

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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* New or revised Sheet.

(To be inserted by utility)

Advice Letter No. 457a

Decision No. _____

Issued by

Cynthia A. Huber

NAME

President

TITLE

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

Date Filed Feb 13, 2019

Effective Mar 1, 2019

Resolution No. T-17648

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision</u> <u>Number</u>	<u>Sheet</u>	<u>Revision</u> <u>Number</u>	<u>Sheet</u>	<u>Revision</u> <u>Number</u>	<u>Sheet</u>
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* New or revised page.

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Advice Letter No. 453

Decision No. _____

Issued by

Cynthia A. Huber

NAME

President

TITLE

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

Date Filed Aug 31, 2018

Effective Sept 28, 2018

Resolution No. _____

A2. GENERAL REGULATIONS

2.1 RULES

2.1.1 RULE 1 - DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings as set forth opposite them.

Apartment House Private System: A telephone system installed in an apartment house for the convenience of tenants in communicating with the apartment house office, vestibule, or janitor's quarters. Exchange and toll service under the filed rates therefore may be provided in connection with an apartment or janitor's telephone.

Applicant: An individual or concern making application to the Utility for telephone service or installation of facilities. (See Customer)

Authorized Representative (Agent): An individual or concern designated in writing by the applicant/customer that represents such applicant/customer regarding telephone services, including intrabuilding network cable. The written notice received by the Utility must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage, or adherence to other Rules set forth in the tariff. (See Property Owner/Landlord/Agent)

Automatic Announcement Service: An optional central office intercept arrangement that provides an automated announcement that the called telephone number is not in service.

Auxiliary Line: An additional individual line from the same central office to the same premises as the main individual line and associated therewith.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

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

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 - DEFINITIONS - Continued

Basic Service: A standard of service for carriers providing local exchange residential service.

In accordance with CPUC Decision 96-10-066, as amended by Resolution T-16546, basic service includes the following service elements:

1. Access to single party local exchange service;
2. Access to all interexchange carriers offering service to customers in a local exchange;
3. Ability to place calls;
4. Ability to receive free unlimited incoming calls;
5. Free touch-tone dialing;
6. Free and unlimited access to 9-1-1/E9-1-1;
7. Access to local directory assistance, and access to foreign NPAs;
8. Lifeline rates and charges for eligible customers;
9. Customer choice of flat or measured rate service;*
10. Free provision of one directory listing per year as provided for in Decision No. 96-02-072;
11. Free white pages telephone directory;
12. Access to operator services;
13. Voice grade connection to public switched telephone network;
14. Free access to 800 or 800-like toll free services;
15. One-time free blocking for information services and one time billing adjustments for charges incurred inadvertently, mistakenly, or that were unauthorized;
16. Access to telephone relay service as provided for in PU Code § 2881;
17. Free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries;
18. Free access to California Relay Service (CRS) via the 7-1-1 abbreviated dialing code.

*According to C.P.U.C. Decision 96-10-066, Appendix B, Rule 4.C., Sierra Telephone Co., Inc. is exempted from basic service element number 9 that it be required to offer customers the choice of flat or measured rate service, unless the company offers a measured rate service option.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 - DEFINITIONS - Continued

Basic Telephone Number Referral Service: An optional central office intercept and referral arrangement which provides the calling party with information about a called telephone number that is disconnected and provides information on how to reach the called party.

Battery Power: Electrical energy furnished by means of a circuit from a central office or other source of supply to a private branch exchange system or other equipment requiring battery power.

Building: A non-mobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveway, passageways, patios, or similar connecting elements not intended for occupancy, covered or not, do not create a single building.

Abutting structures having common hallways above ground level, occupied by a customer or his personnel as a permanent work location and appearing to function as one entity, are treated as a single building.

A pier or wharf for mooring one or more boats is treated as a single building.

(Continued)

(To be inserted by utility)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Building: - Continued

A trailer pad improved for regular use is treated as a single building.

Each of several single occupancy townhouse living units constructed on a separate lot within a continuous property is treated as a separate building for the provision of service connections.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single ownership as in a condominium.

Building Owner: (See Property Owner/Landlord/Agent)

Building Types:

- A. Single story: A building with one floor or level, excluding basements and garages or other parking facilities, if any.
- B. Multi-story: A building with more than one floor or level.
- C. Multi-unit: A building that has multiple tenants.

Building Usage:

A. Residential:

Single-family: A multi-story or single story, but not multi-unit, building entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretakers' quarters, and other locations such as private laundries, patios, garden houses, and private swimming pools that are part of the family's domestic establishment and used as part of the single family residence are considered part of the premises where located on the same continuous property.

Multi-family: A multi-unit, multi-story, or single story building occupied by more than one family or more than one individual functioning as one domestic household; e.g., apartments, condominiums, townhouses, and duplexes.

B. Commercial:

Single Tenant: A multi-story or single story, but not multi-unit, building entirely occupied by one business customer.

Multi-Tenant: A multi-unit, multi-story, or single story building occupied by more than one business customer.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 - DEFINITIONS - Continued

Building Usage: - Continued

C. Mixed Residential and Commercial:

A multi-unit and multi-story or single story building occupied by both residential and business customers.

D. Mobilehome Parks:

Mobilehome Parks, as defined below, shall not be considered Continuous Property. Instead, the Utility shall provide service to mobilehome parks in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A "mobilehome park" is any area or tract of land:

1. Where two or more mobilehome lots accommodate manufactured homes or mobilehomes, and
2. Which is subject to the permit to operate requirements under the Mobilehome Park Act (Health and Safety Code Section 18200, et seq.), or
3. That (a) is owned, operated, and maintained by a government entity, (b) is for residential occupancy by the public, and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park", unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

Buried Cable/Wire: A cable/wire designed for use in underground construction and utilized in extending the Utility's telephone plant.

(Continued)

(To be inserted by utility)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Business Service: Exchange 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 where the use of the service is principally or substantially of a 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.

California Relay Service: A dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

California Teleconnect Fund (CTF): The CTF program provides a 25% discount for voice services and a 50% discount for non-voice services to schools, libraries, hospitals, and other non-profit organizations. Eligible participants must notify Sierra Telephone, as required by the California Public Utilities Commission, for which of these services they want discounts applied. For an eligible service list as described in Decision 15-07-007 Appendix B, go to: www.cpuc.ca.gov/ctf/ CTF Eligible Service List. Not all services listed in Appendix B are provided by Sierra Telephone.

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(N)

Carrier Identification Code: A unique three or four digit code used to identify an intraLATA and/or interLATA interexchange carrier.

Campus Arrangement: (See Continuous Property)

Central Office: A Telephone Company's switching office unit by means of which one telephone station may be connected to another.

Company: (See Utility)

Complex Inside Wire: Complex inside wire, also known as intrasystem wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of complex inside wire to the telephone network is governed by Part 68 of FCC Rules and Regulations.

Connecting Arrangement: Denotes the equipment provided by the Utility to accomplish the direct electrical connection of customer-provided facilities with facilities of the Utility. Such connection will be made through a standard network interface or its equivalent conforming to Part 68. Subpart F, of FCC Rules and Regulations.

(To be inserted by utility)

Advice Letter No. 439c
16-04-021
Decision No. 15-07-007

Issued by

Cynthia A. Huber
NAME
President
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(To be inserted by Cal. P.U.C.)

Date Filed May 26, 2017
Effective July 1, 2016
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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Continuous Property:

A. Continuous Property is land which is:

1. Wholly owned by a single individual or entity, regardless of whether the owner leases* all or a portion(s) of the property to another and
2. Which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare** or property of another.

B. There are three basic types of Continuous Property:

1. Single-tenant commercial in which one owner or tenant occupies all buildings.
2. Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.
3. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common*** do not constitute Continuous Property.

*The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g. apartment buildings or complexes. Condominiums also are Continuous Property.

**A "public thoroughfare" is a street, road, or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

***Such as townhomes and homes in gated communities

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Custom Calling Service: An optional service arrangement of central office services furnished to individual line business and residence customers.

Customer: Refers to the person, firm, or corporation responsible for ordering telecommunications services, paying charges, and complying with the rules and regulations of the Utility. A Customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under this tariff.

Customer-Owned Pay Telephone (COPT): Pay Telephone equipment owned by the customer and used in conjunction with Utility provided Public Access Line (PAL) service.

Customer-Provided Premises Terminal Equipment: Denotes communications devices and apparatus with their associated wiring provided by a customer or authorized user that does not constitute a communications system.

Date of Presentation: The date upon which a bill or notice is mailed or delivered to the customer.

Demarcation Point: (See 2.1.15, Rule 15, Demarcation Points)

Deniable Charge: A charge, which if not paid, may result in the termination or denial of the customer's basic residential and single line business local exchange service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5. Deniable charges include basic residential and single line business local exchange service recurring and non-recurring charges, including mandated surcharges and taxes.

Dial Telephone Service: Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station telephone is equipped with a dial for use in originating calls therefrom.

Digital Centrex Service: A central office based touch calling service provided to business customers as an alternative to or an enhancement of customer key and/or PBX systems.

Direct Inward Dialing (DID) Trunk: A telephone circuit between a PBX system and the Utility's Central Office used in conjunction with PBX Service which is configured to allow a specific customer-group station of the PBX system to receive calls made from the exchange network without the attendant's assistance. The PBX system cannot route outbound exchange network traffic on a DID Trunk.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Directory Listings: Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's station.

Distribution Facilities: Cable wire and associated supporting structures located in/on streets or easements extending from the serving central office up to, and including, the Utility's Local Loop Demarcation Point.

District Area: A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

Emergency: A situation which exists when serious sickness, public safety, necessity, or war conditions are involved.

End-User/End-User Customer: A customer who uses (rather than provides) telecommunications services. (Also see Customer)

E-Rate Discount: A discount provided under the federal Universal Service Fund E-Rate Program to assist most schools and libraries in the United States to obtain affordable telecommunications services. (See E-Rate Program)

E-Rate Program: The Schools and Libraries Program of the Universal Service Fund, commonly known as the E-Rate (Education Rate) Program, which is administered by the Schools and Libraries Division of the Universal Service Administrative Company under the direction of the Federal Communications Commission.

Exchange: A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules and within which communications are considered as exchange messages, except those messages between toll points.

Exchange Area: An area shown on maps filed elsewhere in tariff schedules within which the Utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

Exchange Carrier: A company that provides telecommunications within a designated service area.

(Continued)

(To be inserted by utility)

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NAME

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Exchange Message: A completed telephone call or telephonic communication between exchange stations in the same local service area except messages between toll points.

Exchange Service: Telephone service furnished between customers' telephone stations within an exchange area or local service area.

Extended Service: Exchange service available to customers in a particular exchange or district area for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

Extension Station: A telephone station connected to a primary station directly or by means of a switching device excluding private branch exchange or intercommunicating system stations.

Facilities: The elements of plant involved in providing a telecommunications service, such as: service connection facilities, radio facilities, Other Common Carrier facilities, and central office equipment.

Fictitious Name: A name or style employed by an individual or a concern to direct attention to a commodity or service for any purpose other than the actual conduct of the business.

Flat Rate Service: Exchange service furnished at a fixed periodic charge.

Foreign Attachment: Equipment attached or connected to Utility equipment not owned or authorized by the Utility for use with the telephone service furnished.

Foreign Exchange Service: Exchange service furnished by means of facilities connecting a customer's station with a central office in an exchange area other than the exchange area in which the station is located, or extension service or PBX station service in an exchange area other than that in which the primary station or PBX station service is located.

Frame Relay Service: A high speed, statistically multiplexed, packet data service that allows multiple customer locations to be interconnected.

(Continued)

(To be inserted by utility)

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NAME

President

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

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Resolution No. _____

A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Fully Renovated Buildings: Fully renovated buildings are those buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining “fully renovated” status is the date of the Notice of Occupancy issued by the appropriate local agencies.

Grandfathered/Frozen Service: Applies to an obsolete and/or outdated service the Utility no longer offers. The grandfathering/freezing of a service is the Utility’s method of managing a tariff for the service prior to ultimately discontinuing the service or changing existing tariff regulations, without discontinuing certain rights, privileges, or conditions of the service to existing customers.

In-Only Trunk: A telephone circuit between a PBX system and the Utility’s Central Office used in conjunction with PBX Service which is configured to allow the PBX system to receive inbound exchange network traffic from the Central Office. The PBX system cannot route outbound exchange network traffic on an In-Only trunk.

Individual Case Basis (ICB): The term “Individual Case Basis” denotes a condition where the regulations, if applicable, rates, and charges for an offering under the provisions of the tariff are developed based on the circumstances in each case.

Individual Line Service: Exchange service furnished by means of a central office line or circuit assigned for use for one primary station only.

Information Services Call Blocking/900 Blocking: A central office call blocking service that allows residence and business customers to prohibit access of directly dialed and operator-assisted calls originating from their telephone lines to all intrastate and interstate 900 numbers.

Inside Wire: Also known as simple wire refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer’s side of the Utility’s local loop demarcation point. Inside wire does not include customer premises equipment.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

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Effective August 4, 2008

Resolution No. _____

A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Inside Wire Demarcation Point: The inside wire demarcation point designates the end of inside wire facilities, the beginning of customer-provided equipment (CPE) facilities, and separates the inside wire vendor’s responsibility from that of the CPE vendor. It is located at the point where CPE is connected to inside wire.

Installation Charge: An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installing telephone service. The payment of an installation charge gives the customer no ownership wholly or in part to the property installed.

Instrumentalities: The telephone instruments located on an applicant’s or customer’s premises. In private branch exchange service the instrumentalities include the switchboard.

Integrated Service Digital Network - Basic Rate Interface (ISDN-BRI)*: An optional local telecommunications service that provides integrated voice and data communications capability for the transmission of circuit switched voice, circuit switched data, and packet switched data on an incoming and outgoing basis over digital business and residence exchange access lines utilizing Integrated Service Digital Network (ISDN) architecture.

(T)

Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI): An international standard for sending digitized voice, video, or data over a T-1 digital transport facility with 24 separate 64 Kbps channels.

Interbuilding Distribution Cable: Cable and its associated equipment used exclusively for the provision of telecommunications services between buildings on continuous property.

Intrabuilding Network Cable (INC): Intrabuilding Network Cable is located on the customer’s side of the Utility’s Local Loop Demarcation Point. INC connects the end of the Utility’s local loop at the minimum point of entry to the INC demarcation point at the floor terminal(s) within a customer’s building or to another building on a customer’s continuous property. The purpose of INC is to provide the communications path from the Utility’s service entrance facility to the end-user’s service location.

*Grandfathered/Frozen service effective January 1, 2019. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.

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Advice Letter No. 457a

Issued by
Cynthia A. Huber
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(To be inserted by Cal. P.U.C.)
Date Filed Feb 13, 2019

Decision No. _____

President
TITLE

Effective Mar 1, 2019
Resolution No. T-17648

A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Intrabuilding Network Cable (INC) Demarcation Point: The Intrabuilding Network Cable (INC) demarcation point separates the property owner/landlord/agent’s responsibility to provide INC from the end-user’s responsibility to provide inside wire, standard jacks, and customer premises equipment. For residential buildings, see 2.1.15, Rule 15, Demarcation Points. This demarcation point designates the end of the INC provided by the property owner/landlord/agent and the beginning of simple or complex inside wire.

Intrasystem Wire: (See Complex Inside Wire)

Joint User: An individual or concern authorized by the Utility and the customer to share in the use of the customer’s business telephone service.

Landlord: (See Property Owner/Landlord/Agent)

Late Payment Fees: A fee applicable to an unpaid balance of \$20.00 or more not received at the Utility or one of its authorized payment locations by the “late payment date” printed on the bill. (N)
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(N)

Lateral Cable: (See Intrabuilding Network Cable)

Limited Service: This residence service allows callers to have limited originating call capability. Calls are restricted to “9-1-1” for emergency service and to a local telephone number for the Utility’s Business Office. Limited Service will be provided by the Utility at no charge at residential locations to the extent permitted by existing technology and facilities. Limited Service will be provided and will continue to be provided unless or until the facilities are required to provide telephone service to a customer.

Line Extensions: Line extensions consist of overhead or underground extensions to plant from existing distribution facilities to new service connections, and exclude additions to plant along existing telephone facilities. (See Distribution Facilities and Service Connections)

Local Access and Transport Area (LATA): The term “Local Access and Transport Area” (LATA) denotes a geographical area established for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic, and other purposes. The Utility will offer telecommunications service to customers within the LATA only.

(Continued)

(To be inserted by utility)

Advice Letter No. 448

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Issued by

Cynthia A. Huber

NAME

President

TITLE

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Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. _____

A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Local Loop Demarcation Point (LLDP): The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Utility and property owner/landlord/agent or end-user customer. The Local Loop Demarcation Point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Utility is responsible for the installation and maintenance of its facilities up to and including those located at the Utility's Local Loop Demarcation Point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). For copper land-line facilities only, the Local Loop Demarcation Point shall be located at the MPOE/MPOP.

Installation and maintenance of facilities and equipment beyond the Utility's Local Loop Demarcation Point is the responsibility of the property owner/landlord/agent, and/or end-user customer.

Where a Local Loop Demarcation Point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

Local Private Line Telephone Service: A service furnished for the customer's own use by means of a line to which are permanently connected two or more telephone stations and which shall not be connected for exchange service.

Local Service: An exchange service available in a particular exchange area for communication between stations served from that exchange area only.

Local Service Area: An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or a part of an exchange area, or parts or all of two or more exchange areas.

(Continued)

(To be inserted by utility)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Message Rate Service: A telephone service, the charges for which are based upon the number of outgoing messages to stations receiving service from the same local service area.

Message Unit: A unit measurement of the outgoing message use in accordance with the provisions of the tariff schedules.

Mileage Charges: The additional charges for exchange telephone service based upon distance measurement for service furnished outside the base rate area or off the premises of the primary service or in connection with foreign exchange service.

Minimum Point of Entry/Presence (MPOE/MPOP): (See Local Loop Demarcation Point)

Mobilehome Park: (See Building Usage)

Multiline Terminating System: The term "Multiline Terminating System" denotes switching systems (i.e. PBX, etc.) and key telephone type systems, subject to Part 68 of the Federal Communications Commission's Rules and Regulations, and the Administrative Council for Terminal Attachment (ACTA) Standards publication TIA-968-A, which are capable of terminating more than one local central office line, or private line.

National Security and Emergency Preparedness (NS/EP): (See Telecommunication Services Priority)

Network Access Charge: A charge for central office work necessary to execute a customer request for telecommunications services to the Utility's Local Loop Demarcation Point.

Network Interface (NI): (See Standard Network Interface)

Network Terminating Wire (NTW): The wire between the Utility's protected terminal and the Utility placed network access termination. The wire connection is called a cross-connect.

Non-Deniable Charge: A charge, which if not paid, will not result in the termination of the customer's basic residential and single line business local exchange service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, even though the particular service for which the non-deniable charge has been levied could be terminated. Non-deniable charges include all inter-exchange long distance/toll services, including intra-LATA, interLATA, interstate, and international inter-exchange long distance/toll services, regardless of carrier class.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Non-Published Service: Upon a customer's request, customer name, address, and/or telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call forwarding information from such unlisted telephone numbers, shall be released by telephone utilities in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of non-published information.

Out-Only Trunk: A telephone circuit between PBX system and the Utility's Central Office used in conjunction with PBX Service which is configured to allow the PBX system to route outbound exchange network traffic to the Central Office. The PBX system cannot receive inbound exchange network traffic on an Out-Only trunk.

Pay Telephone: A coin or coinless instrument provided in a public or semipublic place where Payphone Service Provider customers can originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, or (2) using a credit card, or (3) third party billing the call, or (4) calling collect.

Party Line Service: A telephone service furnished by means of a central office line or circuit to which may be assigned two or more primary stations.

Permanent Disconnect: A discontinuance of service in which the facilities used in the service are immediately made available for use for another service. In the case of residential service, if the facilities are not required for another customer's service, they will be used to provide Limited Service at the disconnect location. (See Limited Service)

Person: Any individual, public agency, partnership, corporation, or other organization operating as a single business entity.

Premises Business: (See Building Usage and Business Service)

Premises Residence: (See Building Usage and Residence Service)

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS - Continued

Primary Station: The main telephone station (excluding extension stations) or PBX switchboard station of a customer’s service.

Private Branch Exchange (PBX) Service: Exchange service furnished by means of a PBX switchboard, intercommunicating system, or mechanical equipment located on the customer’s premises and local stations with local communication between them and communication to the general system by means of exchange trunks to the Utility’s central office.

Private Branch Exchange Station: A station connected to a PBX or intercommunicating system, excluding switchboard stations.

Private Branch Exchange Switchboard: Equipment located on a customer’s premises by means of which circuits are interconnected for communication between the PBX stations and between such stations and the Utility’s central office. Such PBX switchboards are classified as follows:

- A. Cord Switchboard - A switchboard by means of which interconnections are established by the use of cords equipped with plugs.
- B. Cordless Switchboard - A switchboard designed for interconnections to be made by means of keys.

Private Line: A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

Property Owner/Landlord/Agent: The owner of real property who occupies, leases, or rents property for residential or commercial purposes, or the owner’s authorized representative.

Public Access Line (PAL) Service: The Utility provided access line used in conjunction with a Customer-Owned Pay Telephone (COPT).

Public Utilities Commission: The Public Utilities Commission of the State of California, sometimes referred to as the Commission.

Rural Health Care Program (RHC): The Rural Health Care Program of the Universal Service Fund (USF), which is administered by the Universal Service Administrative Company (USAC), is a support program authorized by Congress and designed by the Federal Communications Commission (FCC) to provide reduced rates to Rural Health Care Providers (RHCPs) for telecommunications services related to the use of telemedicine and telehealth.

(N)
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(N)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.1 RULE 1 – DEFINITIONS – Continued

Service Connection Facility: Denotes wire/cable, either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's Local Loop Demarcation Point.

Service Provisioning Cross Connect (SPC): Wires or bridge clips that connect the Utility's network access termination point to the building owner's access terminal.

Simple Wire: (See Inside Wire)

Special Bill: A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the re-establishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

Standard Network Interface (SNI): The interface device specified by Part 68 of FCC Rules and Regulations for the purpose of connecting the Utility's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Utility's Local Loop Demarcation Point and will be maintained by the Utility.

Start of Installation: An installation of service or rearrangement applied for by an applicant or customer, is considered to have started when the Utility performs any work or incurs any expense in connection therewith, or in preparation therefore, which would not otherwise have been performed or incurred, provided:

- A. The applicant or customer has advised the Utility to proceed with the installation, and
- B. The Utility has advised the applicant or customer that, in accordance with their order, it is commencing the installation, and
- C. The Utility has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified, or delayed order, and
- D. That a copy of such written notice, signed by the Utility and the applicant/customer, is on file with the Utility at the time of the cancellation, modification, or delay.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES – Continued

2.1.1 RULE 1 – DEFINITIONS – Continued

Subdivision: Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more non-temporary main telephones and/or PBX trunk line terminations, at a density of at least one per acre.

Subscriber: (See Customer)

Supersedure: The transfer of a customer's complete service, including the telephone number, from one party to another, including the responsibility for payment of outstanding charges against the service.

Tariff Schedules: The entire body of effective rates, tolls, charges, classifications, and rules, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedules.

Telephone Number Referral Service: Optional central office intercept arrangements for diversion of calls from a telephone number that has been disconnected or changed by customer request furnished in connection with business and residence service.

Telecommunications Service Priority (TSP): The TSP program provides priority installation and/or restoration of National Security and Emergency Preparedness (NS/EP) telecommunication services. NS/EP telecommunication services are those services critical to the maintenance of a state of readiness or the response to and management of any event or crisis which causes or could cause harm to the population, damage property, or threaten the security of the United States.

Temporary Disconnect: A temporary discontinuation of service without complete termination of the service, made at the request of the customer or on the initiative of the Utility, in which the facilities and telephone number are held available for resumption of service. In the case of residential service, the facilities will be used to provide Limited Service at the temporary disconnect location. (See Limited Service)

Temporary Service: Service to premises or enterprises the temporary nature of which can be determined in advance from the known limited duration of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, and other enterprises of like limited duration.

Service for a specified short term to premises or enterprises normally permanent in nature.

Service to projects of abnormal risk or of unpredictable duration, such as mine development, oil well drilling, or lumbering operations.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES – Continued

2.1.1 RULE 1 – DEFINITIONS – Continued

Tenant: A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

Terminal Equipment: Terminal equipment includes devices or apparatus and associated wiring which does not constitute a multiline terminating system and which when connected to the communication path of the telecommunications network are connected either electronically, acoustically, or inductively. Terminal equipment includes telephones, data equipment, and ancillary equipment.

Toll Message: A completed telephone call or telephonic communication between exchange stations when the called station is not within the local service area of the calling station, between toll stations, or between a toll station and an exchange station.

Trade Name: The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

Transmission Limits: Standard transmission limits as used herein is an air-line distance of one-half mile measured from the primary station or PBX switchboard.

Trenching Costs: Cost of excavating, backfilling and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

Trunk Line: A telephone circuit from one central office to another or between a PBX system and a Utility central office.

Two-Way Trunk: A telephone circuit between a PBX system and the Utility's Central Office used in conjunction with PBX Service which may be seized from either end, allowing the PBX system to receive inbound exchange network traffic from the Central Office and to route outbound exchange network traffic to the Central Office.

Underground Supporting Structure: Conduit, manholes, handholes, and pull boxes where and as required plus trenching costs as defined in Trenching Costs above.

Utility: The public utility named herein.

Voice Mail Service: An optional central office based voice message system furnished to business and residence customers.

Wall Set: A telephone designed to be attached to the wall of a room or building.

Zone: A portion of an exchange area shown on maps filed elsewhere in the tariff schedules.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.2 RULE 2 - DESCRIPTION OF SERVICE

A. General

Exchange service is available by means of facilities owned and maintained by the Utility, and in multi-office exchanges is operated from the central office designated by the Utility. In certain exchanges extended service is furnished with availability of exchange service to other exchange areas, central office districts, or zones of the Utility or of a connecting company.

The exchange area is generally divided into two or more zones comprising in general the more built-up portion or portions of the territory served.

Toll service is furnished either by means of the Utility's toll lines or lines of a connecting company or both.

Services that have been grandfathered and/or frozen will continue to be furnished to the same customer at the same premises until such time as stated in the tariff. (N)

Any requests for additions, disconnections, moves or changes by the customer on a circuit that has Grandfathered/Frozen service will result in complete disconnection of the Grandfathered/Frozen status service at the time of the addition, disconnection, move, or change. Exceptions to this rule are requests for miscellaneous record order changes, i.e. bill address change, bill name change (not supersedure), miscellaneous corrections, etc. (N)

The Utility will provide facilities, equipment, and services to its Local Loop Demarcation Point. The Utility is responsible for the provisioning and maintenance of its facilities, equipment, and services to the Local Loop Demarcation Point, including those located at that point.

The property owner/landlord/agent, and/or end-user customer is responsible for the completion of services beyond the Utility's Local Loop Demarcation Point. (L)

(L) Material now located on Cal. P.U.C. A2, Sheet 21.1.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.2 RULE 2 - DESCRIPTION OF SERVICE - Continued

B. Service

The Company furnishes exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

1. Classes of Service Furnished

- a. Business Service
- b. Residence Service

2. Types of Service Furnished

- a. Flat Rate Service
- b. Message Rate Service

(L)

(L)

(L) Material previously located on Cal. P.U.C. A2, Sheet 21.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.2 RULE 2 - DESCRIPTION OF SERVICE - Continued

B. Service - Continued

3. Grades of Service Furnished

In general the following grades of service are furnished:

GRADE OF SERVICE

AREA APPLICABLE

- | | | |
|---|---|-----|
| <ul style="list-style-type: none"> a. Individual Line/ One Party Primary Service b. Two Party Line/ Two Party Primary Service* c. Private Branch Exchange Trunk Line Service | All Exchanges (All Zones)
Zones 2-5 of the
Coarsegold and
Mariposa Exchanges
and Zones 2-4 of the
Raymond Exchange | (T) |
|---|---|-----|

4. Primary service, trunk line service, enhanced services, and miscellaneous private line services are furnished by the Utility under its schedule of rates.

5. The application of business and residential rates to private and public telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used largely or principally for business purposes, the Utility will provide business service, except in cases where the customer will thereafter use the service for domestic or social requirements.

6. The grade of service applicable to customer-provided equipment shall be defined by the classification in the California Public Utilities Commission's Certification program or the Federal Communications Commission's Registration program.

For example, trunk line service is furnished for customer-provided services with a PBX, whereas, individual line service is provided for customer non-key telephones and key services.

C. Local Private Line Telephone Service

Local private line telephone service will be provided solely for communication between stations thereon, and will not be connected with the Utility's exchange service lines or to a private branch exchange switchboard.

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

(N)
(N)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE

A. Application for Service

1. Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the Utility, as a condition precedent to the initial establishment of service.

The application form will generally set forth the following information:

- a. Date and place of application.
 - b. Location of premises to be served.
 - c. Date applicant will be ready for service.
 - d. Purpose for which service is to be used.
 - e. Address to which bills are to be mailed or delivered.
 - f. Whether applicant is the owner or tenant of, or agent for the premises.
 - g. Service desired - class, type, and grade.
 - h. Information for listing in alphabetical and classified telephone directories.
 - i. Such other information as the Utility may reasonably require.
2. The Utility may accept an oral or written application from a customer for additions to or changes in the present service of the customer, except that a written application will always be required when joint-user service or directory listings in connection with business service are requested and when an additional listing in connection with residence service is requested.
 3. Any application is merely a request for service and does not in itself bind the Utility to furnish the service except under reasonable conditions as set forth in the tariff schedules nor does it bind the applicant to take service.
 4. Customers shall notify the Utility when they re-terminate service that is on their side of the Local Loop Demarcation Point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's records and directory listing. Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, shall apply for directory listing changes.
 5. When the Utility denies an application for a telecommunications service subject to Commission jurisdiction, the Utility shall inform the applicant of the reasons within 10 days thereafter. The Utility's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

B. Application Information Requirements

Applicant(s) will be required to provide their legal surname(s), middle name(s), or initial(s), and first name(s). This information may be verified by the Utility. The application will be considered complete (unless otherwise specified in Rule 3) when at least one of the following valid identification items has been provided by the applicant(s):

1. California Driver's License number,
2. California Identification Card number,
3. Social Security Card number,
4. Immigration and Naturalization Service Identification number,
5. United States passport number, or
6. Other item of identification acceptable to the Utility.

The Utility may request the applicant(s) to voluntarily provide their Social Security Card number(s) for identification purposes. Refusal to provide this will not result in denial of service.

Prior to the request for identification information, the Utility will inform each applicant that (1) provision of their Social Security number (SSN) is strictly voluntary; (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) Pursuant to 47 C.F.R §54.410(d), an applicant applying for discounts from the Universal LifeLine Telephone Service (California LifeLine) program must provide his or her date of birth and the last four digits of his or her SSN on the Application Form provided by the California LifeLine Administrator; and (4) no record will be made of their choice not to provide their SSN.

(N)
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(N)
(T)

The Utility may request the applicant(s) to visit a business office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

C. Cancelled, Modified, or Deferred Applications

When an applicant/customer cancels, modifies, or defers an order for service or facilities before the service is connected, a charge applies to allow the Utility to recover the non-recoverable costs of engineering labor, material, and other related expenses. The applicant/customer must be notified in writing at the time the initial order is taken that should the applicant/customer cancel, modify, or delay the order, charges will apply.

Unless otherwise provided, the following conditions apply to applications for exchange and intrastate private line. These conditions apply to installation of new or additional service, or facilities and/or moves, changes, or rearrangements of existing service, or facilities.

1. Cancellation or modification by an applicant/customer of an application for new or additional service, or facilities:

a. Prior to "start of installation" (as defined in 2.1.1, Rule 1, Definitions):

No charge.

b. Between start and completion of installation:

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, and facilities ordered.

c. After completion of installation, but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

(1) All regularly applicable service connection and nonrecurring charges, and

(2) All regularly applicable basic termination in full, and

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

C. Cancelled, Modified, or Deferred Applications - Continued

1. Cancellation or modification by an applicant/customer of an application for new or additional service, or facilities: - Continued
 - c. After completion of installation, but prior to connection for service: - Continued
 - (3) All regularly applicable minimum service charges, and
 - (4) Such other amounts as may be specified in the schedules covering the times involved, and
 - (5) Such other amounts that were incurred as a result of expedited order, or as a result of the cancellation, modification, or deferral at the applicant/customer's request.
 - (6) Such charges set forth in 2.1.23, Rule 23, Special Construction of Exchange Facilities.
 - d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.
2. Cancellation or modification by an applicant/customer of an application for a move, change, or rearrangement of existing service:
 - a. Prior to "start of installation" (as defined in 2.1.1, Rule 1, Definitions):

No charge.
 - b. Between start and completion of installation:

Charge the estimated cost of the partially completed move, change, or rearrangement ordered by the applicant/customer, not to exceed the charge applicable in 2.1.3.C.1.b. preceding.
 - c. After completion of installation, but prior to connection for service:

See 2.1.3.C.1.c. preceding for conditions and charges that are applicable.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

C. Cancelled, Modified, or Deferred Applications – Continued

2. Cancellation or modification by an applicant/customer of an application for a move, change, or rearrangement of existing service: - Continued

d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.

3. Deferral by an applicant/customer of an application for new or additional service or facilities; or an application for a move, change, or rearrangement of existing service, or facilities: An application may be deferred for one or more periods totaling, in all, not more than six months beyond the in-service date last established prior to start of installation, after which time it shall be either completed for service and regular rates and charges applied, or considered as cancelled and treated in accordance with items 2.1.3.C. 1. and 2.1.3.C.2. preceding:

For deferments of up to six months beyond the in-service date last established upon prior to “start of installation,” the following applies:

a. Prior to “start of installation” (as defined in 2.1.1, Rule 1, Definitions):

No charge.

b. Between start and completion of installation:

(1) For deferments totaling, in all, not more than 120 days, no charge shall apply.

(2) For deferments totaling, in all, more than 120 days, charge all estimated costs incurred due to the deferment, not to exceed the total of the charges and rates applicable in 2.1.3.C.1.b. preceding.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

C. Cancelled, Modified, or Deferred Applications - Continued

3. - Continued

c. After completion of installation, but prior to connection for service:

(1) For deferments totaling, in all, not more than 120 days, no charge shall apply.

(2) For deferments totaling, in all, more than 120 days, apply charges according to 2.1.3.C.1.c. preceding.

NOTE: An extension of time beyond the six-month period, when requested by the applicant/customer, may be allowed at the discretion of the Utility in writing.

4. 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.

D. Charges Based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual cost of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders, and any other costs incurred by the Utility following the "start of installation" (as defined in 2.1.1, Rule 1, Definitions) in compliance with an application or request by an applicant or customer apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

E. Application Cancelled by Utility

If the applicant/customer refuses to comply with the Utility's rules prior to the "start of application" (as defined in 2.1.1, Rule 1, Definitions) the Utility may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Utility cancels the application after a six-month deferral or after the "start of installation" because of the applicant/customer's refusal to comply with Utility's rules, the charges as set forth in 2.1.3.C.1.b. or c. preceding shall apply.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

F. Limit of Conversation

Applications for party line service will be accepted with the understanding that the customer will so use the service as not to interfere with the equitable proportionate use of the service by other customers on the same line. Exchange calls of a customer of a party line service may be limited to a maximum period of five minutes.

G. Responsibility for Payment of Bills

The customer for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the tariff schedules.

H. Service Not to be Immediately Used

The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.

I. Construction of Facilities

Where construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable are specified in 2.1.13, Rule 13, Temporary Service, 2.1.16, Rule 16, Line Extensions, Service Connections and Facilities on Premises of Customer, 2.1.22, Rule 22, Facilities to Provide Replacement of Aerial With Underground Facilities, 2.1.23, Rule 23, Special Construction of Exchange Facilities, Schedule Cal. P.U.C. No. A33, Line Extension and Service Connection Charges, and Schedule Cal. P.U.C. No. B1, Access Service.

Certain taxes may be applicable to these construction charges, as follows:

1. Federal Income Tax

For Contributions in Aid to Construction that have been made taxable to the Utility by the Tax Reform Act of 1986, the Utility will bill an additional fee which has resulted from the taxable income for payments that aid in our cost of construction, the fair market value of contributions received in aid to construction, other contributions, and prior non-recurring rates which will remain in effect.

(Continued)

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.3 RULE 3 - APPLICATION FOR SERVICE - Continued

I. Construction of Facilities - Continued

1. Federal Income Tax - Continued

The Utility will use Method 2, as described in Decision No. 87-09-026, which requires collection of the entire tax from the contributor. The Utility's Federal Income Tax Rate for the year of the contribution will apply. The contribution is grossed-up for the full amount of the federal tax and billed to the contributor.

The gross-up amount collected is subject to refund with interest computed at the average three month commercial paper rate.

2. California Corporate Franchise Tax

For Contributions in Aid of Construction that are taxable to the Utility in accordance with the California Franchise Tax Board's Legal Ruling Notice 91-2, issued on May 21, 1991, the Utility will bill an additional fee which has resulted from the taxable income for payments that aid in its cost of construction, fair market value of contributions received in aid to construction, other contributions, and prior non-recurring rates which will remain in effect.

The Utility will use Method 2, as described in Decision No. 87-09-026, which requires collection of the entire tax from the contributor. The Utility's California Corporate Franchise Tax Rate for the year of the contribution will apply. The contribution is grossed-up for the full amount of the state tax and billed to the contributor.

The gross-up amount collected is subject to refund with interest computed at the average three month commercial paper rate.

J. Confirmation of Service

For services offered on a tariffed basis, the Utility 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.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.4 RULE 4 - CONTRACTS

A. Contracts will not be required as a condition precedent to service except: *

1. Where required by provisions contained in a filed rate schedule, in which case the term of the contract will be that specified in the schedule;
2. Where the building of a line extension will be necessary, in which case the term of the contract will be three years;
3. Where temporary service is to be furnished under the provision of 2.1.13, Rule 13, Temporary Service, in which case the term of the contract will be of sufficient length to cover the period of contemplated operations but not more than three years;
4. Where service is to be furnished at rates or under terms and/or conditions differing from filed tariff schedules.

B. No Utility initiated change in a term or 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. The written notice will 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 will not be assessed any otherwise applicable early termination penalty. A carrier may not use this contract change provision to change term-contract rates or charges.

* Includes Federal Income Tax and California Corporate Franchise Tax gross-up. See 2.1.3, Rule 3, Application for Service, Paragraph I.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.5 RULE 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for telephone service will contain substantially the following provision:

“This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. Subscribers' Bills

1. Regular Bills

Each regular bill for telephone service, except special bills and bills rendered on an annual basis, will contain on the face or back thereof the following statements:

“You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent twenty-two (22) calendar days thereafter. Failure to pay charges for basic flat rate single line service charges, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, including all mandated surcharges and taxes (i.e. the charges designated with a “*” sign on your telephone bill) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. Other action to collect unpaid accounts may also be taken. If your service is disconnected for non-payment, you must pay the delinquent amount and a charge to reconnect your service. You may also be required to pay a deposit.

You may make a payment by:

- a. Paying in person at a Sierra Telephone Business Office or at the Sierra Tel Business Center. Cash, check, money order, debit cards, and credit cards are accepted.
- b. Mailing a check or money order to: Sierra Telephone, Post Office Box 219, Oakhurst, California 93644-0219.
- c. Depositing your payment in the drive through payment drop box in front of one of our Business Office locations or in the deposit box located at the front door of each Business Office.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.5 RULE 5 - SPECIAL INFORMATION REQUIRED ON FORMS - Continued

B. Subscribers' Bills - Continued

1. Regular Bills - Continued

You may make a payment by - Continued:

- d. Enrolling in an Automatic Payment "AutoPay" Option utilizing a bank or credit union checking account or valid credit card account.
- e. Contacting the Business Office and authorizing a one-time debit card, credit card, or electronic check (eCheck) payment.
- f. Visiting our website at www.sierratelephone.com to make an online electronic payment. One-time and Automatic Payment "AutoPay" options are available.

All of the above options are available to the customer without charge by Sierra Telephone; however the bank, credit union, credit card vendor, or debit card vendor may charge a fee.

Business Office locations and contact information can be found in the Sierra Telephone directory or on the website."

2. Annual Bills

Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent thirty (30) calendar days thereafter. Failure to pay charges for basic flat rate single line service charges, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, including all mandated surcharges and taxes (i.e. the charges designated with a "*" sign on your telephone bill) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. Other action to collect unpaid accounts may also be taken. If your service is disconnected for non-payment, you must pay the delinquent amount and a charge to reconnect your service. You may also be required to pay a deposit."

See 2.1.5. B.1 preceding for ways to make a payment.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.5 RULE 5 - SPECIAL INFORMATION REQUIRED ON FORMS - Continued

B. Subscribers' Bills - Continued

3. Special Bills

Each special bill for telephone service will contain on the face or back thereof the following statement:

"You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent three (3) calendar days thereafter. Failure to pay charges for basic flat rate single line service charges, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, including all mandated surcharges and taxes (i.e. the charges designated with a "*" sign on your telephone bill) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. Other action to collect unpaid accounts may also be taken. If your service is disconnected for non-payment, you must pay the delinquent amount and a charge to reconnect your service. You may also be required to pay a deposit."

See 2.1.5. B.1 preceding for ways to make a payment.

4. Disputed Bills

Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

"If you believe there is an error on your bill or have a question about your service, please call Sierra Telephone Company, Inc. customer support at Oakhurst - 559-683-4611, Mariposa - 209-966-3636, or toll free 877-658-4611. If you are not satisfied with Sierra Telephone Company, Inc.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online: Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.5 RULE 5 - SPECIAL INFORMATION REQUIRED ON FORMS - Continued

B. Subscribers' Bills – Continued

4. Disputed Bills - Continued

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to-Speech	1-800-854-7784

(T)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(T)

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or e-mail fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at www.cpuc.ca.gov."

5. Notations on all Customers' Bills

Each monthly or annual bill for telephone service will display an asterisk (i.e. "**") on the basic flat rate single line services, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, and mandated surcharges and taxes that refers the customer to a footnote on the bill that reads:

"Non-payment of these charges may result in disconnection of your local telephone service."

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A2. GENERAL REGULATIONS

2.1 RULES - Continued

2.1.5 RULE 5 - SPECIAL INFORMATION REQUIRED ON FORMS - Continued

C. Deposit Receipts

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statements:

“This deposit may be applied to unpaid balances where service has been discontinued by the Utility due to nonpayment of bills. The deposit will be applied first to local service non-recurring and recurring charges, including mandated surcharges and taxes, and then to long distance/toll service and other charges at the Utility’s discretion.

This deposit, less the amount of any unpaid telephone bills, will be refunded, together with simple interest due at the rate of 7/12 percent per month except as mentioned below. Such interest will be paid at the time the deposit is returned.”

D. 900 Consumer Rights Statement

Each monthly bill for telephone service will contain on the back thereof the following statement:

“Sierra Telephone bills for other telephone service providers, including long distance companies and information providers.

If you dispute any 900 information service charge, you may be entitled to a credit. You must request this credit by calling or writing Sierra Telephone within 60 days from receipt of the bill. To make this request please call or write to the business office listed on the front of your bill. Pending review, you may withhold payment of the disputed amount and collection of the charge will be suspended. You have a right not to be billed for interstate 900 calls which violate federal law. You may request blocking of 900 services. You may be blocked from calling 900 calls for failure to pay legitimate 900 call charges and the information provider may seek collection of these charges. Neither your local nor long distance service will be disconnected for nonpayment of 900 charges that may be included in the ‘Total Due.’ ”

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