

**Disaster Consumer Protection Measures  
For Wireline Communications Customers in California**

On March 4, 2020, Governor Newsom declared a state of emergency in California due to the COVID-19 pandemic. In order to assist residential and small business (with five lines or less) customers that are affected by the COVID-19 pandemic, Sierra Telephone will provide the following emergency customer protections through April 16, 2021, or as otherwise directed by the California Public Utilities Commission:

1. Waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;
2. Waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;
3. Waiver of 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 premises;
4. Waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire Plan;
5. Waiver of the fee for up to five free jacks and associated wiring for Inside Wiring Plan customer upon their return to their permanent location; and
6. Waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

In addition to the protections listed above, Sierra Telephone will delay the California Lifeline Renewal Process until June 17, 2020 or as directed by the California LifeLine Administrator or the California Public Utilities Commission. Sierra Telephone will also suspend LifeLine customer de-enrollment for non-usage for so long as the Federal Communications Commission suspends the non-usage rule for its Lifeline program or as directed by the California LifeLine Administrator or the California Public Utilities Commission.

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For more information, please contact us at 559-683-4611, 209-966-3636, or 1-877-658-4611 or visit us at <https://www.sierratel.com/covid-19/>.