

TARIFF CHECK SHEET

Current sheets in this tariff are as follows:

<u>Sheet</u>	<u>Revision</u>	
Title	Original	
1-T	Forty-Fourth Revised	(T)
1.1-T	Third Revised	
2-T	Second Revised	
3-T	Third Revised	
3.1-T	Original	
4-T	Original	
5-T	Original	
6-T	Original	
7-T	Second Revised	
7.1-T	First Revised	
7.2-T	Third Revised	
7.3-T	Third Revised	(T)
8-T	Second Revised	
8.1-T	Third Revised	
8.2-T	First Revised	
8.3-T	Original	(N)
9-T	Second Revised	
9.1-T	First Revised	
9.2-T	First Revised	
10-T	Original	
11-T	Original	
12-T	First Revised	
13-T	First Revised	
14-T	Third Revised	
14.1-T	Second Revised	
15-T	Fifth Revised	
16-T	Fourth Revised	
16.1-T	Fifth Revised	
16.2-T	Third Revised	(T)
17-T	Twenty-Sixth Revised	
18-T	Original	
19-T	Original	
20-T	First Revised	
20.1-T	Original	
21-T	First Revised	
22-T	First Revised	
23-T	Original	
24-T	First Revised	
25-T	Original	
26-T	Fourth Revised	
27-T	First Revised	
27.1-T	Original	
28-T	First Revised	
29-T	Original	
30-T	Original	

(To be inserted by utility)

Advice Letter No. 47

Issued by

Cynthia A. Huber

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(To be inserted by Cal. P.U.C.)

Date Filed Jun 20, 2019

Effective Jul 1, 2019

Decision No. _____

President

TITLE

Resolution No. _____

Sierra Telephone Long Distance
P.O. Box 1505
Oakhurst, CA 93644

Third Revised Cal. P.U.C. Sheet No. 1.1-T
Canceling Second Revised Cal. P.U.C. Sheet No. 1.1-T

TARIFF CHECK SHEET - (Continued)

<u>Sheet</u>	<u>Revision</u>	
31-T	Original	
32-T	Original	
33-T	First Revised	
34-T	First Revised	
35-T	Original	
36-T	First Revised	
37-T	Original	
38-T	Original	
39-T	Original	
40-T	Second Revised	(T)

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Decision No. 04-05-057

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Harry H. Baker
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PRELIMINARY STATEMENT

This tariff contains all effective rules, rates and charges together with information relating, and applicable, to Sierra Telephone Long Distance ("STLD" or "Company").

STLD provides 24-hour interLATA and intraLATA intrastate long distance telephone services within the State of California, subject to the jurisdiction of the California Public Utilities Commission ("CPUC").

Customer Service Selection Guide*

The Long distance service offerings contained in this tariff are all optional. Customers may choose the long distance company of their choice. The Company does not offer basic access line service or functional equivalents. If applicable, each rate plan shown is offered independent of all other rate plans. Customers may select any of the rate plans listed without subscribing to any other STLD service. The long distance services offered by STLD can be added, changed, or canceled at any time by calling: 559-658-7853 or 209-742-7853 or 800-409-7853 or by e-mail to: stld@stcg.net.

The services are described in the Standard Service Offerings section and the rates are shown in Rates Changes section for business or residential customers. Service charges may apply as described in the Service Charge section and service charge rates are provided in the Rates and Charges section. If the customer uses the services and incurs charges, then the taxes and surcharges in Taxes and Surcharges section are mandatory.

The following other charges are mandatory if incurred:

- Emergency Telephone Users Surcharge (9-1-1 Tax) **
- Federal Excise Tax ***
- Late Payment Change Rule Number 17
- Return Check Fee Rule Number 16

(L)

(N)

(N)

(L)

Employee Identification Requirement

Each authorized Utility employee is issued an identification card in a distinctive format having a photograph of the employee. The employee is required to present the card upon requesting entry into any building or structure on the premises of an applicant or customer.

(L) Material now shown on Cal. P.U.C. Sheet No. 3.1-T.

(To be inserted by utility)

Advice Letter No. 35

Decision No. 04-05-057

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SYMBOLS USED IN THIS TARIFF

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify an increase.
- (L) To signify material relocated from or to another part of tariff schedule with no change in text, rate, rule or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule, or condition.

(T)
(T)
(T)

Advice Letter No. 35

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Sierra Telephone
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Sierra Telephone Long Distance
P.O. Box 1505
Oakhurst, CA 93644

Original Cal. P.U.C. Sheet No. 4-T

Canceling Revised Cal. P.U.C. Sheet No.

SERVICE AREA MAP

STLD has been granted authority by the CPUC to provide interLATA and intraLATA service within the State of California.

(To be inserted by utility)

Advice Letter No. 1

Decision No. 96-09-003

Issued by

Harry H. Baker
President
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Long Distance

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Date Filed Mar 28 1997

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APPLICABILITY AND TERRITORY

This tariff is applicable to long distance interLATA and intraLATA service between points of presence within the State of California. Service is furnished subject to the availability of facilities and subject to transmission, atmospheric and similar conditions.

NOTES

(a) Determination of Duration

- (i) For Direct Dial and Operator Station Calls, chargeable time begins when the connection is established between the calling station and the desired telephone, attendant board, or private branch exchange console. For Person-to-Person calls, chargeable time begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.
- (ii) Chargeable time ends when the connection is terminated.
- (iii) Chargeable time does not include the time lost because of faults or defects in the service.

(b) Calculation of Billable Time

(i) Initial Period

The initial period is one minute. The specific length of the initial period is indicated on the applicable rate schedule.

(ii) Additional Period

The specific factors used to determine the applicable charges for a call are indicated on the respective rate schedules. The following factors are common to all intrastate rate schedules in this section.

The rate element used to bill for the chargeable time when the intrastate call continues beyond the initial period. Additional period begins when the initial period ends (with the second minute of a call for which the initial period is one minute). The additional period for Operator Station Sent Paid Coin and Person to Person Sent Paid Coin is one minute. The additional period for all other calls is 6 seconds. Additional rates apply to each additional period, or any fraction thereof, that chargeable time continues beyond the initial period.

(To be inserted by utility)

Advice Letter No. 1

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Issued by

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NOTES (Continued)

(iii) Charges Paid for at Public or Semi-Public Coin Telephone

When charges for a call are paid by depositing coins in a public or semi-public coin telephone or a coin substitute, where the public or semi-public telephone is properly equipped to accept such substitute, the total charge for the call is the sum of the appropriate initial period rate and any additional period(s) charge, rounded to the nearest multiple of \$.05, plus any applicable Service Charge, and tax(es).

(To be inserted by utility)

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STANDARD SERVICE OFFERINGS

Message Telecommunications Service (MTS)

I. Description of Service

A. MTS is interLATA and intraLATA intrastate long distance telephone service that utilizes switched access facilities to both originate and terminate calls. Customers may use one of two dialing patterns to gain access to the Sierra Telephone Long Distance (STLD) network to complete 1+ and 0+ calls.

1. Customers who select STLD as their primary interexchange carrier (PIC) will have their line(s) programmed by the Local Exchange Carrier (LEC) to automatically route 1+ and 0+ MTS calls to the STLD network.
2. Customers may use STLD as a casual caller by dialing 1015858 and then the called number, where such access is available.

B. Customers may terminate MTS calls to all locations within the state of California.

C. Operator Assistance and Directory Assistance are available to MTS customers. (D)

II. Service Types

A. Dial Station Service

1. Dial Station Service is a measured, distance-sensitive, and time-of-day sensitive calling plan available to business customers, residential customers, and casual callers. A dial station rate applies when the caller dials the desired telephone number without the assistance of an operator or service assistant and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.
2. A dial station rate also applies when the operator or service assistant:
 - a. Completes the call because of trouble on the STLD network.
 - b. Places a call for a customer who is identified as a customer with disabilities and is unable to dial the call because of that disability.
 - c. Completes a call between a Telecommunications Device for the Deaf (TDD) and a non-TDD telephone.
3. After the first sixty (60) seconds, all usage rates will be billed in six (6) second (1/10th of one minute) increments. Any portion of a six second increment, after the first sixty (60) seconds, will be rounded upward to the next increment. Calls under sixty (60) seconds will be rounded to sixty (60) seconds. Rates for Dial Station Service are set forth in Rates and Charges A. and B. following.

(To be inserted by utility)

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Resolution No. _____

STANDARD SERVICE OFFERINGS (Continued)

Message Telecommunications Service (MTS) - (Continued)

II. Service Types - (Continued)

(D)

(D)

B. Operator Services (T)

Operator Services are provided for calls that require operator assistance. Rates for operator handled calls are set forth in Rates and Charges C. and D. following. (T)

C. Coin Paid Service (T)

Intrastate Coin Paid Service is available to payphone service providers where STLD has billing arrangements. An initial rate is collected which is applicable to any duration of call up to three minutes. After the first three minutes, all usage rates will be billed one minute increments. Any portion of a one minute increment, after the first three minutes, will be rounded upward to the next increment. Rates for STLD Coin Paid Service are in addition to the applicable operator handled service charge(s) and taxes. Rates for STLD Coin Paid Service are set forth in Rates and Charges E. and F. following. (T)

D. Directory Assistance Service (T)

Directory Assistance Service provides the calling party with the requested telephone number and address information, if available. Directory Assistance Service will advise the customer if the requested telephone number cannot be found. Rates for Directory Assistance Service are set forth in Rates and Charges G. and H. following. (T)

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STANDARD SERVICE OFFERINGS - (Continued)

Message Telecommunications Service (MTS) - (Continued)

II. Service Types - (Continued)

(D)

(D)

(D)

F. Sierra Tel Long Distance Card Service

(T)

1. Sierra Tel Long Distance Card Service is an MTS service which provides customers a flat per-minute rate for Sierra Tel Long Distance Card Service intrastate calling card calls. All intrastate long distance calls will be billed at a single per-minute rate, 24 hours a day, seven days a week. There are no monthly minimum or non-recurring charges to establish Sierra Tel Long Distance Card Service. Customers may utilize Sierra Tel Long Distance Card Service from remote locations for originating and terminating MTS calls within California. At the customer's request, the Company will issue the cards necessary to use the service.
2. Sierra Tel Long Distance Card Service is available to STLD customers at the rates set forth in Rates and Charges I. following.
3. Stand alone Sierra Tel Long Distance Card Service is available to customers who do not subscribe to STLD service, where STLD has billing arrangements, at the rates set forth in Rates and Charges I. following.
4. Rates for Sierra Tel Long Distance Card Service are in addition to operator service charges that may be applicable. Rates are set forth in Rates and Charges I. following.

G. Sierra Tel Long Distance Prepaid Phone Card

(T)

1. Sierra Tel Long Distance Prepaid Phone Cards allow customers that pay in advance to complete calls via an 800 number printed on the card they have purchased. Customers will enter a Private Identification Number (PIN) to begin calling.
2. Customers can place intraLATA, interLATA and international direct dial calls. Participating interexchange carriers will carry the calls.

(To be inserted by utility)

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STANDARD SERVICE OFFERINGS - (Continued)

Message Telecommunications Service (MTS) - (Continued) (T)

II. Service Types - (Continued)

G. Sierra Tel Long Distance Prepaid Phone Card – (Continued)

3. A flat per-minute cost will be deducted on calls as the card is exhausted. The customer will be notified in advance of the exhaustion of the card.
4. Service is offered subject to the availability of the necessary facilities and/or equipment. The Utility reserves the right not to provide service to or from a location where legally prohibited or the necessary facilities or equipment are not available.
5. Customers requesting refunds will be directed to mail the card to the Sierra Tel Long Distance Business Office. A check will be remitted for the remaining balance.
6. Sierra Tel Long Distance Prepaid Phone Cards may not be used on the following types of calls:
 - a. Calls to 500, 700, 800 or 800 numbers
 - b. Calls to Directory Assistance
 - c. Operator Assistance Calls
 - d. Conference Calls
 - e. Calls requiring time and charges
7. Sierra Tel Long Distance Prepaid Phone Cards are available in various denominations as specified in Rates and Charges, Section I.

H. Residential Unlimited Nationwide Long Distance (N)

1. Refer to Cal.P.U.C. Sheet No. 8.3-T for rate details. Refer to Cal.P.U.C. Sheet No. 16.2 for the rates. (N)

(To be inserted by utility)

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Issued by

Cynthia A. Huber
President
Sierra Telephone
Long Distance

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STANDARD SERVICE OFFERINGS - (Continued)

Message Telecommunications Service (MTS) - (Continued)

III. Rate Plans

A. 1 Rate Plan

1. 1 Rate Plan is an optional MTS calling plan which provides customers a flat per-minute rate for all intrastate direct dialed calls. All intrastate long distance calls will be billed at a single per-minute rate, 24 hours a day, seven days a week. This plan is available to all existing and new customers. There are no monthly minimum or non-recurring charges to establish this calling plan.
2. Directory Assistance, operator handled, 700/800/900 services, and calling card calls are excluded from this offer. Customer cannot enroll in any other calling plan in conjunction with the 1 Rate Plan.
3. All usage rates will be applied in one-minute increments. Any portion of a one-minute increment will be rounded up to the next increment. Rates for 1 Rate Plan are in Rates and Charges J.1. following. (T)

B. Toll Free Number Service

1. Toll Free Number Service provides incoming line termination to a business or residential line. Toll Free Number Service terminates on a local access line, eliminating the need for a dedicated line. The service provides for directly dialed telephone calling via the public switched network from anywhere within California.
2. Up to five toll free numbers may be associated with one business or residential basic service line. Usage rates for Toll Free Number Service are listed in Rates and Charges J.2.a. following. (T)
3. Toll Free Number Service customers may list their toll free number in the national directory assistance service (1-800-555-1212) through STLD. Rates for listing in the national directory assistance service are listed in Rates and Charges J.2.b. following. (T)

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STANDARD SERVICE OFFERINGS - (Continued)

Message Telecommunications Service (MTS) - (Continued)

III. Rate Plans - (Continued)

C. Personalized Number Service (PNS)

1. Personalized Number Service (PNS), in conjunction with Toll Free Number Service in III. B. preceding, provides the customer with a toll free number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charges set forth in Rates and Charges J.3. of this tariff apply if the specifically requested number is available. The charge will not apply if the customer's requested number is not available.
2. Customers will be offered a choice of three available numbers. Any additional searching will be considered to be a PNS and will be charged accordingly.
3. All PNS telephone numbers are subject to availability and provided at the discretion of the Company. The customer has no proprietary right to the number.
4. If the Company finds it necessary to change the customer's personalized telephone number, the customer will be granted a refund of the non-recurring charge, as set forth in Rates and Charges J.3.

D. Residential Packages

1. Sierra Home

- a. The Sierra Home optional MTS calling plans provide customers a block of intrastate direct dialed minutes for a flat monthly rate. These plans are available to existing and new residential customers. Residential customers are required to take specific services as listed in the individual packages in order to qualify for these calling plans. (x)
- b. Directory Assistance, operator handled, 700/800/900 services, and calling card calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with the Sierra Home Rate Plans. (x)
- c. All usage rates will be applied in one-minute increments. Any portion of a one-minute increment will be rounded up to the next increment. Rates for the Sierra Home Plans are in Rates and Charges J.4. following.
- d. Other Sierra Tel Communications Group services not subject to CPUC tariffs may be added and will be charged at the appropriate rates.
- e. Direct dialed minutes exceeding the block of minutes purchased will be billed in one minute increments as specified in Rates and Charges. J.4. of this Tariff, following.
- f. Unused minutes may not be carried over to subsequent months.

(x) Correction to language filed in Advice Letter No. 40, filed April 27, 2011.

(To be inserted by utility)

Advice Letter No. 42

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Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

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STANDARD SERVICE OFFERINGS - (Continued)

Message Telecommunications Service (MTS) - (Continued)

D. Residential Packages - (Continued)

2. Sierra Home Essentials Package

To qualify, the customer is required to take the following services:

- a. Basic local services from Sierra Telephone
- b. Custom Calling Service Privacy Package from Sierra Telephone

The Privacy Package includes Caller ID, Call Waiting, Anonymous Call Rejection, and Selective Call Rejection.

- c. 25 minute block of direct dialed long distance minutes for a flat monthly rate as shown in Rates and Charges. J.4.a.1. of this Tariff, following. (T)

The package includes Intrastate and Interstate toll and excludes International toll, and Directory Assistance calls.

3. Sierra Home Connect Package

To qualify, the customer is required to take the following services:

- a. Basic local services from Sierra Telephone
- b. Custom Calling Service Privacy Package from Sierra Telephone

The Privacy Package includes Caller ID, Call Waiting, Anonymous Call Rejection, and Selective Call Rejection.

- c. Residential DSL 6 Mbps/512 Kbps from Sierra Tel Internet
- d. 100 minute block of direct dialed long distance minutes for a flat monthly rate as shown in Rates and Charges. J.4.a.2. following. (T)

The package includes Intrastate and Interstate toll and excludes International toll, and Directory Assistance calls.

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STANDARD SERVICE OFFERINGS - (Continued)

(N)

Message Telecommunications Service (MTS) - (Continued)

III. Rate Plans - (Continued)

D. Residential Packages - (Continued)

4. Residential Unlimited Nationwide Long Distance

- a. This optional calling plan is available to residential customers only. This plan is not intended to be used to conduct business or used for internet dial up and/or high volume data transfers. If it is determined that the plan use is non-residential in nature or used for internet dial up and/or high volume data transfers, the customer will be notified and the plan will be discontinued.
- b. The package includes Intrastate and Interstate toll and excludes International toll, Directory Assistance and Operator Services.

(N)

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SERVICE CHARGES

- I. In addition to the basic charges in the Rates and Charges Schedule Cal. P.U.C. Sheet Nos. 11-T A. through 14-T H., there is a service charge for messages classified as, Operator Station, Person-to-Person, or Coin Operator Station/Person-to-Person, as set forth in Rates and Charges G. and H. following. (D)
(T)

(D)

(D)

(To be inserted by utility)

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SERVICE CHARGES - (Continued)

(D)

(D)

A. Operator Station Service Charge

(T)

An operator station service charge applies when calls are completed with the assistance of an operator.

(D)

B. Person-to-Person Service Charge

(T)

A person-to person service charge applies when:

1. A calling person names the particular party to be reached by an operator. The party may be:

- A person, or
- A mobile station, or
- A station, department, or office reached through a PBX attendant.

2. The calling party cannot speak to the intended person or station but agrees to speak to someone else.

3. The calling party requests that the operator make arrangements for the particular party named to receive a call at a specified time.

C. Coin Paid Operator Station/Person-to-Person Service Charge

(T)

Coin Paid rates and Coin Paid Operator Station/Person-to-Person service charges apply to the following calls:

Calls for which the Company furnishes time and/or charges.

(To be inserted by utility)

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Sierra Telephone Long Distance
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First	Revised	Cal. P.U.C. Sheet No.	9.2-T
Canceling	Original	Cal. P.U.C. Sheet No.	9.2-T

SERVICE CHARGES - (Continued)

(D)

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RATES AND CHARGES

Rate Period Table

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 a.m. to * 5:00 p.m.	DAY RATE PERIOD						
5:00 p.m. to * 11:00 p.m.	EVENING RATE PERIOD						
11:00 p.m. to * 8:00 a.m.	NIGHT & WEEKEND RATE PERIOD						

*To, but not including the following holidays:

New Years Day (January 1); Memorial Day; Martin Luther King, Jr. Birthday (3rd Monday in January); Washington's Birthday (3rd Monday in February); Independence Day (July 4); Labor Day; Thanksgiving Day; and Christmas Day (December 25) will receive the Night & Weekend rate.

(To be inserted by utility)

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First	Revised	Cal. P.U.C. Sheet No.	12-T
Canceling	Original	Cal. P.U.C. Sheet No.	12-T

RATES AND CHARGES (Continued)

(D)

(D)

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RATES AND CHARGES (Continued)

C. IntraLATA Schedule – OPERATOR HANDLED (T)

Rate Mileage	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	Initial Minute	Each Add'l. 6 Seconds or Fraction	Initial Minute	Each Add'l. 6 Seconds or Fraction	Initial Minute	Each Add'l. 6 Seconds or Fraction
0-16	\$0.1500	\$0.0100	\$0.1200	\$0.0070	\$0.0900	\$0.0055
17-20	0.1500	0.0100	0.1200	0.0070	0.0900	0.0055
21-25	0.1800	0.0120	0.1400	0.0100	0.1200	0.0088
26-30	0.1800	0.0120	0.1400	0.0100	0.1200	0.0088
31-40	0.1800	0.0120	0.1400	0.0100	0.1200	0.0088
41-50	0.1800	0.0130	0.1500	0.0110	0.1300	0.0088
51-70	0.1800	0.0130	0.1500	0.0110	0.1300	0.0088
71-Over	0.1900	0.0150	0.1600	0.0120	0.1300	0.0100

D. InterLATA Schedule – OPERATOR HANDLED (T)

Rate Mileage	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	Initial Minute	Each Add'l. 6 Seconds or Fraction	Initial Minute	Each Add'l. 6 Seconds or Fraction	Initial Minute	Each Add'l. 6 Seconds or Fraction
0-20	\$0.1500	\$0.0100	\$0.1200	\$0.0070	\$0.0800	\$0.0060
21-40	0.1800	0.0120	0.1400	0.0100	0.1100	0.0090
41-70	0.1800	0.0130	0.1500	0.0100	0.1200	0.0090
71-100	0.1800	0.0150	0.1600	0.0120	0.1200	0.0100
101-150	0.1900	0.0150	0.1700	0.0120	0.1500	0.0100
151-330	0.1900	0.0170	0.1900	0.0130	0.1500	0.0110
331-Over	0.2000	0.0170	0.2000	0.0140	0.1700	0.0120

(To be inserted by utility)

Advice Letter No. 41

Decision No. _____

Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

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Resolution No. _____

RATES AND CHARGES (Continued)

E. IntraLATA Schedule - COIN PAID (T)

Rate Mileage	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	Initial 3 Minute Minute	Each Add'l. or Fraction	Initial 3 Minute Minute	Each Add'l. or Fraction	Initial 3 Minute Period	Each Add'l. Minute
0-16	\$0.55	\$0.10	\$0.45	\$0.05	\$0.40	\$0.05
17-20	0.55	0.10	0.45	0.05	0.40	0.05
21-25	0.70	0.15	0.60	0.10	0.50	0.10
26-30	0.70	0.15	0.60	0.10	0.50	0.10
31-40	0.70	0.15	0.60	0.10	0.50	0.10
41-50	0.75	0.15	0.65	0.15	0.55	0.10
51-70	0.75	0.15	0.65	0.15	0.55	0.10
71-Over	0.90	0.20	0.70	0.15	0.70	0.15

F. InterLATA Schedule - COIN PAID (T)

Rate Mileage	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	Initial 3 Minute Minute	Each Add'l. or Fraction	Initial 3 Minute Minute	Each Add'l. or Fraction	Initial 3 Minute Period	Each Add'l. Minute
0-20	\$0.29	\$0.08	\$0.23	\$0.06	\$0.17	0.04
21-40	0.38	0.11	0.30	0.09	0.23	0.07
41-70	0.40	0.12	0.32	0.10	0.24	0.07
71-100	0.45	0.14	0.36	0.11	0.27	0.08
101-150	0.45	0.14	0.36	0.11	0.27	0.08
151-330	0.47	0.15	0.38	0.12	0.28	0.09
331-Over	0.48	0.15	0.38	0.12	0.29	0.09

(To be inserted by utility)

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RATES AND CHARGES - (Continued)

(D)

(D)

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RATES AND CHARGES (Continued)

J. intraLATA Service Charges -

	Charge Per Call	
	<u>Billed To</u>	
	<u>Credit</u>	<u>All</u>
	<u>Card</u>	<u>Other</u>
1. Customer Dialed Calling Card		
- Operator Assisted	\$.53	
- Automated	\$.53	
2. Operator Dialed		
- Calling Card Station	\$1.05	
3. Operator Station		
- Collect		\$1.05
- Billed to Third Party		\$1.05
- Sent Paid - Non Coin		\$1.05
- Sent Paid - Coin		\$0.00
4. Person-to-Person		
- All other calls	\$3.15	\$3.15
- Sent Paid - Coin		\$2.95
5. Directory Assistance		
- Direct Dialed		\$0.75
- Operator Assisted		\$0.75

(D)
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(D)

(To be inserted by utility)

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RATES AND CHARGES (Continued)

K. interLATA Service Charges -

	Charge Per Call	
	<u>Billed To</u>	
	<u>Credit</u>	<u>All</u>
	<u>Card</u>	<u>Other</u>
1. Customer Dialed Calling Card		
- Operator Assisted	\$.80	
- Automated	\$.80	
2. Operator Dialed		
- Calling Card Station	\$2.25	
3. Operator Station		
- Collect		\$2.25
- Billed to Third Party		\$2.35
- Sent Paid - Non Coin		\$2.30
- Sent Paid - Coin		\$1.05
4. Person-to-Person		
- All other calls	\$4.90	\$4.90
- Sent Paid - Coin		\$3.15
5. Directory Assistance		
- Direct Dialed		\$0.95
- Operator Assisted		\$0.95

(D)
|
(D)

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RATES AND CHARGES (Continued)

I. Sierra Tel Long Distance Card Service (T)

Sierra Tel Long Distance Cards are available in various denominations as specified below:

<u>DENOMINATION</u>	<u>CURRENT PRICE PER MINUTE</u>
\$ 5.00	\$0.07
10.00	0.07
20.00	0.07

J. Rate Plans (T)

1. 1 Rate Plan

1 Rate Plan calls are billed as follows:

	<u>Rate</u>
- Per minute, all intrastate calls, all periods	\$0.10

2. Toll Free Number Service

a. Usage Rate:

- Per minute, all intrastate calls within the Continental US, all periods	\$0.10
- Per minute, Extended calling areas, all periods	
Hawaii	\$0.18
Alaska, Puerto Rico, and US Virgin Islands	0.25
Canada	0.25
Guam	0.40
Northern Mariana Islands	1.00

b. Directory Assistance Listing

	<u>Monthly Rate</u>
- Per toll free number listed in national 800 directory service	\$20.00

(To be inserted by utility)

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RATES AND CHARGES (Continued)

J. Rate Plans – (Continued)		(T)
2. Toll Free Number Service - (Continued)		(T)
c. Service Charge	<u>Per Call</u>	
- Calls originating from paystations and terminating to Toll Free Number Service	\$0.60	
d. Charges for Toll Free Number Service	<u>Non-Recurring Rate</u>	
- Initial Set Up Charge, each number	\$15.00	
- Each change of connect number	5.00	
3. Personalized Number Service (PNS)	<u>Non-Recurring Rate</u>	
- Per PNS request	\$25.00	
4. Residential Packages		
a. Sierra Home		
1. Sierra Home Essentials Package		
A) 25 direct dialed minutes (charged per month)	\$1.20	
B) Usage over 25 minutes per month, each minute	\$.08	
2. Sierra Home Connect Package		
A) 100 direct dialed minutes (charged per month)	\$5.00	
B) Usage over 100 minutes per month, each minute	\$.08	
5. Residential Unlimited Nationwide Long Distance	<u>Per Month</u>	(N)
- Per month	\$14.95	(N)

(To be inserted by utility)

Advice Letter No. 47

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Issued by

Cynthia A. Huber
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

Date Filed Jun 20, 2019

Effective Jul 1, 2019

Resolution No. _____

TAXES AND SURCHARGES

All telecommunications carriers are required to apply California Public Utilities Commission (CPUC) mandated Public Program surcharge rates and the CPUC Reimbursement Fee rate to intrastate services. In addition to all recurring, nonrecurring, minimum, usage, surcharges or special charges, the Customer shall also be responsible for and shall pay all applicable federal, state, and local surcharges, taxes and fees. Such charges may include, but are not limited to, the following surcharges and fees ordered by the CPUC:

- CPUC Reimbursement Fee
- California High Cost Fund-A Surcharge (CHCF-A)
- California High Cost Fund-B Surcharge (CHCF-B)
- California Teleconnect Fund (CTF)
- Universal Lifeline Surcharge (ULTS)
- California Relay Service and
Communication Devices Fund

These surcharges, taxes and fees are calculated based upon the amount billed to the end user for Company's intrastate services. All such taxes shall be shown and charges on bills rendered by the Company or its billing agent.

As permitted by Public Utilities Code Section 492, and as required by CPUC Resolution T-16901, Ordering Paragraph 1, effective January 1, 2005 Sierra Telephone Long Distance concurs with the Commission's Public Program all-end-user surcharges rates and the Reimbursement fee rate as filed by Pacific Bell (d.b.a. AT&T California) (Pacific Bell/AT&T California) in its joint tariff for surcharges and fees. Sierra Telephone Long Distance or its billing agent will apply the current surcharge and fee rates filed in the joint tariff to its respective end user bills until further revised. (T)

For a list of the individual Public Program surcharges and Reimbursement fee, and the current Commission-approved percentage surcharge and fee rates, refer to the Pacific Bell/AT&T California tariff Schedules Cal. P.U.C. No. A1.1.10, Cal. P.U.C. No. A2, and/or Cal. P.U.C. No. A5. The Pacific Bell/AT&T California tariff schedules are available on-line at: <http://cpr.att.com/pdf/ca/ca.htm>. (T)

(To be inserted by utility)

Advice Letter No. 46

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Issued by

Cynthia A. Huber
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

Date Filed Feb 27, 2019

Effective Mar 27, 2019

Resolution No. _____

RULES

Rule 1 - Definitions

- A. Authorization Code: A multi-digit code that enables Customers to allocate long distance charges to their internal accounts.
- B. Business Service: Service furnished to individuals engaged in business, firms, partnerships corporations, agencies, shops, works, tenants of office buildings and individuals practicing a profession or operating a business who have no offices other than their residences and business, professional or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.
- C. Business Hours: The phrase "business hours" means the time after 8:00 A.M. and before 5:00 P.M., local time, Monday through Friday, excluding holidays as defined by these rules.
- D. Carrier Calling Card: A billing arrangement by which a call may be shared to an authorized carrier's calling card.
- E. Collect Call: A billing arrangement by which a call may be charged to an authorized carrier's calling card account.
- F. Company: The term "Company" or "Utility" means Sierra Telephone Long Distance.
- G. Customer: A Customer denotes the person, partnership, association, joint stock company, trust, corporation, or governmental entity or any other entity, that is responsible for payment of charges and for compliance with this tariff. The term "Customer" is synonymous with the term "subscriber".
- H. Delinquent: The term "delinquent" means an account for which payment has not been paid in full on or before the last day for a timely payment.
- I. Dial Station: A dial station rate applies when the caller dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.
- J. Holiday: The term "holiday" means all Company-specific holidays; New Years Day (January 1); Memorial Day; Martin Luther King, Jr. Birthday (3rd Monday in January); Washington's Birthday (3rd Monday in February); Independence Day (July 4); Labor Day; Thanksgiving Day; and Christmas Day (December 25) will receive the Night & Weekend rate.

(To be inserted by utility)

Advice Letter No. 1

Decision No. 96-09-003

Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

Date Filed Mar 28 1997

Effective Mar 29 1997

Resolution No.

Rule 1 (Continued)

- K. Local Access Transport Area ("LATA"): The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 17-49.
- L. Local Exchange Carrier/Local Exchange: This term means a company providing telecommunication service within a local exchange.
- M. Operator: Inclusive of an automated or live operator service.
- N. Operator Assisted: An operator assisted rate applies when the Customer requests the operator to complete the call.
- O. Regular Billing: The words "regular billing" mean a standard bill sent in Company's normal billing cycle. This billing consists of one bill for each account.
- P. Residential Service: The phrase "residential service" means telecommunication services used primarily as non-business service.
- Q. Subscriber: The term is synonymous with the term "Customer".

(To be inserted by utility)

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Harry H. Baker
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Sierra Telephone
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Rule 2 - Description of Service

Company provides 24-hour interLATA and intraLATA intrastate long distance telephone services between points in California.

Rule 3 - Application for Service

A. Business or residential customers wishing to obtain service are required to sign a completed service application. Upon Company's receipt of the signed form, Company will, under normal circumstances, accept or reject the order within three business days. The service application is merely a request for service and does not in itself bind the Company to services except under specific conditions (which must be agreed to in writing by an authorized agent of the Company), nor does it bind the Customer to subscribe to the service.

B. Any change in rates or regulations prescribed by the California Public Utilities Commission automatically modifies the terms and regulations of contracts to the extent of such change.

C. The Company shall notify all affected cusotmers at least 25 days in advance of every proposed change in its customers' tariffed service agreements or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions. The customer notice shall present in a clear and conspicuous manner the following statement: "Your Rates, Terms or Services Have Changed", and shall describe the current and proposed rates, terms or conditions, as appropriate. Where required by D.02 01-038 (or General Order 96-B, when issued), the notice must also describe the reason for the proposed change to a rate or charge and state the impact of the change in dollar and percentage terms.

D. No Company initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition, the change being made in that term or condition and the following statement: "The terms of your contract have changed, and you may terminate it within 30 days from the effective date of the change without penalty." If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. The Company may not use this contract change provision to change term-contract rates or charges.

E. When the Company denies an application for a telecommunications service subject to Commission jurisdiction, the Company shall inform the applicant of the reasons within 10 days thereafter. The Company's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.

F. The Company may not deny service for failure to provide a social security number. Where a customer chooses not to provide a social security number, the Company may request other identification information sufficient to enable the Utility to verify the customer's identity and run a credit check.

(L)

(N)

(L)

(N)

(L) Material now shown on Cal. P.U.C. Sheet No. 20.1-T.

(To be inserted by utility)

Advice Letter No. 35

Decision No. 04-05-057

Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

Date Filed Aug 6, 2004

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Resolution No. _____

Rule 3 - Application for Service (continued)

G. Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer from payment for per-use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer cancelled.

(N)

H. For services offered on a tariffed basis, the Company shall provide the customer a written confirmation of the order at the point of sale for in-person transactions, and, for any other transactions, not later than seven days after it is accepted. The confirmation shall be in a minimum of 10-point type, and shall include the key rates, terms, and conditions for each service ordered.

(N)

Rule 4. Rendering of Bills

(L)

A. Billing Period

1. Regular Billing Period

- (a) Regular bills will be rendered at regular intervals.
- (b) Minimum Billing Period

When the period for which service is taken is less than one month in the case of service normally furnished on a monthly basis, and less than one year in the case of service normally furnished on a yearly basis, the total fixed charges will not be less than the minimum fixed charge for the particular service involved.

B. Computation of Bills

1. Opening and closing bills, except those involving the minimum billing period, and bills for service normally furnished on a monthly basis rendered for periods in excess of or less than a billing month, will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month. A 30-day month may be used for prorating in lieu of calendar days.

(L)
(T)
(T)

(L) Material previously shown on Cal. P.U.C. Sheet No. 20-T.

(To be inserted by utility)

Advice Letter No. 35

Decision No. 04-05-057

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Rule 4.B. (continued)

2. Bills for service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

3. Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used.

(N)
|
(N)

C. Rates Applicable During Temporary Disconnection of Service for Nonpayment

(D)
(D)

D. Payment of Bills

Payment of bills for service should be made at the office of the Company or to a duly authorized collector of the Company. All charges for exchange and toll service are payable in lawful money of the United States only.

Service is provided and billed on a monthly basis. Service continues to be provided and billed on a monthly basis until canceled by the Customer through notice given to the Company.

When billing functions are performed by a Local Exchange Carrier (LEC), commercial credit card company or others, the payment conditions and requirements of such LECs apply, including any applicable interest.

In the event a Local Exchange Carrier, commercial credit card company or others ceases efforts to collect any amounts associated with the Company's charges, the Company may bill the Customer or the called party directly, and may utilize its own billing and collection procedures which shall be consistent with all applicable statutes, rules and regulations.

The Company shall credit payments effective the business day payments are received by the carrier or its agent. The date after which a bill is considered overdue and delinquent shall not be earlier than twenty-two (22) days after the date the bill was mailed. Any authorized late payment penalty may not exceed 1.5% on the balance overdue. Customers shall not be liable for late payment charges on disputed amounts that are resolved in the customer's favor.

(N)
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(N)

Where a customer is offered and agrees to an alternative payment plan, the Company must provide confirmation of the terms in writing if the subscriber so requests.

(To be inserted by utility)

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Harry H. Baker
President
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Rule 4 (continued)

E. Under- and Overcharges

1. A bill shall not include any previously unbilled charge for service furnished prior to three (3) months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to Customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the Customer or furnished after the effective date of a Customer's service discontinuance.
4. When discrepancies exist between Customer's service and Company's billing for service, such discrepancies shall be adjusted in accordance with the following:
 - a. Each item of overcharge (except those covered above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
 - b. If the overcharges exceed the undercharges as determined in (a) above, the total net overcharge shall be credited to the Customer's bill.
 - c. If the undercharges exceed the overcharges as determined in (a) above, the Customer will be billed the lesser of (1) the total net undercharge; or (2) monthly net undercharge for a period of three months preceding the date of the bill.

The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a Customer's bill. A bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, a bill may include charges for collect, credit card and third number calls placed within a period of five months preceding the date of the bill.

F. Once service is activated, Customer is liable for the payment of all usage charges for services to be provided by the Company to Customer.

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer from payment for per-use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer cancelled.

(N)
|
(N)

G. Any applicable federal, state and local use, excise, sales or privilege taxes or similar liabilities chargeable to or against the Company as a result of the provision of the Company's services hereunder to Customer, shall be charged to and payable by Customer in addition to the rates indicated in the tariff for Intrastate Telecommunications Service.

(To be inserted by utility)

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Harry H. Baker
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Long Distance

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Resolution No. _____

Rule 4 (continued)

- H. In the event the Company must employ the services of attorneys for collection of charges due under this tariff and any separate contract for Special Services, Customer shall be liable for all costs of collection including a reasonable attorney's fee.
- I. It is the intention of the Company to conform strictly to applicable laws.

(To be inserted by utility)

Advice Letter No. 1

Decision No. 96-09-003

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Harry H. Baker
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Long Distance

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Rule 5. Billing Arrangements

A. Collect and Third Party Calls (D)

Charges for calls of this type will be included on the Billed Party's regular home or business telephone bill pursuant to billing and collection agreements established by the Company or its intermediary with the applicable telephone company.

(D)

(D)

(D)

B. Room Charge Calls (T)

When requested by the Consumer, and authorized by the Subscriber, the charges may be provided for inclusion on the hotel or motel bill of the Consumer. In such cases, the Company will provide a record of the call detail and charges to the hotel or motel for such billing purposes. The subscriber is solely responsible for the collection of room charges from its guests, and remains liable to the Company for all Room Charge calls regardless of whether such charges are in fact collected from the Consumer

C. Unanswered Calls (T)

The Company will not bill for unanswered calls in areas where Equal Access is available, nor will the Company knowingly bill for unanswered telephone calls where Equal Access is not available. In the event that an unanswered call is inadvertently billed due to the unavailability of equal access, the Company will cancel or refund all such charges upon request of the Billed Party. Any call for which the billed duration exceeds one minute shall be presumed to have been answered.

D. Billing Entity Conditions (T)

When billing functions on behalf of the Company are performed by local exchange telephone companies, credit card companies or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charges. In case of any disputed charges which cannot be resolved by the billing company, the Billed Party may contact the Company directly. If there is still a disagreement about the disputed amount after investigation and review by the Carrier, the Billed Party may file an appropriate complaint with the CPUC.

(To be inserted by utility)

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Long Distance

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Rule 7. Billing Disputes

All disputed charges for any telecommunications service are subject to a rebuttable presumption that charges are unauthorized unless there is:

- a. a record of affirmative customer authorization;
- b. a demonstrated pattern of knowledgeable past use; or
- c. other persuasive evidence of authorization.

In the case of a billing dispute between the customer and the Company, the Company shall investigate the charge(s) the customer has informed the Company are in question, and shall reach a determination and communicate it to the customer within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute.

In the event Customer does not agree with the initial determination by the Company relating to amounts in dispute and adjustments, if any, which the Company may agree to make, Customer shall so advise the Company and within ten (10) days following the Company's initial determination shall submit to the Company any additional information which Customer deems pertinent or relevant to the dispute. Within twenty (20) days of the Company's receipt of additional information, the Company shall make its final determination based upon all documentation or information available to the Company. In the event the Company lacks credible evidence to substantiate the Customer's position after a reasonable review and consideration of such information available, the Company shall notify Customer and, if the Company determines that all or any portion of such disputed amount is still owed, Customer shall be required to tender payment of such amount within ten (10) days thereafter.

If Customer withholds the disputed amount thereafter, or within the time required, fails to provide supporting information in writing which sets out a legitimate basis under this tariff for disputing any charges, Customer's account shall be deemed past due and unpaid. In such event, the Company shall be entitled to deny Customer's service immediately and/or require an additional deposit. If the billing dispute is resolved in favor of the Company, any payments withheld pending resolution of the dispute shall be subject to a late payment fee as specified in Rule 12 for the period during which such charges remain unpaid. In no event shall the carrier disconnect service prior to the due date shown on the bill.

The Company may not disconnect service to a customer for nonpayment of a disputed amount if the subscriber has: (a) submitted a claim to CAB for informal review; and (b) deposited the disputed amount with the Commission. No late charge or penalty may be imposed on the amount in dispute deposited with the Commission. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.

Customer may contact the CPUC regarding a billing dispute with the Company at the following address or telephone numbers:

California Public Utilities Commission, Consumer Affairs Branch, (T)
505 Van Ness Avenue, Room 2003
San Francisco, California 94102-3298
<http://www.cpuc.ca.gov/complaints> (T)
1-800-649-7570 (T)
1-800-735-2929 (TTY) (T)

(To be inserted by utility)

Advice Letter No. 44

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Issued by

Cynthia A. Huber
President
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Long Distance

(To be inserted by Cal. P.U.C.)

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Resolution No. _____

Rule 8. Discontinuance and Restoration of Service - Continued

A. Reasons for Discontinuance of Service- Continued

2. Nonpayment of Bills

Monthly bills shall be considered past due if they are not paid within twenty-two (22) days after date of presentation. (T)

(a) Service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided the bill therefor has not been paid within the period specified below and the Company informs the Customer with a written seven (7) day notice: (T)

Thirty calendar days after presentation when bills are rendered yearly;

Five calendar days after presentation of special bills; twenty-two (22) calendar days after presentation of all other bills. (T)

(b) Service will be temporarily or permanently discontinued and the amount of the charges therefore will be charged against the deposits on hand, any amount of unused deposit will be returned to the Customer but in no case in less than the above prescribed number of days after the first day of presentation of that bill.

(c) Prior Customer Disconnected for Nonpayment of Bills

(i) Residence Service

The Company may not discontinue or deny service at a premises where services provided to a prior Customer were disconnected for nonpayment, except where it is found that the delinquent Customer still resides at that same premises.

(L) Material previously shown on Cal. P.U.C. Sheet No. 27-T.

(To be inserted by utility)

Advice Letter No. 35

Decision No. 04-05-057

Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

Date Filed Aug 6, 2004

Effective Dec 6, 2004

Resolution No. _____

Rule 8. Discontinuance and Restoration of Service

A. Reasons for Discontinuance of Service

1. Customer's Request for Service Discontinuance

A Customer may have service discontinued by giving notice of his or her desire not less than two days before its effective date. The Company will hold the Customer responsible for payment of all bills for service furnished until the date specified by the Customer.

The Company will hold a Customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the Company discovered the removal.

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer from payment for per-use and normal recurring charges applicable to the service incurred before canceling before the customer cancelled.

(N) (L)
|
(N)

(L)

(L) Material now shown on Cal. P.U.C. Sheet No. 27.1-T.

(To be inserted by utility)

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Rule 8.A.2(c)(i) (continued)

The Company may require a written statement from a newly connecting Customer stating that the former Customer at that address was and is not a member of the household, provided:

- a. There have been at least two terminations of service at the same premises, within the preceding twelve (12) months, without full payment of delinquent bills, or
- b. The Company secures evidence from an external source that a fraudulent pattern of nonpayment is probable.

In the event that the statement is falsified, the new Customer will be held liable for the entire delinquent bill owed the Company by the previous Customer and shall also be liable for a deposit.

(ii) Business Service

The Company may not discontinue or deny service at a premises where services provided to a prior Customer were disconnected for nonpayment, except where it is found that the delinquent Customer still occupies the same premises or is affiliated with the newly connecting Customer.

The Company may require a written statement from a newly connecting Customer stating that the former Customer at that address was and is not affiliated with their business.

In the event that the statement is falsified the new Customer will be held liable for the entire delinquent bill owed the Company by the previous Customer and shall also be liable for a deposit.

(d) Former Service

A Customer's service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Company, provided said bill is not paid within twenty-two (22) days after the date of presentation at the location of the new or existing service. The written seven-day notice required under 2.a., above, is applicable prior to discontinuance of a Customer's service.

(T)

(T)

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Rule 8.A. (continued)

10. Impairment of Service

If a Customer uses his or her service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such Customer at or about the same time with the result that the service to others is interfered with, the Company will notify in writing said Customer of the problem and the Customer shall then take action to modify such plan so that the problem will be eliminated, or the Customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Should the Customer not take remedial action within five (5) days, and a second impaired service condition arises, the Company may discontinue the service without further notice.

11. Abuse of Service

The Company has the right to refuse service to any premises and at any time to discontinue service, if it finds it necessary to do so to protect itself against abuse. Abuse of service includes, without limiting the generality of the foregoing, the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an associated service charge.

B. Restoration - Reconnection Charge

The Company may collect the reconnection charge when restoring service which has been temporarily discontinued. Service connection charges set forth will apply when restoring service which has been permanently discontinued in accordance with the provisions of this rule.

(To be inserted by utility)

Advice Letter No. _____ 1

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Harry H. Baker
President
Sierra Telephone
Long Distance

(To be inserted by Cal. P.U.C.)

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Rule 10 (continued)

B. Establishment of Credit for Residence Service

Each Customer will be required to furnish a complete application for service, and establish credit in one of the following ways:

1. Applicant is a customer of the Company for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application. The applicant will provide the Company with the verifiable telephone number of the other service.
2. Applicant has been a Customer of the Company in the last two years, and during the last twelve months that service was provided, had paid all bills for such service without having been temporarily or permanently discontinued for nonpayment thereof. The applicant will provide the Company with the verifiable telephone number and disconnection date of the previous service.
3. Applicant is the owner of the premises upon which the Company is requested to furnish service, or is the owner of other local real estate.
4. Applicant has been continuously employed by present employer (including military) for a period of one year or more, or is retired on pension.
5. Applicant's credit is otherwise established to the satisfaction of the Company.
6. Applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested in the application.
7. Applicant pays the deposit prescribed below.

The Company may not deny service for failure to provide a social security number. Where a customer chooses not to provide a social security number, the Company may request other identification information sufficient to enable the Company to verify the customer's identity and run a credit check.

(N)
|
(N)

C. Re-Establishment of Credit

1. A Customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company for the premises for which service is to be restored and may be required to pay a reconnection charge as prescribed under "Restoration - Reconnection Charge" and to re-establish credit by making the deposit prescribed below, before service is restored.
2. An applicant who previously has been a Customer of the Company and during the last twelve months of that prior service has had service temporarily or permanently discontinued for nonpayment of bills will be required to re-establish credit by making the deposit prescribed below.

(To be inserted by utility)

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Harry H. Baker
President
Sierra Telephone
Long Distance

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Resolution No. _____

Rule 11 - Advance Payments, Deposits, and Guarantors

A. Amount of Deposit

The amount of deposit required to establish credit for residence service will be equal to twice the average monthly billing for the long-distance accounts. Whenever a deposit is taken, normal service connection charges and one month's advance payment may be collected at the time of application.

The amount of the deposit required to establish credit for business service is twice the estimated average monthly bill, but not less than \$25.00.

The amount of deposit required to re-establish credit is equal to twice the average monthly bill for the last three months, when available.

B. Return of Deposits

The Company will refund the deposit under the following circumstances:

1. When an application for service has been canceled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the Customer will be so advised.
2. Upon discontinuance of service, the Company will refund, with interest, the Customer's deposit or the balance in excess of unpaid bills for that service, and the Customer will be so advised.* (T)
3. After the Customer has paid bills for telephone service for twelve (12) consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest.

C. Interest on Deposits

The Company will compute simple interest on deposits at the prevailing rate authorized by the California Public Utilities Commission for customer deposits.

No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held.

* Effective July 31, 2005, the Company shall refund deposits associated with its services not later than 120 days after service is discontinued. (N)
(N)

(To be inserted by utility)

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Decision No. 04-05-057

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Harry H. Baker
President
Sierra Telephone
Long Distance

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Resolution No. _____

Rule 12 - Denial of Access to Telecommunications Service by the Company

The Company expressly retains the right to immediately deny the access to service or discontinue Operator Services to a Subscriber or to a particular Subscriber location, or may withhold the provision of ordered or contracted service without incurring any liability for any of the following reasons:

1. Nonpayment of any sum due for service provided hereunder, where Customer's charges remain unpaid more than seven (7) days following notice of nonpayment from the Company. Notice shall be deemed to be effective upon mailing of written notice, postage prepaid, to Customer's last known address; or (T)
2. Customer's acts or omissions which constitute a violation of, or a failure to comply with, any regulation stated in this tariff governing the furnishing of service, but which violation or failure to comply does not constitute a material breach or does not pose any actual or threatened interference to the Company's operations or its furnishing of services. The Company agrees to give Customer ten (10) days notice of such violation or failure to comply prior to service disconnection; or
3. The implementation of any order of a court of competent jurisdiction, or federal or state regulatory authority of competent jurisdiction, prohibiting the Company from furnishing such service; or
4. Where Customer has failed or neglected to tender any additional or required security deposit within ten (10) days of demand by the Company.

Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of the Subscriber and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

Service may be discontinued by the Company, without notice to the Subscriber, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain customer authorization codes, when the Company deems it necessary to take action to prevent unlawful use of its service. The Company may restore service as soon as it can be provided without undo risk.

(To be inserted by utility)

Advice Letter No. 35

Decision No. 04-05-057

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Aug 6, 2004

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Rule 13 - Information to be Provided to the Public

- A. A copy of this tariff schedule and advice letters will be available for public inspection in Company's business office during regular business hours.
- B. A copy of this tariff will be provided by Company on request upon payment of a nominal fee to cover postage and copying costs.

Rule 14 - Use of Service for Unlawful Purposes

Company's services are furnished subject to the condition that they will not be used for any unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such services are being used or are likely to be used in violation of the law. If Company receives other evidence giving reasonable cause to believe that such services are being or are likely to be so used, it will either discontinue or deny the services or refer the matter to the appropriate law enforcement agency.

Rule 15 - Unauthorized Use

Any individual who uses or receives Company's service, other than under the provisions of an accepted application for service and a current Customer relationship, shall be liable for both the tariffed cost of the service received and Company's cost of investigation and collection.

Rule 16 - Return Check Charge

In cases where the Company or its billing agent issues direct bills to Customers, and payment by check is returned for insufficient funds, or is otherwise not processed for payment, there will be a charge as set forth herein. Such charge will be applicable on each occasion when a check is returned or not processed.

Rule 17 - Late Payment Charge

Payment will be due as specified on the Customer bill. Commencing after that due date, a late charge of up to the highest interest rate allowable by law may be applied to all amounts past due.

Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge. The late payment charge does not apply to unpaid balances associated with the disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.

Service may be denied or discounted at the Company's discretion for nonpayment of amounts due the Company past the due date as specified. Restoration of Service will be subject to all applicable installation charges.

(To be inserted by utility)

Advice Letter No. 1

Decision No. 96-09-003

Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

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Effective Mar 29 1997

Resolution No.

Canceling

Rule 18 - Legal Requirements for Refusal or Discontinuance of Service

CPUC Decision No. 91188 in Case No. 4930 requires that each communications utility operating under the jurisdiction of the CPUC include the provisions of the rule set forth in Appendix "B" of that Decision as a part of the rules in the Company's tariff schedules. Accordingly, Appendix "B" of Decision No. 9118, Case No. 4930, is quoted herein:

"APPENDIX 'B'

- "1. Any communication utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
- "2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
- "3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the customer the utility shall promptly restore such service.

(To be inserted by utility)

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Issued by

Harry H. Baker
President
Sierra Telephone
Long Distance

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Rule 18 (continued)

"9. The term 'communications utility,' as used herein, includes a 'telephone corporation' and a 'telegraph corporation,' as defined in Division 1 of the California Public Utilities Code."

For information of our Customers, the address and telephone numbers of the Commissions' offices are as follows:

California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003 San Francisco, California 94102-3298 http://www.cpuc.ca.gov/complaints	(T)
1-800-649-7570	(T)
1-800-735-2929 (TTY)	(T)

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