

IMPORTANT INFORMATION FROM SIERRA TELEPHONE REGARDING YOUR BUNDLED SERVICE

The following discontinue proposal is being submitted by Advice Letter No. 469 for review and possible approval by the California Public Utilities Commission. The Advice Letter will be filed with the Commission on September 1, 2020. This filing proposes to discontinue the Sierra Home Essentials and Sierra Home Connect bundles effective on October 1, 2020. These bundles were provided by Sierra Telephone, Sierra Tel Long Distance (STLD), and Sierra Tel Internet (STI); and the individual services will continue to be provided by Sierra Telephone, STLD, and STI. You do not need to do anything unless you want to make changes to the services you have today.

What does that mean to you as a bundled customer?

Sierra Telephone's custom calling features and the basic voice mail service currently provided in the customer's bundle will be offered as a standalone service at the tariffed rate for that standalone service. You will see these services billed separately at the current tariffed rate for each standalone service in your monthly billing. There is no charge to customers to discontinue any service.

The residential toll packages, which were part of the Bundled Service Offerings provided by STLD, will be sold separately. You will see these charges on the STLD portion of the Sierra Telephone monthly bill. There are no changes in STLD's residential toll packages.

Sierra Telephone's DSL service offerings, which were also part of the Bundled Service Offerings, will still be available from STI.

	<u>Current Monthly Rates</u>	<u>Rates Effective October 1, 2020</u>
SIERRA HOME ESSENTIALS	\$36.69	\$37.99
SIERRA HOME CONNECT	\$86.69	\$90.39

If you have any questions, please call the business office at 559-683-4611, 209-966-3636, or toll free at 1-877-658-4611

We appreciate and thank you for your business!