

Telephone Policy

The Treviño Law Firm, PLLC

When We Answer the Phones

Both offices answer phones on the same schedule:

- Monday – Thursday: 9:00 a.m. to 12:00 p.m.
- Monday – Thursday: 1:00 p.m. to 4:00 p.m.
- Friday: 9:00 a.m. to 12:00 p.m.

This mirrors our lunch break and end-of-day case-work time — see Office Hours and Contact Information for our full office and walk-in hours.

What to Expect When You Call

- Please identify yourself and your case when you call.
- Staff members cannot answer legal questions. They can confirm information such as hearing dates and interview dates.
- If you need the attention of your attorney or legal assistant, your information and message will be forwarded to them and your call will be returned within 72 business hours.
- If your question needs more detailed discussion, our staff may arrange a time for the attorney to call you back, or schedule an in-person appointment.
- Calls outside our answering hours are received by our automated after-hours service, which will take your information and get it to us.