications-related products and services to you. CPNI will not be shared with unrelated third parties for their own use.

You may choose not to have your CPNI shared for the marketing purposes described above by notifying us by phone any time at 1-800-333-9956, online at www.vzw.com/myprivacy or through Customer Service at 1-800-922-0204 from 6 a.m. to 11 p.m.

Unless you notify us in one of these ways, we may share your CPNI with authorized companies as described above beginning 30 days after the first time we notify you of this CPNI policy. Your choice will remain valid until you notify us that you wish to change your selection. Your decision about sharing your CPNI will not affect the provision of any services you currently have with us.

Note: This CPNI notice does not apply to the residents of the state of Arizona.

Limiting Notations On Payments

Written notations included with or on your payment cannot be reviewed when bills are processed and will not be honored. Please send such notated payment and any accompanying correspondence to the Correspondence Address on Page 2 of your bill.

Electronic Fund Transfer (EFT)

Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. An EFT may be withdrawn from your account the same day you make your payment and your check is not returned to you. If you want to be excluded from EFT, please call 1-866-544-0401. If payment is returned unpaid, you authorized us to collect an additional \$25 fee through EFT from your account.

Experiencing A Problem With Your Verizon Wireless Device?

Just contact us toll-free at 1-866-406-5154 from a landline phone. If we can't resolve the problem and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door.

FUSC Change

The Federal Universal Service Charge (FUSC) is a Verizon Wireless charge that is subject to change each calendar quarter based on contribution rates prescribed by the FCC. On January 1, the FUSC changed to 4.15 percent of assessable wireless charges, other than separately billed interstate and international telecom charges. The FUSC on separately billed interstate and international telecom charges changed to 16.8 percent. For more details, please call 1-888-684-1888.

Need Help With Your New Phone Or Tablet?

Has the excitement about your new device turned into frustration on how to use it? Bring back the fun by attending a free workshop at a Verizon Wireless store to learn about your new device. Visit go.vzw.com/workshops to find a location near you. If you can't make it to a workshop, find device tips and support on our online Video Gallery at go.vzw.com/howto.

Important Information Regarding Your Customer Agreement

Verizon Wireless is updating provisions of your Customer Agreement. The "Dispute Resolution and Mandatory Arbitration" section has been updated to clarify that the section also applies to disputes with employees and agents and that questions of enforceability or interpretation shall be decided by a court not an arbitrator. We also clarified that any changes to the dispute resolution section do not affect the resolution of disputes that arose before the change. In addition, if you renew your contract term in the future, the early termination fee will decline at a new rate. For a complete copy of your Customer Agreement Terms and Conditions, please visit www.verizonwireless.com.



PO BOX 4001
ACWORTH, GA 30101

EX 10 P 15

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	03/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7153490563

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Jan 08 - Feb 07

Previous Balance (see back for details)	\$212.24
Payment - Thank You	-\$212.12
Balance Forward	\$1.12
Monthly Charges	\$193.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.26
Taxes, Governmental Surcharges & Fees	\$14.62
Total Current Charges	\$212.24

Verizon Wireless News

My Verizon Is The Answer

Get the information you need about your account, services, or device online and on-the-go, 24/7, with My Verizon. Visit vzw.com/myverizon/answer and get started today.

Total Charges Due by March 02, 2015 \$212.36

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date February 07, 2015
Account Number 220090755-00001
Invoice Number 7153490563

VE



Please Recycle

Total Amount Due by March 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$212.36

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

71534905630102200907550000100000021224000000212369

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
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EX 10 P 16

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$212.24
Payment – Thank You	
Payment Received 01/30/15	-212.12
Total Payments	-\$212.12
Balance Forward	\$12

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	02/08 – 03/07	80.00
Subtotal		\$80.00

Total Account Charges and Credits **\$80.00**

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX/0 P107

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$54.58
904-477-5376 William O'Steen	pg 9	\$20.08
904-625-5393 William O'Steen	pg 10	\$57.58
Total Current Charges		\$212.24

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	375	36	.053
904-477-5376	pg 9			.007
904-625-5393	pg 10	57	23	.462
Total Used		432	59	.522
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	04/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7166674092

EX 10 P18

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Feb 08 - Mar 07

Previous Balance (see back for details)	\$212.36
Payment - Thank You	-\$212.36
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.90
Taxes, Governmental Surcharges & Fees	\$11.86
Total Current Charges	\$179.12

Total Charges Due by April 02, 2015 \$179.12

Verizon Wireless News

My Verizon Is The Answer

Get the information you need about your account, services, or device online and on-the-go, 24/7, with My Verizon. Visit vzw.com/myverizon/answer and get started today.

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date March 07, 2015
Account Number 220090755-00001
Invoice Number 7166674092

VE



Please Recycle

Total Amount Due by April 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$179.12

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

71666740920102200907550000100000017912000000179129

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7166674092 220090755-00001 04/02/15 2 of 13

EX 10 P19

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$212.36
Payment – Thank You	
Payment Received 02/27/15	-212.36
Total Payments	-\$212.36
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	03/08 – 04/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.



Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P 20

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$38.02
904-477-5376 William O'Steen	pg 9	\$20.08
904-625-5393 William O'Steen	pg 10	\$41.02
Total Current Charges		\$179.12

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	492	9	.080
904-477-5376	pg 9			0
904-625-5393	pg 10	122	67	.648
Total Used		614	76	.728
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

EX 10 Pg 1

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	05/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7179939514

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Mar 08 - Apr 07

Previous Balance (see back for details)	\$179.12
Payment - Thank You	-\$179.12
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$11.86
Total Current Charges	\$179.16

Total Charges Due by May 02, 2015 \$179.16

Verizon Wireless News

See Where You Use Data
The Most

We know it's important to have tools to help monitor your usage. That's why we've created the new Data Utilization tool in My Verizon. Now you can easily view your data usage by category. Visit vzw.com/datautilization.

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date April 07, 2015
Account Number 220090755-00001
Invoice Number 7179939514



Total Amount Due by May 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$179.16

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

71799395140102200907550000100000017916000000179169

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7179939514 220090755-00001 05/02/15 2 of 14

AX 10 P 22

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$179.12
Payment – Thank You	
Payment Received 03/30/15	-179.12
Total Payments	-\$179.12
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	04/08 – 05/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



FX 10 P 23

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$38.04
904-477-5376 William O'Steen	pg 10	\$20.08
904-625-5393 William O'Steen	pg 11	\$41.04
Total Current Charges		\$179.16

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	584	173	.056
904-477-5376	pg 10			.085
904-625-5393	pg 11	110	93	.633
Total Used		694	266	.774
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	06/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7193212063

EX 10 P 24

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Apr 08 - May 07

Previous Balance (see back for details)	\$179.16
Payment - Thank You	-\$179.16
Balance Forward	\$0.00
Monthly Charges	\$163.36
Usage and Purchase Charges	\$5.39
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.88
Taxes, Governmental Surcharges & Fees	\$12.81
Total Current Charges	\$186.44

Total Charges Due by June 02, 2015 \$186.44

Verizon Wireless News

A New Look For My Verizon

We've redesigned the My Verizon Home page so managing your account is easier. With a new look and simpler navigation, it's easy to stay up-to-date on your usage, billing and what matters most to you. Visit vzw.com/myverizon.

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date May 07, 2015
Account Number 220090755-00001
Invoice Number 7193212063

VE



Please Recycle

Total Amount Due by June 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$186.44

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

71932120630102200907550000100000018644000000186449

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7193212063 220090755-00001 06/02/15 2 of 12

EX 10 P 25

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$179.16
Payment – Thank You	
Payment Received 05/04/15	-179.16
Total Payments	-\$179.16
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	05/08 – 06/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.



Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX10 P 24

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$38.04
904-477-5376 William O'Steen	pg 8	\$20.08
904-625-5393 William O'Steen	pg 9	\$48.32
Total Current Charges		\$186.44

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	265	26	.008
904-477-5376	pg 8			.004
904-625-5393	pg 9	129	39	.572
Total Used		394	65	.584
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$0.00	\$0.00	\$0.00

EX 10 P 27



PO BOX 4001
ACWORTH, GA 30101

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	07/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7206563366

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

May 08 – Jun 07

Previous Balance (see back for details)	\$186.44
Payment – Thank You	-\$186.44
Balance Forward	\$.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$11.86
Total Current Charges	\$179.16

Verizon Wireless News

A New Look For My Verizon
We've redesigned the My Verizon Home page so managing your account is easier. With a new look and simpler navigation, it's easy to stay up-to-date on your usage, billing and what matters most to you. Visit vzw.com/myverizon.

Total Charges Due by July 02, 2015 \$179.16

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date June 07, 2015
Account Number 220090755-00001
Invoice Number 7206563366

VE



Please Recycle

Total Amount Due by July 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$179.16

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72065633660102200907550000100000017916000000179169



Invoice Number Account Number Date Due Page
 7206563366 220090755-00001 07/02/15 2 of 14

Ex 10 P 25

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$186.44
Payment – Thank You	
Payment Received 05/29/15	-186.44
Total Payments	-\$186.44
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	06/08 – 07/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX. 10 P 29

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB

\$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824	pg 4	\$38.04
William O'Steen		
904-477-5376	pg 10	\$20.08
William O'Steen		
904-625-5393	pg 11	\$41.04
William O'Steen		
Total Current Charges		\$179.16

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	493	24	.012
904-477-5376	pg 10			0
904-625-5393	pg 11	191	74	.483
Total Used		684	98	.495
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$0.00	\$0.00	\$0.00



PO BOX 4001
ACWORTH, GA 30101

EX 10 P 30

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	08/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7219999925

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Jun 08 - Jul 07

Previous Balance <i>(see back for details)</i>	\$179.16
Payment - Thank You	-\$179.16
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$10.58
Total Current Charges	\$177.88

Total Charges Due by August 02, 2015 \$177.88

Verizon Wireless News

See Where You Use Data
The Most

We know it's important to have tools to help monitor your usage. That's why we've created the new Data Utilization tool in My Verizon. Now you can easily view your data usage by category. Visit vzw.com/datautilization.

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date July 07, 2015
Account Number 220090755-00001
Invoice Number 7219999925

VE



Please Recycle

Total Amount Due by August 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$177.88

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72199999250102200907550000100000017788000000177889

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 721999925 220090755-00001 08/02/15 2 of 15

EX 10 P 31

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$179.16
Payment – Thank You	
Payment Received 07/02/15	-179.16
Total Payments	-\$179.16
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	07/08 – 08/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.



Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P32

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB

\$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824	pg 4	\$37.40
William O'Steen		
904-477-5376	pg 10	\$20.08
William O'Steen		
904-625-5393	pg 11	\$40.40
William O'Steen		
Total Current Charges		\$177.88

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
904-234-9824	pg 4	496	9	.014
904-477-5376	pg 10			.028
904-625-5393	pg 11	65	86	.558
Total Used		561	95	.600
Shared Allowance		unlimited	unlimited	6.000
Usage Over Allowance		0	0	0
Total Shared Usage Charges		\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

EX 10 033

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	09/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7233601630

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Jul 08 – Aug 07

Previous Balance <i>(see back for details)</i>	\$177.88
Payment – Thank You	-\$177.88
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$10.58
Total Current Charges	\$177.88

Total Charges Due by September 02, 2015 \$177.88

Verizon Wireless News

See Where You Use Data The Most

We know it's important to have tools to help monitor your usage. That's why we've created the new Data Utilization tool in My Verizon. Now you can easily view your data usage by category. Visit vzw.com/datautilization.

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date August 07, 2015
Account Number 220090755-00001
Invoice Number 7233601630

VE



Please Recycle

Total Amount Due by September 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$177.88

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72336016300102200907550000100000017788000000177889

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7233601630 220090755-00001 09/02/15 2 of 17

EX 10 P 34

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$177.88
Payment – Thank You	
Payment Received 07/14/15	-177.88
Total Payments	-\$177.88
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	08/08 – 09/07	80.00
Subtotal		\$80.00

Total Account Charges and Credits **\$80.00**

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.



Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P 35

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB

\$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$37.40
904-477-5376 William O'Steen	pg 12	\$20.08
904-625-5393 William O'Steen	pg 13	\$40.40
Total Current Charges		\$177.88

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 pg 4	685	17	.041
904-477-5376 pg 12			0
904-625-5393 pg 13	264	94	.599
Total Used	949	111	.640
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

EX10 P 36

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	10/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7247226562

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Aug 08 – Sep 07

Previous Balance <i>(see back for details)</i>	\$177.88
Payment – Thank You	-\$177.88
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.00
Taxes, Governmental Surcharges & Fees	\$10.58
Total Current Charges	\$177.94

Verizon Wireless News

See Where You Use Data The Most

We know it's important to have tools to help monitor your usage. That's why we've created the new Data Utilization tool in My Verizon. Now you can easily view your data usage by category. Visit vzw.com/datautilization.

Total Charges Due by October 02, 2015 \$177.94

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date September 07, 2015
Account Number 220090755-00001
Invoice Number 7247226562

VE



Please Recycle

Total Amount Due by October 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$177.94

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72472265620102200907550000100000017794000000177949

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7247226562 220090755-00001 10/02/15 2 of 16

EX10 P 37

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$177.88
Payment – Thank You	
Payment Received 09/01/15	-177.88
Total Payments	-\$177.88
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	09/08 – 10/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	<i>pg 2</i>	\$80.00
904-234-9824 William O'Steen	<i>pg 4</i>	\$37.43
904-477-5376 William O'Steen	<i>pg 12</i>	\$20.08
904-625-5393 William O'Steen	<i>pg 13</i>	\$40.43
Total Current Charges		\$177.94

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 <i>pg 4</i>	620	17	.025
904-477-5376 <i>pg 12</i>			0
904-625-5393 <i>pg 13</i>	175	67	.513
Total Used	795	84	.538
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

EX/0 P39

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	11/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7260883459

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Sep 08 – Oct 07

Previous Balance <i>(see back for details)</i>	\$177.94
Payment – Thank You	-\$177.94
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless ¹ Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$10.56
Total Current Charges	\$177.86

Total Charges Due by November 02, 2015 \$177.86

Verizon Wireless News

See Where You Use Data The Most

We know it's important to have tools to help monitor your usage. That's why we've created the new Data Utilization tool in My Verizon. Now you can easily view your data usage by category. Visit vzw.com/datautilization.

Pay from Wireless

Pay on the Web

Questions:

#PMT (#768)

My Verizon at www.vzw.com

1.800.922.0204 or *611 from your wireless



VE



Please Recycle

WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date October 07, 2015
Account Number 220090755-00001
Invoice Number 7260883459

Total Amount Due by November 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$177.86

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72608834590102200907550000100000017786000000177869

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7260883459 220090755-00001 11/02/15 2 of 15

EX 10 P 40

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$177.94
Payment – Thank You	
Payment Received 10/02/15	-177.94
Total Payments	-\$177.94
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	10/08 – 11/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P 41

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824	pg 4	\$37.39
William O'Steen		
904-477-5376	pg 10	\$20.08
William O'Steen		
904-625-5393	pg 11	\$40.39
William O'Steen		
Total Current Charges		\$177.86

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 pg 4	569	1	.012
904-477-5376 pg 10			0
904-625-5393 pg 11	116	74	.560
Total Used	685	75	.572
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

EX 10 P42

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	12/02/15
Change your address at vzw.com/changeaddress	Invoice Number	7274547281

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Quick Bill Summary

Oct 08 - Nov 07

Previous Balance (see back for details)	\$177.86
Payment - Thank You	-\$177.88
Credit Balance	-\$0.02
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.94
Taxes, Governmental Surcharges & Fees	\$10.54
Total Current Charges	\$177.84

Total Charges Due by December 02, 2015 \$177.82

Verizon Wireless News

**Watch Next Week's Game From
The Comfort Of Your
Smartphone.**

NFL Mobile is now included with all Verizon plans. Now everyone can watch live local and primetime games. For more details about NFL Mobile, visit vzw.com/nfl.

Pay from Wireless

Pay on the Web

Questions:

#PMT (#768)

My Verizon at www.vzw.com

1.800.922.0204 or *611 from your wireless



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date
Account Number
Invoice Number

November 07, 2015
220090755-00001
7274547281

VE



Please Recycle

Total Amount Due by December 02, 2015

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$177.82

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72745472810102200907550000100000017784000000177829

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7274547281 220090755-00001 12/02/15 2 of 14

EX 10 P 43

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$177.86
Payment – Thank You	
Payment Received 11/03/15	-177.88
Total Payments	-\$177.88
Credit Balance	-\$0.02

Account Charges and Credits

Account Monthly Charges

MORE EVERY UNL TLK&TXT 6GB	11/08 – 12/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.

Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P 44

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824	pg 4	\$37.38
William O'Steen		
904-477-5376	pg 10	\$20.08
William O'Steen		
904-625-5393	pg 11	\$40.38
William O'Steen		
Total Current Charges		\$177.84

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 pg 4	508	38	.027
904-477-5376 pg 10			0
904-625-5393 pg 11	96	152	.508
Total Used	604	190	.535
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Verizon Wireless News

Gifts For Everyone On Your List
This year win at gifting. Find the best holiday deals at go.vzw.com/holiday.

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	01/02/16
Change your address at vzw.com/changeaddress	Invoice Number	7288213873

Ex 10 P 45

Quick Bill Summary

Nov 08 – Dec 07

Previous Balance <i>(see back for details)</i>	\$177.82
Payment – Thank You	-\$177.82
Balance Forward	\$0.00
Monthly Charges	\$163.36
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.52
Taxes, Governmental Surcharges & Fees	\$10.62
Total Current Charges	\$178.50

Total Charges Due by January 02, 2016 \$178.50

Pay from phone	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your phone



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date December 07, 2015
Account Number 220090755-00001
Invoice Number 7288213873

VE



Please Recycle

Total Amount Due by January 02, 2016

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$178.50

\$.

PO BOX 660108
DALLAS, TX 75266-0108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

72882138730102200907550000100000017850000000178509

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7288213873 220090755-00001 01/02/16 2 of 12

EX/10 P4G

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Payments

Previous Balance	\$177.82
Payment – Thank You	
Payment Received 11/24/15	-177.82
Total Payments	-\$177.82
Balance Forward	\$0.00

Account Charges and Credits

Account Monthly Charges		
MORE EVERY UNL TLK&TXT 6GB	12/08 – 01/07	80.00
Subtotal		\$80.00
Total Account Charges and Credits		\$80.00

Correspondence Address: Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.




Changing your billing address for Account: 220090755-00001 WILLIAM L O'STEEN

Use this space or sign in to My Verizon at vzw.com/changeaddress to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Work Phone _____ Home Phone _____
 Email _____

Confirming or changing your service address

For each of your mobile numbers, in order to bill taxes and surcharges correctly we need a service address - which is a street address (not a PO Box) that is the home or primary business address of the person who uses that number. To confirm or change the service address for any of your mobile numbers, sign in to My Verizon at vzw.com/serviceaddress.



EX 10 P 47

Overview of Lines

Your Account's Plan

MORE EVERY UNL TLK&TXT 6GB
 \$80.00 monthly charge
 6 monthly GB allowance
 \$15.00 per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	\$80.00
904-234-9824 William O'Steen	pg 4	\$37.71
904-477-5376 William O'Steen	pg 8	\$20.08
904-625-5393 William O'Steen	pg 9	\$40.71
Total Current Charges		\$178.50

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 pg 4	424	23	.028
904-477-5376 pg 8			0
904-625-5393 pg 9	117	144	.508
Total Used	541	167	.536
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00



PO BOX 4001
ACWORTH, GA 30101

KEYLINE



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Verizon Wireless News

Save Time Go Online

If you have questions about your bill, or need help with your devices, you can find answers using go.vzw.com/Support. You can also easily access Support through the My Verizon Mobile app. Try it today.

Manage Your Account	Account Number	Date Due
www.vzw.com	220090755-00001	07/02/16
Change your address at vzw.com/changeaddress	Invoice Number	7370163411

EX 10 P49

Quick Bill Summary

May 08 – Jun 07

Previous Balance <i>(see back for details)</i>	\$134.30
Payment – Thank You	-\$133.58
Balance Forward	\$.72
Monthly Charges	\$124.30
Surcharges and Other Charges & Credits	\$4.02
Taxes, Governmental Surcharges & Fees	\$6.20
Total Current Charges	\$134.52

Total Charges Due by July 02, 2016 \$135.24

Pay from phone	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.vzw.com	1.800.922.0204 or *611 from your phone



WILLIAM L O'STEEN
4551 SHIRLEY AVE
JACKSONVILLE, FL 32210-2065

Bill Date June 07, 2016
Account Number 220090755-00001
Invoice Number 7370163411

Total Amount Due by July 02, 2016

Make check payable to Verizon Wireless.
Please return this remit slip with payment.

\$135.24

\$.

PO BOX 660108
DALLAS, TX 75266-0108



73701634110102200907550000100000013452000000135249

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number Account Number Date Due Page
 7370163411 220090755-00001 07/02/16 2 of 12

EX 10 P49

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Payments

Previous Balance	\$134.30
Payment - Thank You	
Payment Received 06/01/16	-133.58
Total Payments	-\$133.58
Balance Forward	\$.72

Account Charges and Credits

Account Monthly Charges		
The Verizon Plan Large 6GB	06/08 - 07/07	60.00
Subtotal		\$60.00
Total Account Charges and Credits		\$60.00

Written notations included with or on your payment will not be reviewed or honored. Please send correspondence to:
Verizon Wireless Attn: Correspondence Team PO Box 5029 Wallingford, CT 06492

Automatic Payment Enrollment for Account: 220090755-00001 WILLIAM L O'STEEN

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your payment. Do not send a voided check.







EX 10 P 50

Overview of Lines

Your Account's Plan

The Verizon Plan Large 6GB

- \$60.00 monthly charge
- 6 monthly GB allowance
- \$15.00 per GB after allowance

Have more questions about your charges?
Get details at www.vzw.com. Sign into My Verizon.

Breakdown of Charges

Account Charges & Credits	pg 2	\$60.00
904-234-9824 William O'Steen	pg 4	\$32.22
904-477-5376 William O'Steen	pg 8	\$10.08
904-625-5393 William O'Steen	pg 9	\$32.22
Total Current Charges		\$134.52

Breakdown of Shared Usage

	Minutes Used	Messaging Used	Data GB Used
904-234-9824 pg 4	484	33	.013
904-477-5376 pg 8			.110
904-625-5393 pg 9	72	44	.609
Total Used	556	77	.732
Shared Allowance	unlimited	unlimited	6.000
Usage Over Allowance	0	0	0
Total Shared Usage Charges	\$.00	\$.00	\$.00

Neighborhood Utilities, Inc.

DATE = DATE OF LATEST TERMINATION OF SERVICE NOTICE
 R = DEPOSIT RETURN PAST DUE

Active Customer Deposits

Customer	Account #	Date	Amount	Memo	Activity
Aaron S. Wilson	S-024	2/10/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Aaron S. Wilson			\$39.00		
Abdiel Ayala	S-121	12/29/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Abdiel Ayala			\$39.00		
Adam Copher	01033	5/26/2015	\$39.00	xfer from 2130 TC Ct S	Deposit Entry
Total for Adam Copher			\$39.00		
Adolph Williams	01101	3/3/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Adolph Williams			\$39.00		
ALBERT BLANEY	01138	5/23/1997	\$39.00	HOLD	Deposit Entry
Total for ALBERT BLANEY			\$39.00		
Albertine Porter	S-089	8/31/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Albertine Porter			\$39.00		
Alemayehu D. Baniba	02023	9/16/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Alemayehu D. Ban			\$39.00		
ALESIA BURKS	02057	9/19/2011	\$39.00	Xfer to Deposit - reopen a	Account Transfer to Deposit
		3/23/2015	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for ALESIA BURKS			\$0.00		
Ali Sadia Michelle	s-180	6/7/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ali Sadia Michelle			\$39.00		
Alicia Millsap	01057	8/20/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Alicia Millsap			\$39.00		
American Homes 4 R	02092	6/17/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for American Homes			\$39.00		
American Homes 4 R	02027	9/10/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for American Homes			\$39.00		
American Homes 4 R	02050	12/5/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for American Homes			\$54.00		
Andreah Reynolds	s-079	5/7/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Andreah Reynolds			\$39.00		
Andrew Alexopoulos	02019	7/30/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Andrew Alexopoul			\$54.00		
Andrew McCrory	S-017	8/31/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Andrew McCrory			\$39.00		

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Customer	Account #	Date	Amount	Memo	Activity
Angela C. Walker	S-086	1/27/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Angela C. Walker			\$39.00		
ANITA ISAROON	02065	10/2/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for ANITA ISAROON			\$39.00		
Ann L Vigil	s-078	7/24/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ann L Vigil			\$39.00		
Anne G. Estivene	02080	1/15/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Anne G. Estivene			\$39.00		
Anthony Julian	s-076	2/18/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Anthony Julian			\$39.00		
April Cotton	02066	10/22/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for April Cotton			\$54.00		
APRIL V. ROBERTSO	S-186	1/6/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for APRIL V. ROBERT			\$39.00		
ARMONDO JACKSON	02031	7/29/2009	\$39.00	Record Dep	Deposit Entry
		3/7/2015	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for ARMONDO JACK			\$0.00		
Arnold Jackson	02074	6/1/2011	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$54.00)	Apply Deposit	Transfer Deposit to Account
Total for Arnold Jackson			\$0.00		
Ashleigh Behm	s-139	6/3/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ashleigh Behm			\$39.00		
Barbara Myers	S-149	7/6/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Barbara Myers			\$39.00		
BARBER PRESSLEY	02075	9/29/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		3/7/2015	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for BARBER PRESSL			\$0.00		
Benjamin Flanagan	S-164	7/23/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Benjamin Flanaga			\$39.00		
BENJAMIN GROWICK	s-082	5/26/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for BENJAMIN GROW			\$39.00		
Bernice Moring	S-146	10/1/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Bernice Moring			\$39.00		
Beverly Longboat	01120	2/5/2016	\$39.00	xfer from Roderick Perkin	Deposit Entry
Total for Beverly Longboat			\$39.00		
Bradley Burnett	01059	10/31/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit

3-28-16

3-25-16

5-26-16

10-24-15

Customer	Account #	Date	Amount	Memo	Activity
Total for Bradley Burnett			\$39.00		
5-25-16 BRENDA HOUSEHOL	01086	4/30/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for BRENDA HOUSEH			\$39.00		
Brenda Walls	02109	5/21/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Brenda Walls			\$39.00		
Britany McGee	S-190	2/22/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Britany McGee			\$39.00		
1-25-16 Brittany E. Figueroa	S-099	11/3/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Brittany E. Figuer			\$39.00		
5-26-16 BRITTNEY MALLORY	01018	1/9/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for BRITTNEY MALLO			\$39.00		
BRUCE CANNON	01134	3/6/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		3/6/2012	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for BRUCE CANNON			\$0.00		
CALLIE CRUMP	01065	2/6/2007	\$39.00	Record Dep	Deposit Entry
		2/26/2011	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for CALLIE CRUMP			\$0.00		
CARLA JUSTICE	01022	7/15/2008	\$39.00	Record Dep	Deposit Entry
		2/26/2011	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for CARLA JUSTICE			\$0.00		
CARLOS MALDANO	s-059	5/26/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for CARLOS MALDAN			\$39.00		
Carrie A. Harris	S-132	10/30/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Carrie A. Harris			\$39.00		
Cassandra Clarke	S-096	7/17/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Cassandra Clarke			\$39.00		
CATHERINE SLAUGH	s-028	5/25/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for CATHERINE SLAU			\$39.00		
4-22-16 Cathleen L. Thero	02097	6/9/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Cathleen L. Thero			\$39.00		
Caylen Chitty	S-051	8/11/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Caylen Chitty			\$39.00		
CHAFFEE PINES	S-000.a	11/6/1995	\$79.00	HOLD	Deposit Entry
Total for CHAFFEE PINES			\$79.00		
Charles Harris	01093	4/15/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Charles Harris			\$39.00		

Customer	Account #	Date	Amount	Memo	Activity
Charles L. Tabler	S-043	3/11/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Charles L. Tabler			\$39.00		
CHARLES MOONEY	S-006	7/14/2004	\$39.00	HOLD	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for CHARLES MOON			\$0.00		
Charles Williamson	S-147	6/3/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Charles Williamso			\$39.00		
Cheryl D Dyer	01010	3/26/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Cheryl D Dyer			\$39.00		
Christina Johnson	S-153	9/21/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Christina Johnson			\$39.00		
CHRISTINE SMITH	s-068	5/4/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for CHRISTINE SMIT			\$39.00		
CHRISTOPHER HOSL	02009	4/8/2009	\$54.00	Record Dep	Deposit Entry
Total for CHRISTOPHER H			\$54.00		
CHRISTOPHER L DU	01035	7/31/2003	\$39.00	HOLD	Deposit Entry
Total for CHRISTOPHER L			\$39.00		
Christopher S. Wilson	S-032	11/23/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Christopher S. Wil			\$39.00		
Ciara A. Bell	02062	12/6/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ciara A. Bell			\$54.00		
Claibel Narganes	s-110	4/28/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Claibel Narganes			\$39.00		
Colleen Hanner	s-162	2/24/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Colleen Hanner			\$39.00		
Crystal Day	S-069	2/16/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Crystal Day			\$39.00		
Crystal Downer	02033	1/7/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Crystal Downer			\$39.00		
Dana Dawkins	02087	4/14/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Dana Dawkins			\$39.00		
Daniel Anderson	S-081	11/30/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Daniel Anderson			\$39.00		
Daniel J. Meyer	s-123	5/30/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Daniel J. Meyer			\$39.00		

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5-23-16

5-31-16

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5-23-16

Customer	Account #	Date	Amount	Memo	Activity
Daniel Nettles	01141	8/19/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Daniel Nettles			\$39.00		

Danielle N. Duvall	01026	1/12/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Danielle N. Duvall			\$39.00		

Danny Wiseman	01112	5/13/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Danny Wiseman			\$39.00		

David B Leach	01008	10/28/2010	\$39.00	deposit	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for David B Leach			\$0.00		

5-26-16

DEANNA HINZE	S-071	5/14/2013	\$39.00	xfer from lot 82	Deposit Entry
Total for DEANNA HINZE			\$39.00		

Debbie Wood	S-130	11/6/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Debbie Wood			\$39.00		

2-22-16

DEBORA SEARS	S-090	7/20/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for DEBORA SEARS			\$39.00		

11-23-15

DELORES S. CARRO	S-083	5/20/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for DELORES S. CAR			\$39.00		

DELZENA BATTLE	02110	1/12/2010	\$54.00	Record Dep	Deposit Entry
		2/21/2015	(\$54.00)	Apply Deposit	Transfer Deposit to Account
Total for DELZENA BATTLE			\$0.00		

5-25-16

DENISE GASPARD	S-060	7/2/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for DENISE GASPARD			\$39.00		

Dennis J. Hall	02111	7/22/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Dennis J. Hall			\$54.00		

DIANNE T. MILLER	02039	12/31/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for DIANNE T. MILLE			\$54.00		

3-21-16

DON C REED	S-047	2/14/2001	\$39.00	HOLD	Deposit Entry
Total for DON C REED			\$39.00		

DONNA FUENTES	01089	10/12/2004	\$39.00	HOLD	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for DONNA FUENTES			\$0.00		

Dorena S Loftley	02089	4/18/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Dorena S Loftley			\$39.00		

Douglas Davis	01087	6/5/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Douglas Davis			\$39.00		

DWAYNE SIMMONS	S-029	3/25/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
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Customer	Account #	Date	Amount	Memo	Activity
Total for	DWAYNE SIMMO		\$39.00		
EBONY BROWN	S-152				
		11/3/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	EBONY BROWN		\$39.00		
Edaina Pena	02096				
		8/12/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		8/13/2014	\$15.00	remainder of deposit	Account Transfer to Deposit
		3/29/2016	(\$54.00)	Xfer Dep to Act	Transfer Deposit to Account
		5/27/2016	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Edaina Pena		\$54.00		
EDNA MCKENZIE	S-100				
		4/22/2011	\$39.43	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.43)	Apply Deposit	Transfer Deposit to Account
Total for	EDNA MCKENZIE		\$0.00		
Edward B. Williams	S-182				
		12/3/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Edward B. William		\$39.00		
Elena Luna	01046				
		8/1/2012	\$39.00	chg deposit to account	Account Transfer to Deposit
Total for	Elena Luna		\$39.00		
Elizabeth A. Smith	S-001				
		9/28/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Elizabeth A. Smith		\$54.00		
ELIZABETH LOPEZ	S-155				
		3/20/2009	\$39.00	Record Dep	Deposit Entry
Total for	ELIZABETH LOPE		\$39.00		
Enriqueta Perez	S-138				
		7/26/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Enriqueta Perez		\$39.00		
Erika Drummond	01079				
		7/8/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Erika Drummond		\$39.00		
Erin Futch	S-053				
		3/10/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Erin Futch		\$39.00		
Eugene & Patricia Te	S-177				
		2/1/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Eugene & Patricia		\$39.00		
Faith DeHaven	S-031				
		12/31/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Faith DeHaven		\$39.00		
Fidencio MacDonald	S-170				
		2/20/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Fidencio MacDon		\$39.00		
Gary Brookshire	s-082				
		2/7/2013	\$39.00	transferred from lot120	Deposit Entry
Total for	Gary Brookshire		\$39.00		
GEFFEN CAMP	02104				
		11/18/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	GEFFEN CAMP		\$54.00		
GENOSHIA LYLES	s-067				
		5/4/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	GENOSHIA LYLE		\$39.00		

5-3-16

4-21-16

5-26-16

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1-21-16

8-24-15

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2-29-16

5-25-16

Customer	Account #	Date	Amount	Memo	Activity
Glenda L. Hooks	01070	2/3/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Glenda L. Hooks			\$39.00		
5-23-16 GUILTEAU MOREAU	02085	9/23/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for GUILTEAU MOREAU			\$39.00		
HOWARD LORAH JR	S-167	5/24/2010	\$39.00	Record Dep	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for HOWARD LORAH			\$0.00		
HUI FAY LIU	02052	6/13/2008	\$39.00	Record Dep	Deposit Entry
		11/2/2010	(\$10.43)	close acct	Transfer Deposit to Account
Total for HUI FAY LIU			\$28.57		
Ilandia Adams	02046	3/12/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ilandia Adams			\$54.00		
5-31-16 Jack J. Alvezios	S-012	1/7/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jack J. Alvezios			\$39.00		
Jacqueline D. McClen	02061	2/13/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jacqueline D. Mc			\$39.00		
4-24-16 JACQUELINE WATKI	02083	5/17/2011	\$39.00	Record Dep	Deposit Entry
Total for JACQUELINE WA			\$39.00		
JAIME VARGAS	02102	8/13/2010	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$54.00)	Apply Deposit	Transfer Deposit to Account
Total for JAIME VARGAS			\$0.00		
3-23-16 JAMES E PALMATIER	S-159	7/23/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for JAMES E PALMAT			\$39.00		
JAMES E. HAWKINSO	01003	9/28/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for JAMES E. HAWKI			\$0.00		
James L. Steransky	S-119	11/5/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for James L. Sterans			\$39.00		
JAMES SHILLINGLA	S-122	4/9/2010	\$39.00	Record Dep	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for JAMES SHILLING			\$0.00		
Jamie Sharpe	S-061	12/2/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jamie Sharpe			\$39.00		
JARUS LEE	02011	3/2/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for JARUS LEE			\$54.00		
Jean Laroque	02100	5/31/2012	\$54.00	Xfer Act to Dep	Account Transfer to Deposit

Customer	Account #	Date	Amount	Memo	Activity
		6/15/2016	(\$54.00)	Refund Deposit	Refund Deposit
Total for Jean Laroque			\$0.00		
Jeffrey Valdez	02004	4/29/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jeffrey Valdez			\$39.00		
Jennie Atkinson	02024	1/2/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jennie Atkinson			\$54.00		
Jennifer Hamilton	S-168	6/19/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jennifer Hamilton			\$39.00		
Jennifer Jacobs	S-064	3/27/2014	\$39.00	xfer from 2054 blair	Deposit Entry
Total for Jennifer Jacobs			\$39.00		
Jesse E. Williams	S-066	1/25/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jesse E. Williams			\$39.00		
Jessica Lucas	S-018	2/25/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jessica Lucas			\$39.00		
Jhymae M. Nunley	01117	6/11/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Jhymae M. Nunley			\$39.00		
JIMMY HUFFTY	01123	6/25/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for JIMMY HUFFTY			\$0.00		
JOE CAMPONO	s-074	7/26/2012	\$39.00	new acct	Account Transfer to Deposit
Total for JOE CAMPONO			\$39.00		
Joeretta Green-Harrel	02068	5/28/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Joeretta Green-Ha			\$54.00		
JOHN A. VETTER	S-140	8/27/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for JOHN A. VETTER			\$39.00		
John Jennings	01005	11/2/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for John Jennings			\$39.00		
John Ploetner	02091i	3/4/2016	\$875.00	Xfer Act to Dep	Account Transfer to Deposit
		5/9/2016	(\$766.27)	cr NUI for irr meter and ta	Refund Deposit
		5/9/2016	(\$25.71)	apply to acct 02091	Refund Deposit
		5/9/2016	(\$41.39)	Xfer Dep to Act	Transfer Deposit to Account
Total for John Ploetner			\$41.63		
John Sawyer	S-133	3/26/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for John Sawyer			\$39.00		
John Sparks	S-127	1/4/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for John Sparks			\$39.00		
Joice Finley	01119	12/21/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit

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Customer	Account #	Date	Amount	Memo	Activity
Total for Joice Finley			\$39.00		
R Joselyn Ortiz	S-049	8/5/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Joselyn Ortiz			\$39.00		
Joseph King	01125	4/4/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for Joseph King			\$0.00		
R Josephine Cabrera	02084	3/22/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Josephine Cabrer			\$39.00		
Joshua L. Petty	02069	7/21/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Joshua L. Petty			\$54.00		
JOY ALEXANDER	02106	12/3/2009	\$39.00	Record Dep	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for JOY ALEXANDER			\$0.00		
R Juanita E. Roller	S-073	2/11/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Juanita E. Roller			\$39.00		
R JULIE MATHERS	S-118	9/3/2008	\$39.00	Record Dep	Deposit Entry
Total for JULIE MATHERS			\$39.00		
5-27-16 Justin McLaughlin	01071	5/5/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Justin McLaughli			\$39.00		
Karen Ford	S-065	10/9/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Karen Ford			\$39.00		
Karl F. Scribner	S-157	1/31/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Karl F. Scribner			\$39.00		
3-22-16 Karl Newman	01062	8/8/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Karl Newman			\$39.00		
Karla Reardon	S-011	11/2/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Karla Reardon			\$39.00		
Kathleen Hannan	02098	4/14/2016	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kathleen Hannan			\$54.00		
Katie Hayes	s-034	8/25/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Katie Hayes			\$39.00		
5-26-16 Keith Hendricks	S-050	7/23/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Keith Hendricks			\$39.00		
4-26-16 KELLEY MONTUORI	02053	4/25/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KELLEY MONTUO			\$54.00		
4-26-16 KELLY GONZALEZ	01025	10/7/2008	\$39.00	Record Dep	Deposit Entry

Customer	Account #	Date	Amount	Memo	Activity
Total for KELLY GONZALE			\$39.00		
KELLY HEWITT	S-062				
		4/13/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for KELLY HEWITT			\$0.00		
Kelly Keller	02090				
		3/28/2016	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kelly Keller			\$54.00		
Kenneth Wilson	S-128				
		10/6/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kenneth Wilson			\$39.00		
KEVIN DAHL	02094				
		11/3/2009	\$54.00	Record Dep	Deposit Entry
		2/21/2015	(\$54.00)	Apply Deposit	Transfer Deposit to Account
Total for KEVIN DAHL			\$0.00		
Kevin E Woolgar	01132				
		5/14/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kevin E Woolgar			\$39.00		
KEVIN HILL	S-088				
		6/25/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KEVIN HILL			\$39.00		
Kevin Jarrell	S-163				
		2/22/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kevin Jarrell			\$39.00		
Kimberley Richey	S-192				
		7/8/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kimberley Richey			\$39.00		
Kimberly Davis	s-178				
		11/30/2011	\$39.00	Deposit due	Account Transfer to Deposit
Total for Kimberly Davis			\$39.00		
Kimberly A Ceriotti	s-027				
		3/29/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kimberly A Ceriott			\$39.00		
Kimberly Strickland	s-107				
		12/3/2015	\$39.00	xfer deposit from 179	Deposit Entry
Total for Kimberly Stricklan			\$39.00		
KIMBERLY WRIGHT	01140				
		5/28/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KIMBERLY WRIG			\$39.00		
KIMYADA KNIGHT	02067				
		9/9/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KIMYADA KNIGHT			\$39.00		
KINDA LUC	02025				
		3/6/2009	\$39.00	Record Dep	Deposit Entry
		10/6/2014	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
		5/9/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KINDA LUC			\$39.00		
KRISTIN COMBS	02008				
		3/8/2009	\$39.00	Record Dep	Deposit Entry
Total for KRISTIN COMBS			\$39.00		
Kristy Brinson	S-161				
		3/7/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kristy Brinson			\$39.00		

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Customer	Account #	Date	Amount	Memo	Activity
Krystal R. Payor	S-097	1/27/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Krystal R. Payor			\$39.00		
KYLE CORNETT	s-183	5/25/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for KYLE CORNETT			\$39.00		
Kyle Thomas Parham	01074	2/14/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Kyle Thomas Parh			\$39.00		
LAKESHIA C HOLSEY	02034	9/1/2010	\$39.00	Record Dep	Deposit Entry
Total for LAKESHIA C HOL			\$39.00		
Latarsha A. Christian	S-193	12/28/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Latarsha A. Christ			\$39.00		
Laurissa McGowan	01064	2/2/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Laurissa McGowa			\$39.00		
Lawrence Marsh	01067	6/7/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Lawrence Marsh			\$39.00		
Le Ann Smith	S-056	3/11/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Le Ann Smith			\$39.00		
Len Williams	02018	12/18/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Len Williams			\$39.00		
LESTER BELT	S-185	1/7/2010	\$39.00	Record Dep	Deposit Entry
		2/21/2015	\$39.00	Apply Deposit	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for LESTER BELT			\$39.00		
Li-Mark Properties, L	01067	7/2/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Li-Mark Propertie			\$39.00		
Lois Thompson	s-008	11/30/2011	\$39.00	new acct xfer	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for Lois Thompson			\$0.00		
Lynne McGowan	s-048	5/8/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Lynne McGowan			\$39.00		
M. KAROL HEFFNER	S-026	6/5/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for M. KAROL HEFFN			\$39.00		
MADELINE WHITE	S-092	3/2/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for MADELINE WHITE			\$39.00		
MARCOS RIVERA	02082	7/25/2012	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for MARCOS RIVERA			\$54.00		
MARIE MALVAL	S-013	2/14/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit

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Customer	Account #	Date	Amount	Memo	Activity
Total for	MARIE MALVAL		\$39.00		
R	Marivel Rodriguez We	S-031			
		7/26/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Marivel Rodriguez		\$39.00		
4-25-16	MARK MCKENNA	S-176			
		7/23/2009	\$39.00	Record Dep	Deposit Entry
Total for	MARK MCKENNA		\$39.00		
	Markus D. Terrell	S-134			
		6/1/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Markus D. Terrell		\$39.00		
	Marten Boalch	S-154			
		11/24/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Marten Boalch		\$39.00		
	Mary B. Durbin	S-135			
		2/12/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Mary B. Durbin		\$39.00		
	MARY SPEARS	02059			
		12/9/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	MARY SPEARS		\$39.00		
	MATT AUSTIN	02072			
		5/14/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	MATT AUSTIN		\$54.00		
	Matthew & Christy Mo	01077			
		11/5/2010	\$39.00	deposit	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for	Matthew & Christy		\$0.00		
	Matthew Griffin	S-142			
		6/29/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Matthew Griffin		\$39.00		
5-26-16	Maurice D. Lewis	02105			
		2/28/2012	\$54.00	new acct deposit	Account Transfer to Deposit
Total for	Maurice D. Lewis		\$54.00		
	Melissa Shoemaker	S-095			
		4/30/2015	\$39.95	Xfer Act to Dep	Account Transfer to Deposit
Total for	Melissa Shoemaker		\$39.95		
	Melissa Stack	02035			
		11/5/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Melissa Stack		\$54.00		
11-30-15	MELLANIE ROWELL	s-087			
		11/3/2014	\$39.00	new app	Account Transfer to Deposit
Total for	MELLANIE ROWE		\$39.00		
R	MELVIN STALLWORT	S-033			
		5/30/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	MELVIN STALLW		\$39.00		
	MELVINA PRESTON	s-063			
		12/20/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for	MELVINA PREST		\$0.00		
	Michael Veazey	S-059			
		3/25/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for	Michael Veazey		\$39.00		
	Michael W. Kyle	S-113			
		6/23/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit

Customer	Account #	Date	Amount	Memo	Activity
Total for Michael W. Kyle			\$39.00		
Michelle A Powell	S-160	3/14/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Michelle A Powell			\$39.00		
MICHELLE JONES	02058	3/23/2016	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for MICHELLE JONE			\$54.00		
Millisa Lowe	S-120	10/26/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Millisa Lowe			\$39.00		
MOZETTA BOWMAN	01029	3/31/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for MOZETTA BOWM			\$39.00		
Nancy A. Owens	S-143	1/6/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Nancy A. Owens			\$39.00		
Nicholas Lipscomb	s-020	12/3/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Nicholas Lipscom			\$39.00		
NICHOLAS SMITH	02003	9/10/2008	\$39.00	Record Dep	Deposit Entry
		2/26/2011	(\$39.00)	Xfer Dep to Act	Transfer Deposit to Account
Total for NICHOLAS SMITH			\$0.00		
NICOLE GORDON	02029	5/15/2008	\$39.00	Record Dep	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for NICOLE GORDON			\$0.00		
Nilda Barreto-Marrero	02015	5/8/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
		8/26/2013	(\$53.80)	Refund Deposit	Refund Deposit
		8/26/2013	(\$0.20)	Xfer Dep to Act	Transfer Deposit to Account
		12/6/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Nilda Barreto-Mar			\$54.00		
Norman Gale	02037	6/5/2015	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Norman Gale			\$54.00		
Pamela L. Rhett	02103	2/14/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Pamela L. Rhett			\$39.00		
PATRICK PIKE	S-150	5/4/2010	\$39.00	Record Dep	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for PATRICK PIKE			\$0.00		
Peggy Ann Vanmeter	S-112	1/27/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Peggy Ann Vanme			\$39.00		
Peggy Hall	S-136	2/15/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Peggy Hall			\$39.00		
PHILIP SCOTT	s-187	5/14/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for PHILIP SCOTT			\$39.00		

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Customer	Account #	Date	Amount	Memo	Activity
Progress Residential	02099	4/20/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Progress Residen			\$39.00		
PROGRESS RESIDEN	02005	3/21/2016	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for PROGRESS RESI			\$54.00		
Racheal Singley	S-014	3/18/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Racheal Singley			\$39.00		
Raymond A. Cortes	S-137	2/18/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Raymond A. Corte			\$39.00		
Reneardo Daniels	02030	3/4/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Reneardo Daniels			\$54.00		
Rhonda Maupin	S-109	8/31/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Rhonda Maupin			\$39.00		
Richard C. Dant	02021	2/18/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Richard C. Dant			\$39.00		
Richard Carter	02013	8/7/2012	\$39.00	chg dep to acct	Account Transfer to Deposit
Total for Richard Carter			\$39.00		
Richard Walker	S-131	4/11/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Richard Walker			\$39.00		
Robert Sanders	S-022	10/5/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Robert Sanders			\$39.00		
Roberto Ortiz	s-125	2/7/2013	\$39.00	xfer from lot 86	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for Roberto Ortiz			\$0.00		
Ronald & Tamara Kell	02038	5/7/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Ronald & Tamara			\$39.00		
Roxanne Oates	S-148	6/22/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Roxanne Oates			\$39.00		
Russell Fisher	01061	2/11/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Russell Fisher			\$39.00		
RUSSELL HARRYMA	S-117	12/29/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for RUSSELL HARRY			\$39.00		
Sabrina Helmly	S-005	2/11/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Sabrina Helmly			\$39.00		
Salena Gates	02036	4/4/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Salena Gates			\$39.00		

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Customer	Account #	Date	Amount	Memo	Activity
Shana Wieczorek	S-181	12/11/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Shana Wieczorek			\$39.00		
Shane M. Halstead	01004	9/16/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Shane M. Halstea			\$39.00		
Shanton Cummings	2007	7/1/2015	\$22.94	Xfer Act to Dep	Account Transfer to Deposit
Total for Shanton Cummin			\$22.94		
Sharon L. Adkins	S-091	11/19/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Sharon L. Adkins			\$39.00		
SHERRY G GOMBER	01137	8/7/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for SHERRY G GOMB			\$39.00		
SHIRLEY B. LEE	S-094	10/7/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for SHIRLEY B. LEE			\$39.00		
Shirley R. Sloan	02028	11/20/2013	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Shirley R. Sloan			\$54.00		
STACEY MILLER	01060	1/9/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for STACEY MILLER			\$39.00		
STACIE HOSTETLER	s-046	3/14/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for STACIE HOSTETL			\$39.00		
Stacy Maceda	S-179	9/5/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Stacy Maceda			\$39.00		
STANLEY B BROWN	01106	5/30/2002	\$39.00	HOLD	Deposit Entry
Total for STANLEY B BRO			\$39.00		
Stanley B. Wheeler	S-101	7/28/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Stanley B. Wheele			\$39.00		
STANLEY YAZELL	S-189	5/2/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for STANLEY YAZELL			\$39.00		
Starie A. Bridges	01052	10/22/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Starie A. Bridges			\$39.00		
Stephanie Gates	02043	10/31/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Stephanie Gates			\$39.00		
Stephanie M. Bates	s-016	10/6/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Stephanie M. Bate			\$39.00		
STEVEN HILL	02064	8/27/2010	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$54.00)	Apply Deposit	Transfer Deposit to Account
Total for STEVEN HILL			\$0.00		

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Customer	Account #	Date	Amount	Memo	Activity
Steven L. Jones	01088	7/22/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Steven L. Jones			\$39.00		

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Steven Reinert	S-141	7/8/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Steven Reinert			\$39.00		

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Susan Eisenberg	01124	11/17/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Susan Eisenberg			\$39.00		

5-23-16

SUZANNE VETTER	S-037	7/9/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for SUZANNE VETTE			\$39.00		

Tammy M Payne	01049	4/4/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Tammy M Payne			\$39.00		

11-30-15

Tanya Craven	01050	5/30/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Tanya Craven			\$39.00		

TERESA ANDRE	01144	9/7/2010	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for TERESA ANDRE			\$0.00		

6-1-16

TERESA BOYD	01020	3/1/2010	\$39.00	Record Dep	Deposit Entry
Total for TERESA BOYD			\$39.00		

TERESA McGEE	S-126	3/25/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for TERESA McGEE			\$0.00		

3-23-15

Terri L. Neal	S-036	11/4/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Terri L. Neal			\$39.00		

Terry Bass, & Brandi	S-156	12/16/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Terry Bass, & Bra			\$39.00		

6-1-16

TERRY F. WILLIAMS	s-115	3/11/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for TERRY F. WILLIA			\$39.00		

THADDEUS BARNUM	s-007	12/13/2013	\$39.00	xfer from lot 13	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for THADDEUS BARN			\$0.00		

Theresa McDonald	s-184	12/2/2011	\$39.00	deposit required	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for Theresa McDona			\$0.00		

Theresa Napolitano	02070	8/29/2014	\$54.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Theresa Napolitan			\$54.00		

Theresa Poole	S-044	5/4/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Theresa Poole			\$39.00		

Customer	Account #	Date	Amount	Memo	Activity
R THOMAS LYNCH	S-144	6/1/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		Total for THOMAS LYNCH	\$39.00		
TIA DUGGAN	S-010	2/7/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
		Total for TIA DUGGAN	\$0.00		
5-25-16 Tiffany Hubbard	01111	8/5/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Tiffany Hubbard			\$39.00		
5-23-16 Timothy Bradley	s-145	8/1/2013	\$39.00	chg deposit to acct	Account Transfer to Deposit
Total for Timothy Bradley			\$39.00		
Timothy Rhoden	01104	11/12/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Timothy Rhoden			\$39.00		
4-28-16 Tiyanne Brooks	01128	12/27/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Tiyanne Brooks			\$39.00		
TODD ROBINSON	02076	2/13/2008	\$54.00	Record Dep	Deposit Entry
		2/26/2011	(\$54.00)	Xfer Dep to Act	Transfer Deposit to Account
		Total for TODD ROBINSON	\$0.00		
5-26-16 Tracy McGuffey	S-111	3/15/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Tracy McGuffey			\$39.00		
Trish McGee	s-054	4/16/2013	\$39.00	xfer from lot 156	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
		Total for Trish McGee	\$0.00		
Valerie Sanderson	02032	10/8/2014	\$54.00	xfer from 2241 cc trl	Deposit Entry
		10/8/2014	(\$15.00)	excess deposit applied to	Transfer Deposit to Account
		Total for Valerie Sanderson	\$39.00		
6-2-16 VALETA ACKERSON	02016	11/29/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for VALETA ACKERS			\$39.00		
5-23-16 VENTRA MARTIN	S-075	6/28/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for VENTRA MARTIN			\$39.00		
R VIRGINIA SEXTON	s-009	7/11/2012	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for VIRGINIA SEXTO			\$39.00		
Walter Glenn Bullard	S-085	4/29/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Walter Glenn Bull			\$39.00		
12-31-15 Willard W. Wingard, J	S-093	12/12/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Willard W. Wingar			\$39.00		
William BLEGE	02079	5/9/2011	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
		Total for William BLEGE	\$0.00		

Customer	Account #	Date	Amount	Memo	Activity
William Munoz	02010	11/19/2015	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for William Munoz			\$39.00		
William R. Bartlett	S-058	10/16/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for William R. Bartlett			\$39.00		
Wytana Patrick	01083	4/28/2016	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Wytana Patrick			\$39.00		
Zachary and Chiharu	01039	8/7/2013	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Zachary and Chih			\$39.00		
ZENAIDO RODRIGUE	S-158	4/11/2008	\$39.00	Record Dep Hold-9/23/10	Deposit Entry
		2/21/2015	(\$39.00)	Apply Deposit	Transfer Deposit to Account
Total for ZENAIDO RODRIG			\$0.00		
Zhengwei Zheng	S-057	8/12/2014	\$39.00	Xfer Act to Dep	Account Transfer to Deposit
Total for Zhengwei Zheng			\$39.00		
Total Current Customer Deposits			\$10,046.09		

11-30-15

U.S. Water[®]

Services Corporation

4939 Cross Bayou Blvd.
New Port Richey, FL 34652

EX 14 P1 of 3
Invoice

Invoice #	820677
Date	11/30/2015
Due Date	12/30/2015
Account #	1457
P.O. No.	

Bill To
Neighborhood Utilities Attn: Larry O'Steen 4551 Shirley Ave Jacksonville, FL 32210

All service pricing anticipates payment by Check or ACH. Due to additional costs incurred, services paid by credit card will require an additional "pass through" 3% processing fee in order to be accepted.

Project
1457-15 Utility Services Billing

Date	Description	Qty or Hrs	Unit	Rate	Amount
10/27/2015	November Meter Turn Offs Turned off 25 meters from turn off list. Fuel surcharge for scheduled visits to the facility.	5 1		57.91 12.43	289.55 12.43
				70.34 5 <hr/> 14.008	

Please remit payment to the above address. We appreciate your business!

Phone #	Fax #
727-848-8292	727-848-7701

Total	\$301.98
Payments/Credits	\$0.00
Balance Due	\$301.98

U.S. Water[®]

Services Corporation

4939 Cross Bayou Blvd.
New Port Richey, FL 34652

EX 16 P2 OF 3

Invoice

Invoice #	829101
Date	4/29/2016
Due Date	5/29/2016
Account #	1457
P.O. No.	

Bill To
Neighborhood Utilities Attn: Larry O'Steen 4551 Shirley Ave Jacksonville, FL 32210

All service pricing anticipates payment by Check or ACH. Due to additional costs incurred, services paid by credit card will require an additional "pass through" 3% processing fee in order to be accepted.

Project
1457-15 Utility Services Billing

Date	Description	Qty or Hrs	Unit	Rate	Amount
4/28/2016	April Meter Turn Offs Turned off 20 meters from turn off list. Fuel surcharge for scheduled visits to the facility.	4 1		57.91 12.43	231.64 12.43

Please remit payment to the above address. We appreciate your business!

Total	\$244.07
Payments/Credits	\$0.00
Balance Due	\$244.07

Phone #	Email Contact
7278488292285	mvinyard@uswatercorp.net

U.S. Water Services Corporation

4939 Cross Bayou Blvd.
New Port Richey, FL 34652

EX 16 P 3 OF 3
Invoice

Invoice #	826014
Date	2/29/2016
Due Date	3/31/2016
Account #	1457
P.O. No.	

Bill To
Neighborhood Utilities Attn: Larry O'Steen 4551 Shirley Ave Jacksonville, FL 32210

All service pricing anticipates payment by Check or ACH. Due to additional costs incurred, services paid by credit card will require an additional "pass through" 3% processing fee in order to be accepted.

Project
1457-15 Utility Services Billing

Date	Description	Qty or Hrs	Unit	Rate	Amount
2/29/2016	February Meter Turn Offs				
	Turned off 15 meters from turn off list. Fuel surcharge for scheduled visits to the facility.	3 1		57.91 12.43	173.73 12.43

Please remit payment to the above address. We appreciate your business!

Total	\$186.16
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Phone #	Email Contact
7278488292285	mvinyard@uswatercorp.net

Payments/Credits	\$0.00
Balance Due	\$186.16



DUVAL COUNTY PUBLIC SERVICE TAX RETURN
MICHAEL CORRIGAN
 231 E FORSYTH STREET ROOM 212 JACKSONVILLE, FL 32202-3370
 PHONE: (904) 630-2022 FAX: (904) 630-7134
 WEBSITE: www.coj.net/tc

EX17 P1 of 30

ACCOUNT NUMBER: 228
 PHONE NUMBER: (904)350-9824
 PERIOD: 04/2016
 DUE DATE: 5/20/2016

NEIGHBORHOOD UTILITIES, INC.
 4551 SHIRLEY AVE
 JACKSONVILLE, FL 32210

Return and payment must be postmarked or delivered in person on or before the 20th day of each month following collection (except when the 20th falls on a weekend or holiday, first business day after the 20th day becomes due date). A return must be filed even if \$0 is due.

NEIGHBORHOOD UTILITIES INC.
 4551 SHIRLEY AVE
 JACKSONVILLE, FL 32210
 904-387-0487

DATE: 5-9-2016

3885

PAY TO THE ORDER OF: Duval County Tax Assessors

ONE THOUSAND EIGHT HUNDRED AND NO/100

\$ 1,081.20

BBVA Compass

FOR: Duval Service Tax Assessors Period 2016

Security Features Details on back

Please detach and return bottom section with your payment.

DUVAL COUNTY PUBLIC SERVICE TAX RETURN
MICHAEL CORRIGAN
 231 E FORSYTH STREET ROOM 212 JACKSONVILLE, FL 32202-3370

FUEL OIL DEALERS	
GROSS GALLONS	
LESS EXEMPT GALLONS	
TAXABLE GALLONS	
TAX DUE (4 CENTS PER GALLON)	
ALL OTHER DEALERS	
GROSS SALES	10,812.00
LESS EXEMPT SALES	
TAXABLE SALES	10,812.00
TAX DUE (10% OF SALES)	1,081.20
ADJUSTMENTS (ATTACH EXPLANATION)	
TAX DUE	1,081.20

ACCOUNT NUMBER: 228
 PHONE NUMBER: (904)350-9824
 PERIOD: 04/2016
 DUE DATE: 5/20/2016

NEIGHBORHOOD UTILITIES, INC.
 4551 SHIRLEY AVE
 JACKSONVILLE, FL 32210

PLEASE MAIL OR BRING THIS NOTICE RECEIPT WITH YOUR REMITTANCE
 MAKE CHECKS PAYABLE TO MICHAEL CORRIGAN

SIGNATURE

PRINTED NAME W. LARRY O'BRIEN
 PRESIDENT

Chapter 790 - PUBLIC SERVICE TAX—GENERAL^[1]

EX17 P3 of 30

Footnotes:

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Editor's note—Ord. 2002-794-E, § 1, amended the Code by repealing former Ch. 790, §§ 790.101—790.116, in its entirety. Former Ch. 790 pertained to similar subject matter, and derived from the Code of 1965, §§ 39-73—39-80, and 39-83; Ord. 68-106-84, §§ 1, 7; Ord. 69-1-1, §§ 1, 2; Ord. 69-878-594; Ord. 70-650-526; Ord. 71-397-181; Ord. 72-602-280, § 1; Ord. 72-766-353, § 1; Ord. 74-743-278, § 1; Ord. 78-461-192, § 1; Ord. 78-674-328, § 1; Ord. 83-591-400, § 1; Ord. 84-805-421, § 1; Ord. 84-1089-588, § 1; Ord. 90-463-172, § 1; Ord. 90-709-572, § 3; Ord. 91-1248-492, § 1; Ord. 92-132-512, § 1; Ord. 92-1928-1353, § 27; Ord. 93-506-258, § 1; Ord. 93-555-218, § 1; Ord. 93-961-402, § 26; and Ord. 98-225-E, § 1.

Cross reference— *Public works and utilities, Tit. XXI.*

State Law reference— *Public service tax, F.S. § 166.231 et seq.*

PART 1. - GENERAL PROVISIONS

Sec. 790.101. - Definitions.

As used in this Chapter:

- (a) *Electronic transfer* means the use of the Automated Clearing House (the "ACH"), or other electronic transfer system approved on a case by case basis, to send the public service taxes collected directly from the seller's bank to the bank so designated to receive such transfer.
- (b) *Seller* is a person, firm, corporation, or other legal entity who sells directly to the consumer.
- (c) *Remit, remittance and remitting*, for purposes of the public service tax imposed by this Chapter, means the sending by the seller and the receipt by the City of all taxes levied and collected pursuant to this Chapter.

(Ord. No. 2002-794-E, § 1)

Sec. 790.102. - Tax imposed; rate; exemption.

There is hereby imposed and levied by the City on each purchase of electricity, metered or bottled gas (natural, liquefied petroleum gas or manufactured), water service in the corporate limits of the City a tax in the amount of ten percent of the payments received by the seller of the service from the purchaser for the purchase of the service. The tax hereby imposed shall not be applied against a fuel adjustment charge, if the charge is separately stated on each bill rendered by the seller to the purchaser for the purchase of a utility service; provided, that fuel adjustment charge shall mean all increases in the cost of a utility service to the purchaser resulting from an increase in the cost of fuel to the seller subsequent to October 1, 1973. In every case, the tax shall be collected from the purchaser of the service and paid by the purchaser for the

use of the City to the seller of the service at the time of the purchaser's paying the charge therefor to the seller. The tax shall be collected on all payments received by the seller in payment of bills, statements or invoices rendered by the seller to the purchaser on or after October 1, 1972.

(Ord. No. 2002-794-E, § 1)

Sec. 790.103. - Collection; liability of seller; discontinuance of service.

- (a) It shall be the duty of every seller of electricity, metered or bottled gas (natural, liquefied petroleum gas or manufactured), or water service in acting as the tax-collecting agency for the City, to collect from the purchaser, for the use of the City, the tax hereby imposed and levied at the time of collecting the purchase price charged for each transaction, and to report and pay over, on or before the twentieth day of each calendar month, to the Tax Collector all the taxes imposed, levied and collected during the preceding calendar month, except that for water service as amended or its successor provisions, payment may be quarter annually on or before the twentieth day of the month following the end of each calendar quarter. In the event the twentieth day falls on a Saturday, Sunday or holiday, the time shall be extended additionally to the next business day following the Saturday, Sunday or holiday. The date of receipt of such taxes by the City will be the date postmarked by the U.S. Postal Service, the day received by the Tax Collector, or if by electronic transfer, the date received by the bank so designated to receive electronic transfers as indicated on the bank statement. The prescribed forms on which reports shall be made shall provide for the reporting of a fuel adjustment charge upon which no tax is levied. It shall be unlawful for a seller of a utility service to collect the price of a sale of electricity, gas, or water service without, at the same time, collecting the tax hereby imposed and levied in respect to the purchase or purchases and for a seller of the utility service to fail to state a fuel adjustment charge upon which no tax is levied separately from all other charges upon which the tax is levied at the time the seller collects the charges and tax from the purchaser.
- (b) A seller failing to collect the tax at the time of collecting the price of a purchase shall be liable to the City for the amount of the tax in like manner as if it had actually been paid to the seller; and a seller failing to show separately the amount of the fuel adjustment charge upon which no tax is levied at the time of collecting the charge shall be liable to the City for the amount of tax which would have been collected on the charge if the tax had been levied thereon. When a seller fails to make a report or fails to pay the tax within the time required hereunder, interest and penalties are imposed to the maximum extent permitted by F.S. § 166.234(7), as amended, which interest and penalties shall be payable and collectible in the same manner as if it were a part of the tax imposed. The Director of Finance shall cause to be brought all suits and actions and to take all proceedings in the name of the City as may be necessary for the recovery of the tax, interest or penalties; provided, that the seller shall not be liable for the payment of the tax upon uncollected charges. If a purchaser fails, neglects or refuses to pay the seller the seller's charge for the purchase or purchases and the tax hereby imposed and levied and as

hereby required on account of the purchase for which the charge is made, or either, the seller shall have and is hereby vested with the right, power and authority immediately to discontinue further service to the purchaser until the tax and the seller's bill shall have been paid in full.

- (c) Sellers remitting public service tax collections of \$10,000 or more, on average, per month over a period of three consecutive months shall thereafter, beginning in the month immediately following the third consecutive month, make all public service tax remittances to the bank so designated to receive by electronic transfer using the ACH system, or other electronic means as may be approved on a case by case basis. Those sellers meeting this criteria shall continue remittances by electronic transfer regardless of whether the seller's average collections fall below the \$10,000 threshold for any subsequent consecutive three month period, unless approval is given by the Tax Collector to discontinue on a case by case basis.

All other sellers may remit by hand-delivery, U.S. postal service or electronic transfer. However, if a seller elects to remit by electronic transfer, that seller shall thereafter always remit by electronic transfer, unless approval is given by the Tax Collector to discontinue on a case by case basis.

(Ord. No. 2002-794-E, § 1)

Editor's note— Ordinance 2007-839-E, § 18, authorized updated department/division names pursuant to reorganization.

Sec. 790.104. - Records of purchases; inspection.

- (a) Each seller of electricity, metered or bottled gas (natural, liquefied, petroleum gas or manufactured), or water service shall keep applicable records as provided in F.S. § 166.234(1), as amended, showing all purchases in the City of the service, which records shall show the price charged upon each purchase (showing as separate amounts the fuel adjustment charge upon which no tax is collected and all other charges upon which the tax levied hereby is collected), the date thereof and the date of payment thereof, and the records shall be kept open for inspection by the duly authorized agents of the City during business hours on all business days. The duly authorized agents of the City shall have the right, power and authority to audit, examine, and make transcripts of any and all business and/or sales records including those records stored on computer software or otherwise kept by electronic means, in any way pertaining to the sale, within the City limits during such times as they may desire. It shall be the duty of the Tax Collector to inspect the records in order to determine that the tax hereby imposed and levied is being properly reported and paid to the City by each seller of the service.
- (b) Providers of services taxable in accordance with the provisions of this Chapter are subject to audit under F.S. § 166.234, as amended.

(Ord. No. 2002-794-E, § 1)

Sec. 790.105. - Statements and payments where City or independent agency is seller.

Where the purchase of the utility service upon which a tax is imposed and levied by this Chapter is from the City or an independent agency, as seller, it shall be the duty of the official responsible for billing to state the amount of the tax on all statements of charges rendered to the purchasers of the utility service and the tax shall be collected from the purchasers by the Tax Collector at the time of collecting the purchase price charged for each transaction. The Tax Collector shall audit the charges and taxes so collected.

(Ord. No. 2002-794-E, § 1)

Sec. 790.106. - Exemptions.

There are exempted from payment of 100 percent of the tax levied and imposed by this Chapter:

- (a) The United States government, this state and all counties, school districts, and municipalities of the state, and by public bodies exempted by law or court order. Governmental bodies which sell or resell taxable service to nonexempt end users must collect and remit the tax.
- (b) Sales of bottled water.
- (c) Purchases by any recognized church in this state for use exclusively for church purposes, or purchases by a religious institution that possess a Consumer Certificate of Exemption issued under F.S. Ch. 212.
- (d) The purchase of natural gas or fuel oil by a public or private utility, either for resale or for use as fuel in the generation of electricity, or the purchase of fuel oil or kerosene for the use as an aircraft engine fuel or propellant or for use in internal combustion engines.

A purchaser who claims an exemption under subsection (a) or (d) of this Section shall certify to the seller that he or she qualifies for the exemption, which certification may encompass all purchases after a specific date or other multiple purchases.

There are further exempted from payment of 50 percent of the tax levied and imposed by this Chapter purchasers of electrical energy who are determined to be eligible for the exemption provided by F.S. § 212.08(15), by the State of Florida Department of Revenue and who are located within the boundaries of the State Department of Community Affairs designated and approved Enterprise Zone Number EZ 1703-1C93. This exemption shall be effective for a period of five years from the billing beginning not more than 30 days following notification to the applicable utility company by the State of Florida Department of Revenue that an exemption has been authorized pursuant to F.S. §§ 212.08(15) and 166.231(8).

(Ord. No. 2002-794-E, § 1)

Sec. 790.107. - Computation of tax when paid monthly and quarterly—Annually.

In all cases where the seller of electricity, metered or bottled gas (natural, liquefied petroleum gas or manufactured), or water service collects the price thereof at monthly periods or, in the case of water service, at quarter-annual periods, the tax hereby imposed and levied may be computed on the aggregate amount of purchase, except fuel adjustment charges on which no tax is levied, during the monthly or quarter-annual period; provided, that the amount of the tax to be collected shall be the nearest whole cent to the amount computed.

(Ord. No. 2002-794-E, § 1)

Sec. 790.108. - Scope of tax.

The purchase of the utility service upon which a tax is imposed and levied by this Chapter shall embrace and include any part of the transaction of purchase occurring in the City, whether it is the entering into of a contract for the purchase of the utility service, the payment of the charges therefor or the use of lines, poles, pipes, wires or the streets for the transmission or delivery of the utility service.

(Ord. No. 2002-794-E, § 1)

Sec. 790.109. - Penalty and interest.

- (a) It shall be unlawful and an offense for a purchaser to willfully fail, refuse or neglect to pay the tax hereby imposed and levied and for a seller, or an officer, agent or employee of a seller, to willfully make a false report, fail to make a report or fail to pay the tax, or violate any other provision hereof. The person shall, upon conviction, be guilty of a class D offense or a civil fine not to exceed \$10,000.
- (b) In addition to the penalty imposed by subsection (a) of this Section, a person who willfully:
- (1) Obtains an exemption number with the intent to avoid paying the tax hereby imposed and levied when the tax would otherwise be payable; or
 - (2) Uses an exemption number to avoid paying the tax hereby imposed and levied when the tax would otherwise be payable; or
 - (3) Procures or permits either of the foregoing;
- shall upon conviction be liable to the City in an amount not to exceed three times the amount of the tax that would have been payable in respect to the purchase or purchases for which the exemption number was used contrary to the provisions of this Chapter. Conviction as used in this paragraph shall mean a finding of guilty by a court of competent jurisdiction whether or not adjudication of guilt is withheld; the term shall also include a plea of nolo contendere by such person.
- (c) Additional fees may be assessed against sellers not complying with any provision of this Chapter, such fee being based upon the actual cost incurred by the City in collecting the public service tax or information due.
- (d)

Penalties and interest are authorized to the maximum extent permitted by F.S. § 166.234(7), but in no case shall penalties and interest exceed the amount allowed by such Section.

(Ord. No. 2002-794-E, § 1)

Sec. 790.110. - Impairment of prior obligations.

Nothing contained in this Chapter shall impair or affect the validity of pledges of revenues derived from public service taxes heretofore made by the former government of the City for the debt service requirements of obligations issued by the former government of the City.

(Ord. No. 2002-794-E, § 1)

Sec. 790.111. - Penalty and interest bills less than \$15.

The Tax Collector is instructed not to mail a special bill for penalty and interest on the tax hereby imposed when the penalty and interest for late payment is less than \$15.

(Ord. No. 2002-794-E, § 1)

Sec. 790.112. - Lists and updates.

Upon written request from any person, within 20 days following receipt of the person's written request, the Tax Collector shall provide a copy of the ordinance adopting any levy and all amendments thereto, and shall advise such person in writing of the types of media on which the lists described in F.S. § 166.233(3) are available and the costs not to exceed the actual cost of duplicating the information as determined by Information Technology Division. The lists and updates as required in F.S. § 166.233(3) shall be provided by the Information Technology Division to the Tax Collector upon request and within the necessary time limits as established therein. The tax collector is responsible for transmitting the information within 20 days following receipt of a written request by any person and payment of the cost.

(Ord. No. 2002-794-E, § 1; Ord. 2011-732-E)

Editor's note— Ordinance 2007-839-E, § 18, authorized updated department/division names pursuant to reorganization.

Sec. 790.113. - Use of certain portions of water service tax.

All of that portion of the tax collected upon water services provided by the City which tax is greater than such tax collected in the base year shall be appropriated to a General Fund—Special Council Reserve Account entitled Septic Tank Rehabilitation and Waterline Extension. The base year shall be fiscal year 1992-

1993. The Reserve Account shall be used for the cost of constructing sewer lines or water distribution lines to septic tank failure areas upon appropriation by the Council. The funds in this reserve account shall not lapse but shall carry over from year to year.

Commencing in fiscal year 1993-1994 and continuing each year thereafter, the water services tax collected in the immediately preceding year shall be increased by an assumed normal growth rate factor of four percent, so that only all of that portion of the water services tax described above which is greater than the increased amount shall be placed in the Reserve Account.

To the extent that all or any portion of the water services tax which is to be appropriated or which has been previously appropriated to the reserve fund are needed to satisfy and bond debt service or coverage obligations or other covenants for bonds for which the City's public service tax is now pledged or may be pledged from time to time in the future, the provisions of this Section shall be subordinate to such bond obligations and covenants so that there shall not be appropriated to or there shall be appropriated from, or both, the reserve account any or all of such water services tax as are needed to satisfy such bond obligations and covenants.

(Ord. No. 2002-794-E, § 1)

PART 3. - UTILITY FRANCHISE AGREEMENT

Sec. 711.301. - Part designation.

This Part shall be known and may be hereafter referred to as the "utility franchise agreement" provisions of the City relative to the use of City rights-of-way for certain utility installations. This Part shall not apply to a communications service provider governed by Part 4 of this Chapter.

(Ord. 2001-427-E, § 2)

Sec. 711.302. - Intent.

It is the intent of the City to provide a process whereby any public utility desiring to occupy any City rights-of-way may do so pursuant to an agreement protective of the public convenience and public investment and public property interests in said rights-of-way.

(Ord. 2001-427-E, § 2)

Sec. 711.303. - Definitions.

The following words, terms, and phrases (whether capitalized or not) listed in alphabetical order, where used in this Part, shall have the meaning ascribed to them in this Part, and in the definitions Section of Part 1 of this Chapter, unless different meanings are clearly indicated by the context. When not inconsistent with the context, words used in the present tense shall include the future, words in the plural include the singular, and words in the singular include the plural. The word "shall" is always mandatory.

Administrative agreement means a franchise agreement entered into by the Mayor and Corporation Secretary on behalf of the City and a grantee. The Mayor and Corporation Secretary are hereby delegated the authority by the City Council to enter into administrative agreements in conformity with this Chapter.

Defined utility means electric, gas, or water/sewer utilities as defined in this Section.

Director means the Director of the City's Department of Public Works, or their designee.

Electric utility means any municipal electric utility, investor-owned electric utility, or rural electric cooperative which owns, maintains, or operates an electric generation, transmission, or distribution system within the City's rights-of-way.

Franchise means the rights granted under this Chapter by the City to a grantee by which the City authorizes such grantee to utilize the City's rights-of-way to erect, construct, reconstruct, dismantle, electric, gas, water/sewer system, or any activity deemed a "Utility" by the rights-of-way committee of the City. Any

franchise awarded by an ordinance or administrative agreement in accordance herewith shall be a nonexclusive franchise unless otherwise specified herein or therein.

Franchise agreement means the written contract for nonexclusive use of any portion of City rights-of-way to place facilities owned or used by a "grantee" (as herein defined), which facilities serve two or more parcels of land. As authorized in this Part, a franchise agreement is not hereby defined to be in lieu of or to in any way impact the need for either an occupancy agreement/registration as covered in parts 2 and 4 of this Chapter, or a permit as may be required by City Code.

Gas utility means every person, corporation, partnership, association, or other legal entity and their lessees, trustees, or receivers supplying gas (natural, manufactured, or similar gaseous substance) to or for the public within the City; including any dependent or independent special natural gas district, any natural gas transmission pipeline company, or a person supplying liquefied petroleum gas, in either liquid or gaseous form, which owns, maintains, or operates a transmission, or distribution system within the City's rights-of-way.

Grantee means a utility or any person to whom the City shall determine to give a franchise.

Grantor or *city* means the City as represented by the City commission or any delegate acting within the scope of its delegated jurisdiction.

Public way means the surface of and the space above and below any public street, road, highway, freeway, lane, path, alley, court, sidewalk, parkway, or any publicly dedicated rights-of-way now or hereafter existing as such within the City and over which the City exercises ownership or effective control.

Utility means a person/grantee having/requesting any significant use (as such "significant use" is determined by rule of the Director in accordance with Part 5 of this Chapter, but shall include uses of the City rights-of-way by the grantee for the purpose of conducting grantee's business with third parties) of City rights-of-way who shall receive a franchise only by ordinance of the City Council upon a recommendation to do so by the Director or upon an ordinance of the City Council as introduced by a Council Member.

Water/sewer utility means and shall include any plant, wells, pipes, tanks, reservoirs, system, facility, or property used or useful or having the present capacity for future use in connection with the obtaining and supplying water/sewer and alternative water/sewer supplies, including, but not limited to, reclaimed water/sewer and water from aquifer storage and recovery and desalination systems, for human consumption, fire protection, irrigation, consumption by business, or consumption by industry, and shall also include any plant, system, facility, or property used or useful or having the present capacity for future use in connection with the collection, treatment, purification, or disposal of sewage, or reuse of wastewater, and without limiting the generality of the foregoing definition shall embrace all necessary appurtenances and equipment and shall embrace treatment plants, pumping stations, intercepting sewers, pressure lines, mains, and all necessary appurtenances and equipment deemed necessary or convenient for the operation.

(Ord. 2001-427-E, § 2)

Sec. 711.304. - General authority and power to grant franchise agreement.

- (a) To protect and promote the health, safety and general welfare of the citizens of the City and to preserve the necessary control and monitoring of the occupation and use of the City's rights-of-way, on and after the effective date of this Part (or not to exceed 120 days, or April 1, 2002 for a government owned "Utility" as defined in Part 3 herein, after the effective date of this Part if the Director deems necessary a delayed enforcement) no person conducting business as a defined utility, or as a utility shall occupy or use any City rights-of-way for the purpose of installing any wire, pipe or other material for the business purposes of the person without a franchise agreement. For defined utility or utility installations serving two or more parcels of land, no person or their agent (i.e. contractor, etc.) shall be allowed to pull permits (pursuant to City Code) for occupancy of City rights-of-way unless and until said person has a franchise agreement. The director is authorized and empowered to grant and execute a franchise agreement in accordance with the terms of this Part. Any contractor or other agent acting on behalf of a person having a franchise agreement must have a letter from said person describing the scope of the proposed "use" of City rights-of-way and specifying that said agent is authorized to act on the person's behalf, all "use" being subject to all terms of the occupancy agreement. Every occupancy agreement granted is conditioned upon the person paying the fees required in this Part when due and complying with the terms of the occupancy agreement. The Director may suspend and revoke the occupancy agreement and right to pull permits(s) upon any default by the person upon written notice as set forth in the occupancy agreement further described in this Part.
- (b) The fees required by this Part shall not be applicable to any unit of federal, state, or City government or any other body politic as established by law and exempt from the payment of said fees by state or federal law or court order, it being intended that the payment of franchise fees required pursuant to this Part shall not be payable by another body politic or municipality operating a "Utility" within the corporate limits of one of the Beaches or Baldwin, but that such payment shall be required of any body politic or municipality for any such "Utility" services within the City of Jacksonville's corporate limits and not within the corporate limits of one of the Beaches or Baldwin.
- (c) The grant of an occupancy agreement or franchise agreement shall not relieve, limit or alter a person's obligations to obtain and maintain any license or permit required by the City Code or other applicable law to carry on the person's business.

(Ord. 2001-427-E, § 2; Ord. 2001-1297-E, § 1)

Sec. 711.305. - Procedure for granting franchise agreement.

Application submission. See Part 1 of this Chapter. An applicant must have rights-of-way committee approval of their application in order to enter into a franchise agreement.

(Ord. 2001-427-E, § 2)

Sec. 711.306. - Franchise agreement term, conditions and form.

- (a) *Term.* The franchise agreement shall be granted for a term expiring on December 31 of the next even numbered year, with the initial term being from the date of execution by the director until December 31 of said even numbered year, renewable thereafter for two-year periods. In the event that the grantee desires a term of years in excess of the renewable biannual terms set forth herein, said franchise shall be subject to approval of the City Council.
- (b) *Conditions.* Each franchise agreement shall be conditioned upon the faithful performance of all duties and requirements imposed by existing law, this Chapter, and rules established by the Department (including, but not limited to rules pertaining to City projects on City-owned properties and rights-of-way which require the person, in a timely manner, to: 1. participate in design coordination meetings when either the City's project or the person's occupancy will be impacted; 2. provide accurate horizontal and vertical information on the person's facilities to assist in design phase and construction phase conflict resolution; 3. assist the City in developing utility relocation schedules; and 4. reimburse the City for delay costs resulting from the person's failure to relocate their facilities within the time frame provided herein or in the project relocation schedule). Failure to so perform including, but not limited to not making or reimbursing the costs of all necessary repairs to City property resulting from damage caused by the person's installation and maintenance of facilities covered by an occupancy agreement, failure to abide by Department rules, not being current in the payment of all applicable franchise fees, etc., shall be grounds for the Director to notify the person that their occupancy agreement will not be renewed and that all authorization to occupy City rights-of-way shall terminate and all installations be removed within 90 days of said written notice.
- (c) *Form.* The form of the franchise agreement shall be as adopted and approved by the Director (pursuant to the rule adoption process of Part 5 of this Chapter) and on file with the Council Secretary. Revisions to the form shall be placed on file with the Council Secretary and any outstanding occupancy agreements shall be made subject to said revisions upon their renewal. The form shall be sufficient to provide the Department with all information needed to monitor and protect the safety of City rights-of-way and may be coordinated with other City Code permitting requirements and the indemnification and insurance requirements pursuant thereto or to Part 2 hereof.

(Ord. 2001-427-E, § 2)

Sec. 711.307. - Renewal/fees waived.

The minimum biannual (and initial term) franchise agreement term for any defined utility or utility shall be from the effective date for the initial portion of the biannual term of at least one year through January 1 of the next year and on or before January 1 for each biannual term thereafter. Any fees that might otherwise be payable pursuant to this Section shall be waived in consideration for fees payable to the City pursuant to the "amount and payment of fees" Section of this Part 3.

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(Ord. 2001-427-E, § 2)

Sec. 711.308. - Indemnification, bond and insurance.

Each applicant (or their agent/contractor) shall execute (within the form of the occupancy agreement or by separate agreement) an indemnification agreement and provide evidence of bonding and insurance coverage in a form and amount that meets the requirements of the City Code for the pulling of a permit(s). Compliance with the provisions of Part 4 of this Chapter with reference to bond/insurance shall be deemed compliance with this Section.

(Ord. 2001-427-E, § 2)

Sec. 711.309. - Severability.

If any Section or provision of this Part is held invalid or unconstitutional by any court of competent jurisdiction, such holding shall not affect the validity of the remaining portions hereof which are declared severable.

(Ord. 2001-427-E, § 2)

Sec. 711.310. - Reserved.

Sec. 711.311. - Alternative remedies.

No provision of this Chapter shall be deemed to bar the right of the City to seek or obtain judicial relief from a violation of any provisions of this Chapter, the franchise, or any rule, regulation, requirement or directive promulgated under this Chapter, whether administratively, judicially or both. Neither the existence of other remedies identified in this Chapter nor the exercise thereof shall be deemed to bar or otherwise limit the right of the City to recover fines, penalties or monetary damages (except where liquidated damages are otherwise prescribed) for such violation by the grantee or judicial.

(Ord. 2001-427-E, § 2)

Sec. 711.312. - Existing franchises.

As used in this Section, "Director" shall mean the City's Director of Finance or their designee. Any existing franchises, including amendments and extensions thereof, in existence on the effective date of this Chapter shall remain in effect. To the extent reasonably possible, the Director shall negotiate with said existing franchise holders so as to establish procedures similar to those established in this Chapter as to the following items:

- (a) Payment of all franchise fees to be made to the Director;

- (b) Payments due the City under this provision shall be computed quarterly, for the preceding quarter, as of January 1, April 1, July 1 and October 1. Each quarterly payment shall be due and payable no later than 30 days after the relevant computation date. Each payment shall be accompanied by a brief report to the Director showing the basis for the computation and such other relevant facts as may be required by said Director. Annual financial reports, acceptable to the Director, shall be submitted within 30 days after completion of the grantee's annual audit. Unless more detailed information is required by said Director, the grantee shall (on an annual basis) provide said Director with a revenue letter audited by grantee's independent certified public accountants verifying revenues generated in the Jacksonville franchise area; and
- (c) All financial and other reports to be sent to the Director.

This Chapter shall apply to such existing franchises upon their renewal.

(Ord. 2001-427-E, § 2)

Editor's note— Ordinance 2007-839-E, § 18, authorized updated department/division names pursuant to reorganization.

Sec. 711.313. - Required agreements/registration.

Unless otherwise indicated to the contrary, as used in this Section, "Director" shall mean the City's Director of Finance. No defined utility or utility shall be allowed to occupy or use the City rights-of-way in the City without a franchise in accordance with the provisions of this Chapter. Other than as covered by existing franchises, existing lines, pipes and other facilities lawfully placed in the rights-of-way, pursuant to an existing franchise, shall be permitted to remain. The Directors are hereby authorized and instructed to secure written agreements covering installations existing as of the effective date of this Chapter by the occupancy (public works), registration (finance) and franchise (finance) agreement(s) registration authorized in this Chapter. Any person or grantee which fails to cover said installation by the aforesaid agreements/registration shall have their permit, license, or other authority to use City rights-of-way revoked upon 90 days written notice from the Director of Public Works and said Director shall undertake all reasonable means to secure the removal of all such installations from City rights-of-way.

(Ord. 2001-427-E, § 2)

Editor's note— Ordinance 2007-839-E, § 18, authorized updated department/division names pursuant to reorganization.

Sec. 711.314. - Authority to grant; terms and conditions of granting.

- (a) If the City shall grant to a grantee a nonexclusive franchise to construct, maintain, and reconstruct, a system within the City or a renewal of an existing franchise, the franchise shall constitute a right to utilize rights-of-way for the placement of grantee's facilities as required by the provisions of this Part

and the franchise agreement. A franchise may be revoked if grantee does not abide by and perform in accordance with the provisions of this Part (including any amendments to this Part), the franchise, and such rules and regulations as may be adopted pursuant to Part 5 of this Chapter. Any franchise granted under the terms and conditions contained in this Part shall be consistent with federal laws and regulations and state general laws and regulations. If a conflict occurs in the terms and conditions of the franchise and the terms and conditions on which the City can grant a franchise, the general law or statutory requirements shall, without exception, control. Any franchise granted is hereby made subject to the general ordinance code provisions in effect in the proper exercise of the City's municipal and County home rule and police powers.

- (b) Neither this Chapter as a whole, nor any of its parts, portions or terms, shall be construed as granting or intending to grant to a grantee a franchise to use the public ways of the City, for any other than the one specified on the franchise granted or any other uses not specified herein; but nothing herein shall preclude a grantee from entering into a contract for the use of any portion of the grantee's system with any person, firm, partnership or corporation. The grantee shall include revenues derived from such contract and from the use of the system for purposes of calculating franchise fees to the extent consistent with applicable law. Any person, firm, partnership or corporation, whether lessee or not, if placing cable or facilities in the rights-of-way must first obtain an appropriate franchise from the City and obtain all required certifications from the state prior to utilizing the rights-of-way.
- (c) Neither this Chapter as a whole, nor any of its parts, portions or terms, shall be construed as prohibiting the City from including internet service fees as recurring local service revenues if internet service is determined to be a telecommunications company service.
- (d) Nothing in this Chapter or a franchise granted hereunder shall vest in grantee any property rights in City-owned property, nor shall the City be compelled to maintain any of its property any longer than, or in any fashion other than, in the City's judgment its own business or needs may require.
- (e) It is understood that there are within the City various streets which the City does not have the unqualified right to authorize grantee to use, because of reservations in favor of the dedicators or because of other legal impediments; therefore, in granting a franchise, the City does not warrant or represent as to any particular street or portion of a street that it has the right to authorize grantee to install or maintain portions of its system therein, and in each case the burden and responsibility for making such determination in advance of the installation shall be upon grantee. Upon request, the City shall make available to grantee such information as to a particular property as it may have with respect to such reservations or other impediments.
- (f) The City, in the proper exercise of its municipal powers and duties with respect to its City rights-of-way, shall have access to any manholes of the grantee in such City rights-of-way. The City will provide grantee prior notice and an opportunity to be present unless determined by the City to be an emergency situation.
- (g)

All grantees shall abide by and perform in accordance with the provisions of this Part, including any amendments to this Part and this Chapter and such additional rules and regulations as the City may adopt pursuant to Part 5 of this Chapter. In accepting the franchise, the grantee acknowledges that at all times during the term of this franchise, its rights shall be subject to all lawful exercise of the police power by the City, and to such reasonable regulation of City rights-of-way as the City shall hereafter by resolution or ordinance provide in the interest of the health, safety and welfare of the public. Any inconsistency or ambiguity between the provisions of this Chapter and any lawful exercise of the City's police power shall be resolved in favor of the latter.

(Ord. 2001-427-E, § 2)

Sec. 711.315. - Franchise nonexclusive.

Any franchise granted shall be nonexclusive (unless specifically stated otherwise on the franchise agreement). The City specifically reserves the right to grant, at any time, such additional franchises for any system as it deems appropriate; provided, however, that such additional grants shall not operate to materially modify, revoke or terminate any rights previously granted to any grantee.

(Ord. 2001-427-E, § 2)

Sec. 711.316. - Applications.

- (a) Applications for a franchise or renewal thereof shall be submitted to the Director and shall include, but not be limited to, the following:
- (1) The name of the applicant, the address and telephone number of the applicant, and the applicant's Florida Sunshine State one-call registration number.
 - (2) If applicable, a copy of the applicant's current certificate of authorization issued by the Florida Public Service Commission or the Federal Communications Commission, as applicable.
 - (3) A certificate of insurance verifying workers' compensation, general liability and property damage insurance coverage or proof of self-insuring status which demonstrates adequate financial resources to defend and cover claims, in compliance with levels of coverage specified hereinafter.
 - (4) Name of registered agent and incumbency certificate of authorized officer to bind the applicant.
 - (5) The type of services (or other uses, water/sewer, etc.) that the facilities within the rights-of-way will be used to provide.
- (b) All grantees shall inform the City in writing of any change to the above information within 30 days following the date on which the grantee has knowledge of the change.
- (c) The City Council delegates to the designated Director the authority to administratively approve applications that comply with the requirements of this Part.
- (d)

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Standards for award or denial of application. The City Council, or where appropriate the designated Director, shall award a franchise (or requested franchise renewal) to an applicant where it is determined, based on the evidence in the record, that the applicant has complied with the requirements of this Chapter. Any denial by a Director shall, if requested by the applicant, be submitted by the Director to the City Council for its review of the record as considered by the Director.

(Ord. 2001-427-E, § 2)

Sec. 711.317. - Grant procedure.

All franchise applications when filed shall be available for public inspection at the designated Director's office and at such other places designated by the Mayor. If a franchise is sought to be granted by ordinance, the ordinance adoption process set out by Council rules and by general law must be followed, including public notice and public hearings. The need for public hearings may be reduced or eliminated where the City Council provides a method of administrative approval for applications.

(Ord. 2001-427-E, § 2)

Sec. 711.318. - Publication costs.

The applicant shall assume the cost of publication of any ordinance to grant a franchise, as such publication is required by law, and such is payable prior to final consideration of the request by the City Council.

(Ord. 2001-427-E, § 2)

Sec. 711.319. - Duration.

The term of any franchise shall be set out in the franchise agreement if awarded by an ordinance. The initial term of any franchise shall not exceed five years (with possible renewal terms not to exceed five years, subject to approval by the designated director) if awarded by administrative agreement. Any franchise may be terminated sooner as provided in this Part.

(Ord. 2001-427-E, § 2)

Sec. 711.320. - Acceptance of franchise.

- (a) The grantee expressly agrees that upon its acceptance of the franchise it does so relying upon its own investigation and understanding of the power and authority of the City to grant the franchise. The grantee, by accepting the franchise, acknowledges that it has not been induced to accept same by any promise, verbal or written, by or on behalf of the City or by any third person regarding the franchise not expressed therein. The grantee further pledges that no promise or inducement, verbal or written, has been made to any City employee or official regarding receipt of the franchise.

- (b) The occupation, or continued occupation, of the City's rights-of-way for the operation of a system for at least 120 days after the effective date of this Chapter, even without written acknowledgment by the grantee, shall constitute acceptance by a grantee of a franchise issued pursuant to the provisions of this Chapter. However, the Director is authorized to initiate action to secure the removal from City rights-of-way of facilities not covered by a written acknowledgment should such action be deemed by the Director to be in the City's best interest.

(Ord. 2001-427-E, § 2)

Sec. 711.321. - Amount and payment of fees.

- (a) The following fees shall be collected by the Director of Finance, or his designee, (with assistance from City Departments as required by said Director). Payment of all franchise fees to be made to the Director. Payments due the City under this provision shall be computed quarterly, for the preceding quarter, as of January 1, April 1, July 1 and October 1. Each quarterly payment shall be due and payable no later than 30 days after the relevant computation date. Each payment shall be accompanied by a brief report to the Director showing the basis for the computation and such other relevant facts as may be required by said Director. Annual financial reports, acceptable to the Director, shall be submitted within 30 days after completion of the grantee's annual audit. Unless more detailed information is required by said Director, the grantee shall (on an annual basis) provide said Director with a revenue letter audited by grantee's independent certified public accountants verifying revenues generated in the Jacksonville franchise area.

All financial and other reports shall be sent to the Director. As used in this Section 711.321, "gross sales" includes all payments received by a utility for the sale of electricity, water, natural gas or wastewater service or for services directly related to the provision of those products, including the transportation, transmission, delivery or distribution of those products within the corporate limits of the City and including any customer charges or facilities charges. The fees are as follows:

- (1) *Telecommunications*: Not applicable, as governed by registration in Part 4 of this Chapter.
- (2) *Gas system*: The grantee, in consideration of the privilege granted under the franchise for the use or occupancy of a gas system within the public ways of the City, and the administration of said uses by the City, shall pay to the City a sum equal to five percent of the gross sales of the gas system within the municipal limits of the City. The City shall be authorized to unilaterally amend this Chapter and increase or decrease the franchise fee provided for herein and in any franchise agreement to the maximum franchise fee authorized by the laws of the state; provided that the City makes similar increases or decreases in the franchise fees for all gas system franchisees.
- (3) *Electric system*: The grantee, in consideration of the privilege granted under the franchise for the use or occupancy of an electric system within the public ways of the City and the administration of said uses by the City, shall pay to the City a sum equal to five percent of the gross sales of the electric system within the municipal limits of the City, and is hereby established at five percent.

However, the preceding payment shall not be applicable to JEA as a result of JEA's financial contributions to the City. The City shall be authorized to unilaterally amend this Chapter and increase or decrease the franchise fee provided for herein and in any franchise agreement to the maximum franchise fee authorized by the laws of the state; provided that the City makes similar increases or decreases in the franchise fees for all electric system franchisees.

- (4) *Water/sewer system*: The grantee, in consideration of the privilege granted under the franchise for the use or occupancy of a water/sewer system within the public ways of the City and the administration of said uses by the City, shall pay to the City a sum equal to five percent of the gross sales of the water/sewer system within the municipal limits of the City. However, the preceding payment shall not be applicable to the Water and Sewer Expansion Authority or to JEA as a result of JEA's financial contributions to the City. The City shall be authorized to unilaterally amend this Chapter and increase or decrease the franchise fee provided for herein and in any franchise agreement to the maximum franchise fee authorized by the laws of the state; provided that the City makes similar increases or decreases in the franchise fees for all water/sewer system franchisees.
- (5) *Cable television*: Not applicable, as certain economic elements governed by registration in Part 4 of this Chapter and other elements governed by City Code Chapter 710.
- (6) *Other utility systems*: Utility entities not set forth in items (1) through (5) above will be assessed such fees as may be recommended by the Director (with assistance from the Director of Finance) and approved by the City Council.
- (b) Within 30 calendar days after the close of each quarter, the grantee shall pay the franchise fee as provided in subsection (a) of this Section (for the purposes of this Chapter, the City's municipal limits excludes the beaches and Baldwin) and file with the City's Director of Finance a statement, signed by an authorized accountant or financial representative of the grantee, showing the calculation of the franchise fees. Acceptance of any franchise fee payment shall not be deemed a waiver or release of any claims the City may have for additional sums, nor be construed as an accord that the amount paid is correct.
- (c) The sums of money to be paid by the grantee to the City under this Section are compensation and consideration for the use or occupancy by the grantee of the City's public ways for the construction, maintenance and operation of the system and are not taxes as allowed by the Florida Constitution, the general or special laws of the state, or any other ordinances of the City. The grantee shall at all times continue to be subject to ad valorem taxes (FS § 166.211) and such other taxes, charges or fees as may be lawfully authorized by the Florida Constitution, the general or special laws of the state, the provisions of the Municipal Home Rule Powers Act (FS Chapter 166) or the ordinance code or any ordinances of the City.
- (d) The grantee shall make available to the City or its authorized representative or agent, during normal business hours, and upon written notice, the books, records, and accounts and other documentation of the grantee (hereinafter collectively referred to as the "reports") that, as reasonably determined by the City, are necessary to audit and determine the accuracy of the franchise fee payment. In the event the

reports are not made available to the City in the City's City hall (St. James Building), the grantee shall reimburse the City for the reasonable travel expense of the City's representative resulting from such representative's travel to the location where the reports are maintained and shall permit the City to make and remove copies of the reports, including computer printout or other data. Upon request by the City, or its designated representative, the grantee shall provide a copy of its annual report to the Florida Public Service Commission (FPSC) and a copy of all regulatory assessment fee reports required to be filed with the FPSC to the extent any such report is relevant to a determination of the appropriate fee payable to the City under the franchise. The City, or its designated representative, shall have the right during the term of the franchise to examine the reports; provided, however, that the grantee shall be obligated to maintain its billing records only for the period of time required by the FPSC and that any examination conducted after such period shall be confined to the billing records then available. No later than 30 days after the request of the City or its representative, the grantee shall supply to the City a copy of the reports. Such copy shall be in the media requested by the City provided that it is economical and practical for the grantee to do so; however, in no event shall paper copies of requested documentation be deemed uneconomical or impractical. In the event of a third party request for information obtained by audit, the City may advise grantee so that grantee may seek such relief as it may obtain to prevent the disclosure of the information to the third party. The City shall have no obligation to seek such relief. Grantee shall indemnify and hold the City harmless for any cost and expense, including but not limited to reasonable attorneys fees, incurred by the City as a result of this paragraph, whether or not suit is filed.

- (e) The cost of the audit will be borne by the grantee if as a result of the audit, the City determines, and such determination is upheld if challenged, that the grantee has underpaid the franchise fees owed in an amount equal to or exceeding one percent of the franchise fees actually paid.
- (f) Any transaction or arrangement which has the effect of circumventing payment of required franchise fees and/or evasion of payment of franchise fees by noncollection, nonreporting of gross receipts, collection of revenues by affiliates, bartering or any other means which evade the actual collection of gross revenues by a grantee for services is prohibited.

(Ord. 2001-427-E, § 2; Ord. 2001-1297-E, § 1; Ord. 2003-586-E, § 6)

Sec. 711.322. - Interest on delinquent fees.

Any franchise fees which remain unpaid after the dates specified herein shall be delinquent and shall thereafter accrue interest at the rate of 18 percent per annum compounded monthly (or whatever lesser rate as required by law) until paid to the City and the grantee shall reimburse the City for the actual out-of-pocket costs of the City, together with reasonable attorney's fees associated with collecting any sums of money that grantee is required to remit to the City pursuant to this Chapter.

(Ord. 2001-427-E, § 2)

Sec. 711.323. - Transfers.

- (a) A franchise shall not be sold, assigned or transferred, either in whole or in part, or leased or sublet, nor shall title thereto, either legal or equitable or any right, interest or property therein, pass to or vest in any person (other than a parent corporation of grantee, a wholly-owned subsidiary of grantee or a corporation under common control with grantee) without the prior written consent of the City, which consent shall not be unreasonably withheld nor unduly delayed. No such consent shall be required for a mortgage, or other hypothecation as a whole or in part to secure an indebtedness. This shall not be construed as prohibiting grantee from granting to others the right to use capacity on the fiber optic cables facilities located in the rights-of-way, provided the revenues therefrom are included by grantee in calculating franchise fees for purposes of this Chapter.
- (b) The proposed assignee must meet all qualifications and requirements under the provisions of this Chapter.
- (c) The grantee shall promptly notify the City of any actual or proposed change in or transfer of or acquisition by any other party of more than 50 percent of the ownership interest of the grantee or the grantee's parent corporation. Every change, transfer, or acquisition of control of the grantee (other than to or by a parent corporation of grantee, a wholly-owned subsidiary of grantee or a corporation under common control with grantee) shall make the franchise subject to cancellation unless and until the City shall have consented thereto, which consent shall not be unreasonably withheld nor unduly delayed. The successor in interest shall meet all the qualifications and requirements under the provisions of this Chapter.
- (d) The consent or approval of the City to any transfer of the franchise shall not constitute a waiver or release of the rights of the City in and to the public ways, and any transfer shall by its terms, be expressly subordinate to the terms and conditions of a franchise.
- (e) In no event shall a transfer of ownership or control be approved without the successor in interest becoming a signatory to the franchise agreement.

(Ord. 2001-427-E, § 2)

Sec. 711.324. - Indemnification by grantee.

Grantee's indemnification obligations to City shall be as set forth in Part 4 of this Chapter.

(Ord. 2001-427-E, § 2)

Sec. 711.325. - Grantee insurance.

Grantee's insurance obligations to City shall be as set forth in Part 4 of this Chapter.

(Ord. 2001-427-E, § 2)

Sec. 711.326. - Bonds and security fund.

Grantee's bonds and security fund obligations to City shall be as set forth in Part 4 of this Chapter.

(Ord. 2001-427-E, § 2)

Sec. 711.327. - Termination.

In the event the grantee violates any of the material provisions of this Chapter or the franchise the City, at its option, may forthwith declare a forfeiture and termination of, and revoke and cancel all rights granted under the franchise; provided that prior to termination by the City resulting from a violation by the grantee of any of the provisions of this Chapter, the grantee shall be served written notice by the City with respect thereto. The grantee shall have 30 days after service of such notice within which to cure the violation, or within which to present a plan, satisfactory to the City, to accomplish the same. A termination shall be declared by the City Council at public hearing upon a minimum of 15 days prior written notice to grantee of such hearing. In the event of such termination, the grantee shall, within a reasonable time following demand by the City, remove from the City rights-of-way or abandon the system and take such steps as are necessary to render every portion of the system remaining within the public ways of the City safe, and shall thereupon be deemed to have abandoned same in its entirety; and the same shall thereupon become the sole property of the City without payment to the grantee.

(Ord. 2001-427-E, § 2)

Secs. 711.328, 711.329. - Reserved.

Sec. 711.330. - Compliance with state and federal law.

The grantee shall, at all times, comply with all laws of the state and federal government and the rules and regulations of any federal or state or administrative agency.

(Ord. 2001-427-E, § 2)

Sec. 711.331. - Authority for use of City rights-of-way/permits.

(a) Prior to the installation, placement or removal of any pipes, conduits, cables or pole lines, or the start of any other type of construction on the City rights-of-ways, the grantee shall, pursuant to the requirements of existing or subsequently enacted City ordinances, obtain all permits from, and pay all applicable fees to, the City's department of public works. Such permits shall set out the place, date and time where the conduits, cables, or pole lines, or other form of construction, are to be installed, or removed or where the construction is to be conducted. All permit applications submitted by the grantee shall contain plans showing known utility facilities and specifications, and letters of no conflict as provided by other utilities having facilities located where the grantee desires to place its conduits, cable

or pole lines or begin construction. The grantee will not assert the existence of any vested rights if the City issues a permit. Further, issuance of a permit by the City shall not be construed by the grantee as a warranty that the placement by the grantee of its conduits, cables or pole lines, or the start of construction, is in compliance with any applicable rules, regulations or laws. In accordance with the provisions of Section 220, the grantee shall file with their permit applications to the City, bonds solely for the protection of the City with a surety company or trust company or companies as surety or sureties in the amount of 110 percent of the estimated cost of public improvements in the rights-of-way to protect the City from any and all damages or costs suffered or incurred by the City as a result thereof, including but not limited to attorney's fees and costs of any action or proceeding, and including the full amount of compensation, indemnification, cost of removal or abandonment of any property or other costs which may be in default, up to the full principal amount of such bond; and the condition shall be a continuing obligation during the entire term of any permit issued in accordance herewith and thereafter until the permittee shall have satisfied in full any and all obligations to the City which arise out of or pertain to the permit.

- (b) Any type of construction proposed by the grantee shall be subject to the City Code and other regulations of the City pertaining thereto, and shall be performed with the least possible interference with the use of the public way and to adjoining property owners and in compliance with the rules and regulations of the Florida Department of Transportation.
- (c) Any pipes, conduits, cables or pole lines installed or placed without first having obtained the permits hereinbefore provided for shall be removed within 30 days written notice by the City to remove the same and, in default of compliance with such notice, the conduits, cables or poles or other construction may be removed by order of the department of public works of the City and the cost of removal shall be borne and paid by the grantee, or in the event the City approves the placement of same after the fact, grantee shall obtain all requisite permits therefor and pay all applicable penalties and fees.
- (d) The grantee shall construct and maintain its system so as not to interfere with other lawful uses of the public ways. To the extent possible, grantee shall make use of existing poles and other facilities available to the grantee. The grantee may erect additional poles or construct other facilities so long as all applicable permits and consents are obtained. The grantee shall use its best efforts to individually notify all adjacent property owners affected by the proposed construction prior to the commencement of that work. Such notification shall not be required for emergencies necessitating immediate repairs.
- (e) Notwithstanding the grant to use public ways, no public way shall be used by a grantee if the City (Director of Public Works), in its sole discretion, determines that such use is inconsistent with the terms, conditions or provisions by which the public way was created or dedicated or is being used.

(Ord. 2001-427-E, § 2)

Sec. 711.332. - Conditions on public way occupancy.

- (a) All facilities, structures, lines and equipment erected by the grantee within rights-of-way of the City shall be so located to cause minimum interference with the proper use of streets, alleys and other public ways and places and to cause minimum interference with the rights and reasonable convenience of property owners who own property adjoining any such streets, alleys or other public ways and places.
- (b) The grantee shall not in any way displace, damage or destroy any sewer, water main, pipe or any other facilities belonging to the City, or to any third party who placed such facilities therein by express authority of the City, without the consent of the City, and the grantee shall be liable to the City or to the third party owner, as the case may be, for the cost of any repairs made necessary by any such displacement, damage or destruction and shall pay such costs within 30 days of grantee's receipt of an invoice for same.
- (c) The grantee shall, at its own cost and expense, replace and repair without delay any sidewalk, public way, alley, highway, waterway, bridge or any other public place that has been excavated, broken, removed, displaced or disarranged by the grantee in the conduct of its construction, maintenance and operation of any portion of the system, or as a result of the deterioration of any portion of the system, and restore the same to as good a condition as it existed prior to the grantee commencing its work. Upon failure of the grantee to do so after 30 days written notice by the Director of Public Works of the City, the City may make such repairs and replacements as it deems reasonably necessary, and the grantee shall pay the City upon demand all costs of such repairs and replacements. The grantee shall, to the satisfaction of the Director of Public Works, maintain any repairs it makes pursuant to this Section for a period of one year following the date of such repair.
- (d) The grantee shall use all proper and reasonable care in connection with any work which it may do in, over, under or across any public way, alley, highway, waterway, bridge, easement or other public place of the City in seeking to prevent harm, damage or injury to persons or property therefrom.
- (e) The grantee shall:
- (1) Produce, maintain and provide to the City a complete set of "as built" plans including, but not limited to, horizontal and vertical profiles within 45 days after completion of construction of any portion of the system;
 - (2) Comply with all applicable laws, regulations and codes promulgated for the protection of the public including, but not limited to, the National Electric Code, the National Electrical Safety Code, the Florida Department of Transportation Utilities Accommodations Guide, the State of Florida Manual of Uniform Minimum Standards for Design Construction and Maintenance for Streets and Highways and such other design or regulatory manuals which regulate the insulation of structures within City rights-of-way;
 - (3) Become a member of and maintain membership in a utility notification one-call system.
- (f) The grantee shall prohibit any officer, agent, employee, contractor or subcontractor which the grantee retains from removing or substantially trimming any tree or major portion thereof, either above, at, or below ground level, which is located within a public way without the prior written approval of the

Department of Public Works (with the assistance of other City departments as may be required by the Director of Public Works). Each grantee shall be responsible for and shall indemnify, defend and hold harmless the City and its officers, agents and employees from and against any and all damages arising from or resulting from the removal, trimming, mutilation of or any injury to any tree proximately caused by the grantee or its officers, agents, employees, contractors or subcontractors.

- (g) In the event the City requires the grantee to adapt or conform any portion of the system, or in any way to alter, temporarily or permanently relocate or to change any portion of same to enable any other person to use a public way, avenue, alley, sidewalk, highway, bridge, easement or other public place of the City, the grantee shall be reimbursed by the person desiring or occasioning such change for any loss, cost or expense caused by or arising out of such change, alteration or relocation of any portion of the system.
- (h) In an emergency, as determined by the City, when the grantee or its representative is immediately unavailable or unable to provide the necessary immediate repairs to any portion of the system in the rights-of-way that is damaged or malfunctioning or to any faults or settled or sunken areas that may develop in any area over, around or adjacent to same, the City, when apprised of such an emergency, shall have the right to make repairs to protect the public health, safety and welfare, with the total cost of same being charged to the grantee.
- (i) In an effort to minimize the number of facilities within the City's public ways, the disruption of traffic and roadway destruction, the grantee shall endeavor to enter into joint use agreements with the City and other parties who are expressly authorized by the City to use its public ways provided such agreements are satisfactory to the grantee. Nothing herein contained shall mandate that the grantee enter into joint use agreements.
- (j) The grantee shall maintain and operate all parts of the system in good, safe and operable condition and shall at all times possess a valid certificate of authorization from the FPSC and/or other applicable jurisdiction(s).
- (k) Whenever, in case of fire or other disaster, it becomes necessary, in the reasonable judgment of the City, to remove or damage any of the grantee's facilities, no charge shall be made by the grantee against the City for restoration and repair reasonably necessary under the circumstances. The City shall endeavor to avoid or limit damage to the extent necessary under the circumstances.

(Ord. 2001-427-E, § 2)

Sec. 711.333. - Erection of poles.

No system franchise shall be deemed to expressly or impliedly authorize the grantee to construct or install poles or wire-holding structures within a public way for the purpose of placing cables, wires, lines or otherwise, without the written consent of the City for the public way within which the poles or structures

are situated. Such consent shall be given by rights-of-way utilization permit upon such terms and conditions as the City may prescribe, which shall include a requirement that the grantee perform, at the grantee's sole expense, all tree trimming required to maintain the poles clear of obstructions.

(Ord. 2001-427-E, § 2)

Sec. 711.334. - Underground construction.

The grantee shall comply with the following provisions of this Section unless otherwise approved by the City's Department of Public Works. Facilities shall be installed underground where existing power or telephone facilities are installed underground, and shall be relocated underground concurrently, at grantee's sole expense, where existing power or telephone facilities are hereafter so relocated. To the maximum extent practicable, all facilities shall be constructed underground. Poles, underground cables or other facilities of the communications system shall be placed between the property line and the curb line of all streets and avenues and shall not be within the roadway recovery area. Underground cable shall have consistent alignment, to the extent reasonable, parallel with the edge of pavement, at least a 36-inch depth of cover for and shall have at least two-foot horizontal clearance from other underground utilities and their appurtenances. The lowest wire on any poles placed in any portion of City rights-of-way used by vehicle traffic generally shall not be less than 18 feet from the ground (provided that, consistent with the within mentioned codes, wires placed over a driveway may be not less than 16 feet from the ground) and, whenever telephone and electric power wires cross each other, wires shall cross and be maintained in accordance with the National Electrical Code, the National Electrical Safety Code and the "Safety Rules for the Installation and Maintenance of Electrical Supply and Communication Lines" established by the Department of Commerce, Bureau of Standards of the United States in force at the time of the effective date of this Chapter and as amended.

(Ord. 2001-427-E, § 2)

Sec. 711.335. - Relocation.

Except in an emergency, the grantee shall, within 30 days after receipt of written notice from the City, adjust, alter, remove or relocate at its own cost and expense any portion of the system in the event the City, at the direction of the Director of Public Works, determines that such adjustment, alteration, removal or relocation is necessary for the City's use of its property and rights-of-way (including, but not limited to, the sale, abandonment or conveyance of any portion of said rights-of-way) or if same unreasonably interferes with the convenient, safe or continuous use or the maintenance, improvement, extension or expansion of any public street, alley, highway, waterway, bridge or easement in the City. In the event such removal, adjustment, alteration or relocation is incidental to work to be done by the City on a City road, such notice shall be given at the same time as the contract for the work is advertised or 30 days prior to the commencement of such work by the City. In the event such a contingency occurs and the company fails to

cause the aforementioned adjustment, alteration, removal or relocation as required herein, the City may remove such portion of the system and the total cost and expense therefor shall be charged to the grantee. The City shall provide the grantee with a notice of such removal or relocation and order as provided for in F.S. § 337.404, or any subsequently enacted law of the state in the event it may charge the grantee for the cost and expense of removing such portion of the system pursuant to this Chapter. However, notwithstanding the preceding, each grantee's use of City rights-of-way shall be conditioned upon the faithful performance of all duties and requirements imposed by existing law, this Chapter, and rules established by the Department (including, but not limited to rules pertaining to City projects related to the rights-of-way which require the person, in a timely manner, to: 1. participate in design coordination meetings when either the City's project or the person's occupancy will be impacted; 2. provide accurate horizontal and vertical information on the person's facilities to assist in design phase conflict resolution; 3. assist the City in developing utility relocation schedules; and 4. reimburse the City for delay costs resulting from the person's failure to relocate their facilities within the time frame provided in the relocation schedule).

(Ord. 2001-427-E, § 2)

Sec. 711.336. - Movement of buildings.

Each grantee shall, upon request by any person holding a building moving permit, franchise or other approval issued by the City, temporarily remove, raise or lower its wire to permit the movement of buildings. The expense of such removal, raising or lowering shall be paid by the person requesting same, and a grantee shall be authorized to require such payment in advance. A grantee shall be given not less than five working days' written notice to arrange for such temporary wire changes.

(Ord. 2001-427-E, § 2)

Sec. 711.337. - Removal.

(a) Upon discontinuance of operation of all or a portion of its system, or expiration or termination of a system franchise, if the franchise is not renewed and if an assignee does not purchase the system, the grantee may remove any underground cable from the public ways which has been installed in such a manner that it can be removed without trenching or other opening of the public ways along the extension of cable to be removed. The grantee shall not remove any underground cable or conduit which requires trenching or other opening of the public ways along the extension of cable to be removed, except as authorized by the City's Director of Public Works or as otherwise provided in this Section. The grantee shall remove, at the grantee's sole cost and expense, any underground cable or conduit by trenching or opening of the public ways along the extension thereof or otherwise which is ordered to be removed by the City based upon a determination, in the sole discretion of the City, that removal is required in order to eliminate or prevent a hazardous condition or promote future utilization

of the public ways for public purposes. Any order by the City to remove a pipe, cable or conduit shall be mailed to the grantee not later than 30 calendar days following the date of expiration of the franchise. A grantee shall file written notice with the City Clerk not later than 30 calendar days following the date of discontinuance of operation of all or a portion of its system, or as applicable, expiration or termination of the franchise, of its intention to remove cable intended to be removed and a schedule for removal by location. The schedule and timing of removal shall be subject to approval and regulation by the Director of Public Works. Removal shall be completed not later than 12 months following the date of expiration of the franchise, or as applicable, the notice given by the grantee under this Section unless the grantee otherwise demonstrates that removal cannot be completed in that length of time, in which case a reasonable time frame shall be established by the City in consultation with the grantee. Underground cable and conduit in the public ways which is not removed shall be deemed abandoned and title thereto shall be vested in the City.

- (b) Upon expiration or termination of a franchise, if the franchise is not renewed and if an assignee does not purchase the system, the grantee, at the grantee's sole expense, shall either (1) remove from the public ways all aboveground elements of the system located in the rights-of-way, or (2) render every portion of the system in the rights-of-way safe, and abandon same in its entirety, and the same shall thereupon become the sole property of the City without payment to grantee.
- (c) Upon expiration or termination of a franchise, if the franchise is not renewed and if an assignee does not purchase the system, the grantee, at the grantee's sole expense, shall either (1) remove from the public ways all aboveground elements of the system located in the rights-of-way, or (2) render every portion of the system in the rights-of-way safe, and abandon same in its entirety, and the same shall thereupon become the sole property of the City without payment to grantee.
- (d) The grantee shall apply for and obtain such encroachment permits, licenses, authorizations or other approvals and pay such fees and deposit such security as required by applicable ordinance code/ordinances, regulations or policies of the City; shall conduct and complete the work of removal in compliance with all such applicable ordinance code/ordinances, regulations and policies; and shall restore the public ways to the same condition they were in before the work of removal commenced. The work of removal shall be completed not later than one year following the date of expiration of the franchise.

(Ord. 2001-427-E, § 2)

Sec. 711.338. - Inspection; correction of defects in system; breach by grantee.

- (a) The City shall be able to inspect the construction and location of the system by the grantee to insure the proper performance of the terms of this Chapter.
- (b) If the grantee should violate any of the terms of this Chapter or any of the rules and regulations as may hereafter be from time to time lawfully adopted, or any provision of the franchise agreement, the City shall promptly give the grantee written notice of the violation, breach, default or noncompliance. The grantee shall within 30 days of the date of written notice from the City substantially undertake and

promptly correct such default, breach, violation or noncompliance and certify the same to the City. In the event that the grantee fails to substantially undertake such corrective action within 30 days of the date of such written notice and promptly complete the corrective action, the City may, notwithstanding any other remedies provided for in this Chapter, or otherwise available under law:

- (1) Make such correction itself and charge the cost of the same to the grantee; and/or
- (2) Secure the proceeds from any financial performance instrument posted by the grantee or impose the sum of \$100 per day for each day as liquidated damages following the cure date that grantee fails to complete the corrective action; and/or
- (3) For a material breach of this Chapter or the franchise agreement, declare the grantee in default and terminate the franchise and rights granted under the franchise at public hearing before the City Council upon 15 days prior written notice to grantee.

(Ord. 2001-427-E, § 2)

Sec. 711.339. - Communications with regulatory agencies.

- (a) Copies of all petitions, applications, communications and reports submitted by a grantee to the FPSC or any other state or federal regulatory commission or agency having jurisdiction in respect to any matters affecting construction and occupancy of the system in the rights-of-way shall, if requested by the City, be filed with the City. Copies of responses or any other communications from the regulatory agencies to a grantee likewise shall, if requested, be filed with the City immediately on receipt.
- (b) Copies of all certificates of approval issued by the FPSC or any other state or regulatory commission or agency having jurisdiction of construction or operation of the system shall be filed with the City and the information supplemented within 45 days after modification, renewal and or revocation of any such certificate(s).

(Ord. 2001-427-E, § 2)