

LIST OF EFFECTIVE SHEETS

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

<u>Revision Number</u>	<u>Sheet</u>
1 st Revised	CS A*
Original	1
Original	2
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1 st Revised	4*
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*New or Revised Sheet

(To be inserted by utility)

Advice Letter No. 398

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

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

Date Filed October 10, 2011

Effective November 1, 2011

Resolution No. _____

A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.1 GENERAL INFORMATION

31.1.1 APPLICABILITY

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. The Surcharge to Fund Products and Services for the Disabled applies to telecommunications products and services for certified disabled customers, funded by a surcharge on all customers' bills.

31.1.2 TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

31.2 RATES

A. Surcharge to Fund Products and Services for the Disabled (See Special Conditions 31.3. A. following)

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 concurs with the Commission's Public Program all-end-user surcharges rates and the Reimbursement Fee rate as filed by Pacific Bell Telephone Company (d.b.a. AT&T California) (Pacific Bell/AT&T California) in its joint tariff for surcharges and fees. Sierra Telephone will apply the current surcharge and fee rates filed in the joint tariff to its respective end user bills until further revised.

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.bellsouth.com/pdf/ca/ca.htm>.

(Continued)

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Advice Letter No. 365a

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A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.2 RATES - Continued

B. Products and Services for the Disabled

1. Telecommunications Devices for the Deaf and Speech Impaired and Products and Services for the Disabled

Telephone equipment and/or free services are available to eligible residential and eligible business customers who reside in California from the California Telephone Access Program (CTAP). The customer can obtain eligibility, certification, and application information for CTAP equipment or services through the CTAP Call Center at 1-800-806-1191 (voice), 1-800-806-4474 (TDD/TTY), and 1-800-889-3974 (fax), or the Call Center can provide location information for the customer to visit the nearest CTAP Service Center, or the customer can obtain eligibility, certification, and application information through the Internet at: <http://www.ddtp.org>.

2. California Relay Service (CRS)

Communications Assistants complete calls between a TDD/TTY and a non-TDD/TTY Telephone. Access to CRS is toll-free. Customers may dial the Abbreviated Dialing Code 7-1-1, or may access GoAmerica/CRS at 1-800-735-2929 (TDD/TTY) and 1-800-735-2922 (voice) or Sprint/CRS at 1-877-735-2929 (TDD/TTY) and 1-888-877-5379 (voice). See Special Conditions 31.3.J. following for Long Distance (MTS) information.

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A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.3 SPECIAL CONDITIONS

A. Pursuant to order of the California Public Utilities Commission and the provisions of Section No. 2881 of the California Public Utilities Code the Disabled Equipment Acquisition Fund Trust (Fund) was established to recover the costs of providing telecommunications products and services to meet the needs of the certified disabled individuals, at no additional charge to the basic exchange rate. All costs incurred by the Utility to provide California Telephone Access Program (CTAP) eligible services to the disabled will be reimbursed by the Fund. The program is funded by a surcharge on all telephone customers in the state. Surcharges will be placed on foreign exchange services by the Utility normally rendering the bill to such services. The surcharge will be identified separately on the bill as "CA Relay Service and Communications Devices Funds."

The application of this surcharge to all billed end-user intrastate services is authorized by the tariffs of Sierra Telephone Company, Inc., the tariffs of other service providing companies, and the joint tariff for surcharges and fees of Pacific Bell/AT&T California.

B. The percentage rate surcharge applies to service area toll/WATS/800 Service (intrastate intraLATA), between service areas toll/WATS/800 Service (intrastate interLATA), detariffed services, all recurring and non-recurring rates and charges for services provided by the Utility to end-users, and new General Order 96-A contracts executed after September 15, 1994. The percentage rate surcharge does not apply to federal and local excise taxes, and the following:

- | | |
|------------------------------------|---|
| 1. Schedule Cal. P.U.C.
No. A4 | Universal Lifeline Telephone Service -
basic monthly access rate and reduced
service connection charges, both the
subsidized and the unsubsidized portions |
| 2. Schedule Cal. P.U.C.
No. A9 | Public Access Line Service (PARTIAL) –
Coin Sent Paid, Coin Station Service, Coin
Person Service, and Debit Card Messages |
| 3. Schedule Cal. P.U.C.
No. A24 | California Teleconnect Fund Surcharge |
| 4. Schedule Cal. P.U.C.
No. A26 | Universal Lifeline Telephone Service Surcharge |

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A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.3 SPECIAL CONDITIONS - Continued

B. - Continued

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|-----|---------------------------------|--|-------------------|
| 5. | Schedule Cal. P.U.C.
No. A32 | California High Cost Fund - A Surcharge,
California High Cost Fund - B Surcharge, and
California Advanced Services Fund | (T)
(T)
(N) |
| 6. | Schedule Cal. P.U.C.
No. A34 | Surcharge to fund the Public Utilities
Commission Reimbursement Fee | |
| 7. | Schedule Cal. P.U.C.
No. B1 | Access Service | |
| 8. | | Message Telecommunications Service
(PARTIAL) - Coin Sent Paid, Coin Station
Service, Coin Person Service, and Debit Card
Messages | |
| 9. | | One-way Radio Paging Service | |
| 10. | | Directory Advertising | |
| 11. | | Federal Communications Commission
Network Access Charges for Interstate Calling | |
| 12. | | Usage charges billed to Customer-owned Pay
Telephone (COPT) Service Providers | |

The surcharge is subject to federal and local excise tax.

- C. The CTAP program provides telecommunications devices (TDD/TTY's), signal units, and special equipment required by deaf or severely hearing or speech impaired customers and disabled individuals that have certified applications with CTAP. CTAP will verify with the Utility those CTAP eligible customers whose individual needs also require Utility-provided 3-Way Calling, Speed Call 8 or 30 services, and/or 4-1-1 Directory or Operator Assistance services at no charge.

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A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.3 SPECIAL CONDITIONS - Continued

- D. Where there is no longer a certified individual on the premises, a business or residence customer must notify the Utility that service under this Schedule is no longer required and request the service be disconnected or provided under other appropriate schedules.
- E. Terminals for the deaf require a modular telephone connection and individual line service. The rates and charges for individual line service also apply. These terminals do not have internal signaling or dialing capacity and must be used in conjunction with a telephone instrument incorporating such capacity.
- F. Where non-modular customer premises equipment is provided by the Utility in accordance with FCC/CPUC rules, the customer premises equipment is the Utility's Local Loop Demarcation Point.
- G. Service under this Schedule will be provided for only one station for each certified disabled individual on a business premises and for only one station on a primary residence premises to meet special requirements as determined by the Utility.

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A31. PRODUCTS AND SERVICES FOR THE DISABLED

31.3 SPECIAL CONDITIONS - Continued

- H. Telecommunications Devices for the Deaf and Speech Impaired are provided with only single party service providing it does not terminate on a multi-line system, such as a key system or a PBX. Other Products and Services for the Disabled are available with both single and multi-party services providing they do not terminate on a multi-line system such as a key system or a PBX. California Relay Service is available to all classes and grades of service via abbreviated dialing code 7-1-1.
- I. Services required by a certified individual are limited to those available in the Utility's Central Office equipment.
- J. California Relay Service calls may not be placed to 900 or 976 numbers, time or weather recorded messages, or other informational recordings. Long Distance (MTS) charges will be billed in accordance with the tariff schedules.
- K. California State Assembly Bill (AB) 3369 and California State Senate Bill (SB) 227 provide legislation designed to enable eligible agencies to obtain telecommunications devices (TDD/TTY's) in order to be accessible by telephone to the general public who use TDD/TTY's. Eligibility rules and procedures for requesting TDD/TTY's are available from the Deaf and Disabled Telecommunications Program (DDTP)/CTAP Consumer Affairs at 1-877-546-7414 (Voice), 1-800-867-4323 (TDD/TTY), or 510-271-8324 (fax), or may be obtained on the Internet at: www.ddtp.org/EligibilityAndFAQ/eligibilityforbusiness.htm. Agencies requesting TDD/TTY's under AB 3369 or SB 227 must submit the request to DDTP/CTAP Consumer Affairs.

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