

## PROTECT YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes!

State Law (Assembly Bill 2134), effective January 1, 1999, requires Sierra Telephone to inform our customers that various governmental agencies publish information that generally describes telephone customers' rights under state and federal law.

As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls, and faxes. The laws apply to live calls, pre-recorded voice calls, and artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992, implementing the Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has Telemarketing Sales Rules, which have been enacted to help protect you as a consumer.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. The State Attorney General's Office, along with the Telemarketing Sales Rules, has the authority to investigate and prosecute fraudulent telemarketers who operate across state lines.

"Phone Scams"  
Federal Trade Commission  
600 Pennsylvania Ave, N.W.  
Washington, D.C. 20580  
Voice 877-382-4357, TTY 866-653-4261  
[www.consumer.ftc.gov/articles/0208-phone-scams](http://www.consumer.ftc.gov/articles/0208-phone-scams)

**National Consumers League's Fraud Center** is operated by the National Consumers League which is a private, non-profit organization that maintains a consumer website to provide services and assistance in filing telemarketing and Internet fraud complaints. It sends information reported by individuals about suspected telemarketing and internet scams to the appropriate local, state, and federal law enforcement agencies.

Internet: [www.fraud.org](http://www.fraud.org)

For information on "Unwanted Robocalls and Texts"

Internet:  
[www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts](http://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts)

To File a Complaint  
Internet: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

### Registration for the National Do Not Call List

You may also register for the National Do Not Call List by calling the Federal Trade Commission (FTC) at 888-382-1222, TTY 866-290-4236, or by accessing the FTC's National Do Not Call Registry web site at: [www.donotcall.gov](http://www.donotcall.gov)

**The California Consumer Privacy Act of 2018 ("CCPA")** provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," as well as rights to access, delete, and restrict the sale of certain Personal Information we collect about them. California customers may contact us to receive a full copy of the Sierra Tel Subscriber Privacy Policy, or to exercise any of their rights under the California Consumer Privacy Act, by contacting us toll-free at 1-877-658-4611, e-mailing us at [privacy@sierratel.net](mailto:privacy@sierratel.net), or sending any correspondence to Sierra Tel, Attention: Customer Care Manager, P.O. Box 219, Oakhurst, CA 93644.

**8-1-1 IS THE NUMBER TO CALL BEFORE YOU DIG** – The FCC has designated 8-1-1 as the national, toll-free number for the general public and excavators to call to provide advanced notice of excavation activities to help reduce the occurrence of damage to underground facilities during excavation. Dial 8-1-1 to reach the underground utility cable locating service for Northern and Central California. Please call Monday through Friday from 6 a.m. to 7 p.m. two full working days prior to digging.

Remember to call 8-1-1 before you dig!

**BLOCKING OF 900 AND CALIFORNIA 976 NUMBERS** – The following consumer rights are provided under the **Federal Telephone Disclosure and Dispute Resolution Act**:

You have the right not to be billed for pay-per-call services not offered in compliance with Federal Laws and Regulations. Failure to pay Legitimate 900 or California 976 charges may result in INVOLUNTARY BLOCKING OF YOUR ACCESS TO 900 OR 976 SERVICES.

You may receive a one-time waiver of charges for the first inadvertent, mistaken, or unauthorized use of 900/976 services originating in California.

Your local and long distance service CANNOT BE DISCONNECTED as a result of non-payment of 900 charges. You have 60 days from the date of the 900/976 bill to dispute a billing error. If you orally communicate an allegation of a billing error via the telephone number on the 900 bill page, it will be considered sufficient notification of a billing error.

You have the right to withhold payment for the disputed charges during the billing error review. No collection activity for disputed 900/976 charges will occur while the charges are under investigation. If the disputed 900 charges are found to be legitimate, the long distance company or the information provider may proceed with outside collections against your account for payment of these 900/976 charges.

## LIMITED SERVICE TO REACH 9-1-1 OR THE BUSINESS OFFICE

Limited Service is provided by Sierra Telephone at no charge to residential locations where there has been previous telephone service and it is permissible with existing technology and facilities. It is also provided to a new residential location where there is an outside network interface, known as a Minimum Point of Entry (MPOE) and inside jacks have been wired to the MPOE.

This residence service allows callers to have limited outgoing-only call capability. Calls are restricted for 9-1-1 for emergency service and to a local telephone number for the Sierra Telephone Business Office. To verify the availability of Limited Service at a residential location that does not have current active telephone service, plug in a standard corded telephone to a properly wired inside jack or at the network interface box. If dial tone is present at the residential location:

To reach emergency services, dial 9-1-1  
To reach the Oakhurst Business Office, dial 559-683-4611  
To reach the Mariposa Business Office, dial 209-966-3636

Limited Service will be provided for 120 days following: 1) the date of notification of discontinuation of telephone service to existing residential locations, or 2) the date of provision of Limited Service to a new residential location.

### EMERGENCY TELEPHONE USAGE

Call 9-1-1 if there is a situation that threatens human life or property and demands immediate attention. 9-1-1 will reach fire and rescue, police, sheriff, highway patrol, ambulance, paramedics, Coast Guard, and/or search and rescue.

**Do not call 9-1-1 for non-emergencies. This causes delays in the handling of real emergencies. For non-emergency calls, call the non-emergency telephone numbers listed in the Sierra Telephone Directory for the agencies you are trying to reach.**

For Telecommunications Devices for the Deaf (TTY) emergency calls that use the Baudot mode, dial 9-1-1 then tap the space bar until someone answers. When calling 9-1-1, your telephone number and address may be displayed on a dispatcher's viewing screen, even if you have Caller ID Blocking. This enables the emergency agency to locate you if the call is interrupted. If, for some reason, you want to report an emergency without having your number displayed, you should call the agency's seven-digit number instead of 9-1-1.

If you use a standard corded telephone 9-1-1 may be available with your Sierra Telephone phone line even if there is a power outage.

### Place Emergency Calls Only

After a disaster, especially fires, there is usually a high volume of telephone calls. It is important that you limit your calls to emergencies only. Do not call 9-1-1 or the police for confirmation of an fire. Listen to your local radio or television station for information.

If you need to place an emergency call:

- Make sure that no extension telephones are off-hook.
- Stay on the line. You may not hear dial tone immediately. The delay could be as long as a minute or more.
- Do not repeatedly depress the switch hook, as this will further delay your call.
- If you receive a "fast busy" or "all circuits are busy" recording, hang up and try again later.
- If physical damage occurs to Sierra Telephone's equipment or facilities or to your wiring or equipment, it may not be possible to complete your call.

### Important Network Information

In the event of an emergency situation or other occurrence which might affect the Telephone Switching Network, Sierra Telephone will work to keep all lines open and working, and will reroute calls and/or advise customers to use casual dialing to avoid the network congestion. Calls outside our network may be blocked by other carriers; however, calls within the Sierra Telephone network will not be blocked.

**Emergency Telephone Usage is located in your Sierra Telephone Directory in the Equipment Information Section. The Sierra Telephone Directory also includes a section on Emergency Preparedness for your information**

### State of Emergency

When the Governor of California, or the President of the United States, issues a State of Emergency in a county in which Sierra Telephone provides service, and Sierra Telephone's ability to deliver telephone service has been impacted, Sierra Telephone shall implement the following procedures demonstrating compliance with the protections listed in the CPUC Decision No. 19-08-025:

A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding Features, and Messaging Services.

A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding Features, and Messaging Services.

A waiver for the service charge for installation of service at the temporary or new permanent location of the Customer and again when the Customer moves back to the original premises.

A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the Customer has an Inside Wire plan.

A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan Customers upon their return to their permanent location.

A waiver of the fee for one jack and associated wiring for non-plan Customers.

## Oakhurst

49150 Road 426  
Lobby Hours  
Monday - Friday  
8 a.m. to 5 p.m.

# SIERRA TELEPHONE

## 2022 Annual Customer Notice

## Mariposa

5151 Bullion Street  
Lobby Hours  
Monday - Friday  
8 a.m. to 5 p.m.

### LOCAL TELEPHONE SERVICE

The residential monthly service rate is based on Flat Rate Service, which includes unlimited calling within your local service area. Throughout the entire serving area, our network provides services such as single party service with voice grade access to the public switched network utilizing modern signaling technology, as well as toll blocking, access to Emergency 9-1-1 Service, Operator Services, Directory Assistance, and a variety of Interexchange or Long Distance Toll Service Providers.

**1-Party Residence Service: \$25.00 per month\***

The local service area for customers served from the Coarsegold/Oakhurst Exchange includes prefixes 641, 642, 658, 683, 689, 692, 868, and 877 (Ahwahnee, Bass Lake, Coarsegold, Fish Camp, North Fork, Oakhurst, O'Neals, and Raymond areas).

The local service area for customers served from the Raymond Exchange includes prefixes 641, 642, 658, 683, 689, and 692 (Ahwahnee, Bass Lake, Coarsegold, Fish Camp, Oakhurst, and Raymond areas).

The local service area for customers served from the Mariposa Exchange includes prefixes 742 and 966 (Mariposa area).

A \$6.50 per month Federal Communications Commission (FCC) Subscriber Line Charge and a per month Federal Universal Service Charge, reviewed quarterly, apply to each 1-Party Residence Service. See [www.neca.org](http://www.neca.org) Members Services - Tariff 5 for details.

*\*Monthly rate shown above does not include taxes and surcharges, equipment rental, or any optional services (e.g., Custom Calling Service Features or Voice Mail Service).*

### STATE AND FEDERAL PROGRAMS AVAILABLE

**Sierra Telephone provides discounted service rates and free Toll Blocking or Toll Restriction monthly to all Residence Customers who qualify for California LifeLine or Federal Enhanced Lifeline Service.**

The **California LifeLine Telephone Program** (California LifeLine) provides discounts on basic home phone service to qualified households. This consumer program of the California Public Utilities Commission helps consumers to lower their phone bills. For more information, go to [www.californialifeline.com](http://www.californialifeline.com).

### DISCOUNTED SERVICES effective January 1, 2022

CA LifeLine Flat Service (monthly, Unlimited Local Calling) – Meets the Federal minimum broadband standard	\$6.02
CA LifeLine Flat Service (monthly, Unlimited Local Calling) – Does not meet the Federal minimum broadband standard	\$8.02
CA LifeLine Service Connection or Conversion Charge	\$9.37
CA LifeLine Toll Restriction or Blocking	FREE
CA LifeLine Deposit for Basic Home Phone Service	FREE

**There is also the Enhanced Lifeline and Link-Up Program funded by the federal government.** Residents of federally recognized tribal lands who qualify for Enhanced Lifeline may receive additional federal lifeline discounts of up to \$25 a month for basic home phone service and an additional Link-Up benefit of up to \$100.

For additional information about eligibility and guidelines, please contact a Sierra Telephone Business Office: **Oakhurst - 559-683-4611, Mariposa - 209-966-3636, or toll free 877-658-4611.**

### SERVICE CONNECTION CHARGES FOR SINGLE LINE SERVICE

When you order new service or request changes in your existing service, you are charged only for the specific work that actually is done. The amount is determined by the type of work completed.

**Service Order Charge (processing your order):** New service or transfer of service (for installation, reinstallation, and reconnection of new or additional service - each order): \$18.75

Change in existing service (for changes and/or additions to existing service, record changes, directory changes, and voice mail installation - each order) : \$10.00

**Network Access Charge:** For Central Office work and Outside Plant work necessary to complete your order - each access line or trunk: \$28.00.

**Telephone Visit Charge:** When an Installation Technician is dispatched to your home, Monday through Friday, 8 a.m. to 5 p.m., first 30 minutes or fraction thereof: \$40.00

Each additional quarter hour or fraction thereof: \$20.00

**4-Hour Appointment Notice:** Whenever a contract for service or repair is entered into between Sierra Telephone and a customer, and the parties have agreed that the presence of the customer is required at the time of service or repair, Sierra Telephone shall specify, prior to the date of service or repair, a 4-hour period within which the work shall commence.

### DIRECTORY LISTINGS, NON-PUBLISHED SERVICE AND DIRECTORY ASSISTANCE

Sierra Telephone automatically provides a free Directory Listing, which includes your name, address, and telephone number listed alphabetically in the white pages of the Sierra Telephone Directory and with Local Directory Assistance.

You may request other listing options from your Customer Care Associate. Additional residence listings in the white pages of the telephone directory may be added for a charge of \$0.75 per month.

**Non-Published Service** offers you the option of omitting your name, telephone number, and/or address from the Sierra Telephone Directory, and from directory assistance records available to the general public at no additional monthly charge.

**Local Directory Assistance (Local DA) Service (4-1-1)** provides local directory assistance for requested published telephone numbers and addresses of customers in your area code and other area codes in your service area. The geographical scope for your local listing requests includes Ahwahnee, Bass Lake, Coarsegold, Fish Camp, Mariposa, Oakhurst, and Raymond. You may request up to three local directory assistance listings per call. A Local DA call allowance provides residence customers with three Local DA calls per monthly billing period without charge. Business customers do not receive a Local DA monthly call allowance. All calls to Local DA in the same billing period exceeding the applicable call allowance will be billed \$0.46 per call, whether a listing is found or not.

**National Directory Assistance (4-1-1)** provides directory assistance listings for requested published telephone numbers outside your local calling area. The charge for National Directory Assistance is just \$0.95 per listing request. You may request up to two National Directory Assistance listings each time you call. The cost is the same for both residential and business customers. There is a charge for the request even if the number is not found or is unlisted.

### Mandatory 11-digit Dialing in the 209 Area Code

The Federal Communications Commission has adopted 988 as a three digit abbreviated dialing code for the National Suicide Prevention and Mental Health Crisis Hotline beginning July 16, 2022. In order for 988 to work in Sierra Telephone's 209 area code, 11-digit local dialing was implemented on October 24, 2021.

**Telephone Support\***  
Monday – Friday 8 a.m. to 6 p.m.

**\*Technical Support is available via telephone 24 hours a day, 7 days a week.**  
559-683-4611, 209-966-3636, or  
Toll Free 877-658-4611

[CustomerCare@SierraTel.com](mailto:CustomerCare@SierraTel.com)

Payment drop boxes are located in front of both  
Sierra Telephone Business Offices

Please contact a Customer Care Associate for additional details on any of our products or services. We are here to help you with all of your telecommunications needs.

Visit us at [www.sierratel.com](http://www.sierratel.com)

**The following Custom Calling Features are available:**

Feature	Monthly Rate per line
Call Forwarding	\$2.16
Call Waiting/with Cancel Call Waiting	\$4.63
Distinctive Ring	\$6.00
Customer Changeable Speed Calling (8 code list)	\$3.40
Customer Changeable Speed Calling (30 code list)	\$4.63
Subscriber Activated Call Blocking	\$2.50
3-Way Calling	\$4.63
Toll Restriction	\$2.50
Anonymous Call Rejection	\$1.54
Call Return	\$4.20
Caller ID	\$8.02
Calling Name and Number	\$9.79
Find Me/Single Number Service	\$7.00
Repeat Dialing	\$4.20
Selective Call Rejection	\$3.70
Call Trace	\$4.90*

\*A maximum of 5 traces (\$24.50) to any number during a billing period will be charged.

**The following Voice Mail Services are available:**

Feature	Monthly Rate per line
Economy Voice Mailbox	\$4.95
Economy Plus Voice Mailbox	\$6.95
Select Voice Mailbox	\$9.95
Greeting Only Voice Mailbox	\$3.95
Tree Only Voice Mailbox	\$3.95

**Sierra Telephone Affiliate Charges:** Charges for both regulated and non-regulated services offered through our affiliate will appear on the Sierra Telephone bill.

**IntraLATA or Service Area Toll Calls** are calls between any two points in the Fresno Service Area other than local calls. Sierra Telephone does not handle intraLATA service area toll calling within the Fresno Service Area.

**InterLATA or Interstate Long Distance Toll Calls** are calls between service areas or to other states and countries. Sierra Telephone does not handle interLATA or interstate long distance calling within or between service areas or to other states and countries.

**INSIDE WIRE POLICY**

Senate Bill 841, passed by the California Legislature, requires us to inform you of Sierra Telephone's policy on Inside Wire.

**You should be aware that, under state law, residential landlords, not tenants, are responsible for repairs and maintenance of residential inside telephone wire.**

**Inside Wire Definition:** Inside Wire is that portion of the telephone wire which connects the telephone jack at the customer's premises to the Telephone Company's equipment at a demarcation point determined by the Telephone Company in accordance with orders of the California Public Utilities Commission. In almost all cases, Sierra Telephone uses a lockable Standard Network Interface as its demarcation point.

**Responsibilities of the Building Owner:** Inside wire is considered the property of the building owner. If the building owner is a residential landlord, the building owner is responsible for installing at least one usable telephone jack per rental unit, for placing and maintaining the inside wire in good working order, for ensuring that the inside wire meets the applicable standards of the most recent Electrical Code as adopted by the Electronic Industry Association, and for making any required repairs to the inside telephone wire.

**Responsibilities of Sierra Telephone:** Sierra Telephone is available to maintain or repair inside wire, and will work with the customer to determine whether a malfunction in a telephone line is located in the customer's inside wire or in the Telephone Company's network. Sierra Telephone will inform the customer of the repair options once it is determined that the customer's inside wire is at fault.

**Responsibilities of the Customer:** The customer is responsible for reporting malfunctions of the telephone line to the telephone company. Telephone repair reports may be made to Sierra Telephone by dialing 6-1-1. If you are outside our service area or calling from a cell phone, call 559-683-4661. Upon receiving a customer's trouble report, Sierra Telephone's service personnel will request that the customer perform a simple isolation test of the inside wire at the Standard Network Interface.

**Trouble Isolation Procedure:**

- Sierra Telephone advises the customer to unplug the inside wire at the Standard Network Interface and plug a telephone known to be in working order into the Standard Network Interface.
- If the telephone does not work at the Standard Network Interface, the trouble is assumed to be in the telephone company's network, and Sierra Telephone will arrange for repair as soon as practicable.
- If the telephone works at the Standard Network Interface, the trouble is in the inside wire.

The customer then has four options:

- The customer can leave the inside wire unrepaired. In this case, the inside wire must remain unplugged from the Standard Network Interface.
- The customer can perform the inside wire repair.
- The customer can arrange for any vendor to repair the inside wire.
- The customer can arrange for Sierra Telephone to repair the inside wire in accordance with the inside wire offerings described below.
  - The customer is also advised that if they decline to perform the test at the Standard Network Interface, the telephone company will perform the test. If the trouble turns out to be in the customer's inside wire, they will be charged for the time spent performing the test.
  - If the customer is a residential tenant and the trouble is in the inside wire, the customer is advised that under California law the residential landlord is responsible for the installation and maintenance of one usable jack and its associated inside wire.

**Inside Wire Maintenance Plan:** Customers who subscribe to this plan are charged monthly for trouble isolation and repair of inside wire and/or jacks within the customer's premises. The Inside Wire Maintenance Plan provides all required maintenance of simple inside wiring and materials at no additional charge.

- Subscription to the plan becomes effective on the date installation is completed for new service and five days after the customer requests the Inside Wire Maintenance Plan for established service.
- The Inside Wire Maintenance Plan does not include re-installation of inside wire that has been destroyed by fire, flood, or other similar catastrophes.
- Customers with non-standard wire are not eligible for the Inside Wire Maintenance Plan.
- Customers moving to another location served by Sierra Telephone who wish to continue the monthly Inside Wire Maintenance Plan must re-establish subscription to the plan at the new location.
- The customer must advise Sierra Telephone when the customer wishes to cancel the monthly Inside Wire Maintenance Plan.

Inside Wire Maintenance Plan is: \$2.37 per line, per month.

**Premises Visit Inside Wire Labor Charges:** Provides incremental rates for inside wire maintenance services requested on simple inside wiring and materials without the benefit of the Inside Wire Maintenance Plan, on a per visit basis.

- Charges for material may be applicable and are in addition to the Premises Visit Inside Wire Maintenance Labor Charges.
- Billable time is measured from the arrival time of Sierra Telephone's service personnel at the customer's premises until the departure time of Sierra Telephone's service personnel from the customer's premises and includes the time necessary for work preparation, actual work, and clean up.
- Billable time will not be measured for the purpose of charging the customer unless Sierra Telephone's service personnel have gained access to the customer's premises.

	Normal	OT	Premium
<b>First 30 minutes</b>	<b>\$40.00</b>	<b>\$50.00</b>	<b>\$60.00</b>
<b>Each additional quarter hour</b>	<b>\$20.00</b>	<b>\$20.00</b>	<b>\$20.00</b>

- Normal Rates are applicable to work performed Monday through Friday, between 8 a.m. and 5 p.m.
- Overtime Rates are applicable to work performed Monday through Friday at hours other than listed in Normal Rates and all day Saturday, except holidays.
- Premium Rates are applicable to work performed on Sundays and holidays observed by Sierra Telephone.

**Repair Service – 24-Hour Service – 6-1-1:** Call 6-1-1 when calling from within Sierra Telephone's service territory. If calling from outside our service territory or from a cell phone, call 559-683-4661.

**SPECIAL SERVICES for the CERTIFIED DEAF and DISABLED**

**The Deaf and Disabled Telecommunications Program (DDTP) is a California State mandated program established by California Public Utilities Commission and has three components: a dual party relay system known as California Relay Service (CRS), a specialized equipment program known as California Telephone Access Program (CTAP), and the provision of Speech Generating Devices.**

**CRS Services:** CRS helps establish a communication link for a hearing or speech-impaired person to communicate with all other telephone users.

**Features of the Relay Service include:**

- 24-hour service, 7 days a week,
- Toll Free number to reach the Relay Service,
- No extra charge for using the Relay Service,
- If long distance charges apply, they will be billed at the carrier or local telephone company rates.

To make calls, the hearing or speech impaired caller will use a Telecommunications Device for the Deaf (TTY), which resembles a portable typewriter. The service will relay the caller's typed messages through specially trained personnel who will handle the calls. The system also works in reverse, allowing a person without a TTY to call a person who uses a TTY.

**To access the Relay Service dial 7-1-1, or for additional information:**

If you have a TTY, call CRS at **800-735-2929**.

If you do NOT have a TTY, call CRS at **800-735-2922**.

Hamilton Relay is the California CRS provider. Please check the CRS website for important details about how long distance charges will apply for your non-local calls.

For more information visit the following websites:  
[ddtp.cpuc.ca.gov/relay.aspx](http://ddtp.cpuc.ca.gov/relay.aspx) (CRS)  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com) (Hamilton Relay)

These products and services are provided to certified, disabled users at no additional charge over the normal monthly rate for telephone service. For product and service information, call the CTAP program at 800-806-1191 (voice) or TTY at 800-806-4474, Monday through Friday from 8 a.m. to 5 p.m. For more information, you can visit [ddtp.cpuc.ca.gov](http://ddtp.cpuc.ca.gov).

**Emergency Calls:** Please note that 7-1-1 is only to be used to reach California Relay. In an **EMERGENCY** you should continue to use 9-1-1. For emergencies, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 9-1-1 centers have a TTY and be prepared to handle emergency calls placed in this manner. California Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 9-1-1 centers and do not assume responsibility for emergency calls.

**CALLER ID BLOCKING**

**IMPORTANT PRIVACY INFORMATION**  
 YOUR TELEPHONE NUMBER CAN BE SEEN BY EVERYONE YOU CALL...UNLESS YOU BLOCK IT!!!

Any telephone from which you place a call will **automatically** transmit its number to the person you are calling. Those subscribing to a service known as "Caller ID" will be able to see your telephone number before they answer their telephone. **It is important to note** that the law guarantees you the right to decide who receives your telephone number. We also believe you should be able to choose how you would like to have your telephone number **blocked** - your privacy is paramount. That's why the law requires FREE blocking services that give you the freedom to choose **when, how, and if** your number will be shown to those you call.

**Complete Blocking** is a FREE service that gives you permanent control over the transmission of your telephone number. Complete Blocking blocks the transmission of your telephone number on the calls you place, unless you specify otherwise. There is no need to enter a code before making each call. Those with Caller ID units who receive your calls will see the word PRIVATE displayed. Calls you place to those with Anonymous Call Rejection will receive an announcement informing you that the called party will not accept calls from callers who have chosen to block display of their telephone number. You may deactivate Complete Blocking on specific calls by pressing \*82 on your touch calling telephone, or dialing 1182 on a rotary telephone, before you dial.

**Selective Blocking** is a FREE service that blocks your telephone number from being transmitted and/or seen on Caller ID units on a per call basis. By simply pressing \*67 on your touch calling telephone, or dialing 1167 on a rotary telephone before placing a call, your telephone number will not be transmitted. Those with Caller ID units who receive your call will see the word PRIVATE displayed. Calls you place to those with Anonymous Call Rejection will receive an announcement

informing you that the called party will not accept calls from callers who have chosen to block display of their telephone number. If you do not select a blocking option, you will be assigned Selective Blocking by default.

If you wish to change your initial blocking option or the blocking option assigned to your telephone, you may do so one time free of charge. After that, you will be charged \$10.00 to change your blocking option.

**Important note:** Caller ID blocking may not work on interstate calls. Also, you cannot block transmission of your telephone number for calls to 9-1-1, 800, 833, 844, 855, 866, 877, 888 or 900 services, regardless of the blocking option you choose. If, for some reason, you want to report an emergency without having your number displayed, you should call the agency's seven-digit number instead of 9-1-1. In order to block your number from being shown, if the number you are calling from is not equipped with Complete Blocking, you will need to press \*67 on your touch calling telephone or dial 1167 on a rotary telephone before you dial the agency's number.

If you have any questions about your choices or the effect any of these services may have upon you and your privacy, please call our Business Office.

If you do not receive a satisfactory response from us, you may contact the California Public Utilities Commission at:

CPUC Consumer Affairs Branch  
 505 Van Ness Avenue, Room 2003  
 San Francisco, California 94102-3298  
 Monday through Friday 8:30 a.m. to 4:30 p.m.  
 Voice 800-649-7570, TTY 7-1-1 or 800-735-2929

To file a complaint online go to:  
[www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/)

**IMPORTANT CONSUMER INFORMATION REGARDING 800 AND 900 TELEPHONE NUMBERS - YOUR NUMBER MAY BE DISCLOSED**

When you call toll free telephone numbers such as 800, 833, 844, 855, 866, 877, and 888 numbers, or call chargeable 900/976 service telephone numbers (800 or 900 numbers), your number could be disclosed to the party you are calling and could be recorded in a database sold to telemarketers.

The California Public Utilities Commission wants consumers to know that some companies listing 800 or 900 numbers are now using Automatic Number Identification (ANI), which is approved by the Federal Communications Commission. When you dial their number, ANI equipment can automatically add your telephone number to their customer database. Companies are not required to tell you if they have ANI.

Companies with ANI can then use your telephone number to get your address, income level, items purchased, and similar information from other marketing databases. Or they can sell your number to telemarketers who can then pitch their products and services to you.

Never assume that an 800 or 900 number is a toll free call! If the number uses ANI, you may reach a recording advising that you will be called back collect. Or you may be told to call a 900 number. In either case, the call would be billed to you!

If a person answers an 800 or 900 number, you can advise them that you do not want your number, name, or address kept in his or her company records. You may want to make it clear that you do not want this information rented or sold to other companies. You may also advise them that you do not want the company to solicit future business from you.

To complain about a company using ANI, write to:

Attorney General's Office  
 California Department of Justice  
 Attn: Public Inquiry Unit  
 P.O. Box 944255  
 Sacramento, CA 94244-2550  
 Voice 800-952-5225, TTY 7-1-1 or 800-735-2929, Fax 916-323-5341  
[www.oag.ca.gov/consumers/](http://www.oag.ca.gov/consumers/)

You may also contact the Federal Communications Commission (FCC)  
 Consumer and Governmental Affairs Bureau  
 45 L Street, NE  
 Washington, DC 20544  
 Voice 888-225-5322, TTY 888-835-5322, Fax 866-418-0232  
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