

A2. GENERAL REGULATIONS

2.2 FORMS

2.2.1 GENERAL

The Forms listed herein have been filed and approved by the California Public Utilities Commission.

A. Type of Forms

	<u>Form Number</u>	<u>Sheet Number</u>	
Application for Service			
1. Residential	1	147	(T)
Residential - Continued	1	148	
2. Business	1.a.	149	
Business - Continued	1.a.	150	
Business - Continued	1.a.	151	
Monthly Bill Statement	2	152	
Monthly Bill Statement – Continued	2	153	
Monthly Bill Statement – Continued	2	154	
7 Day Notice of Disconnection for Nonpayment	3	155	
7 Day Notice of Disconnection for Nonpayment – Cont.	3	156	
Statement of Non-occupancy by Former			
1. Business Customer	4	157	
2. Residence Customer	5	158	
Reserved	6	159	
Reserved	7	160	
Reserved	8	161	(T)

(Continued)

(To be inserted by utility)

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**

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

1. Application for Service - Continued

(T)

**SIERRA TEL** Residential Account Contract Account #

**PRIVACY DISCLOSURES**

Sierra Telephone is committed to protecting your privacy, and we want to take this opportunity to inform you about your rights and options with respect to your account information. Your account contains basic personal information, such as your name, address, and telephone number, as well as information about your calling patterns, services and features. Some of this information is referred to as Customer Proprietary Network Information, or CPNI. Sierra Telephone is bound by federal and state law to protect your account information, and we manage your account to ensure its security so that your information remains confidential. Furthermore, if your telephone number has been designated as unpublished and unlisted, Sierra Telephone will remain committed to protecting the confidentiality of your telephone number and ensures that your telephone number will not be disclosed to unaffiliated third parties or listed in telephone directories.

In order to promote and market new and/or existing products, services and product packages to you, we would like to share your account information, including information protected under federal and state law, with our Sierra Telephone corporate family of affiliates. This proposed sharing of account information will not reduce any of the protections applied to your account to prevent that information from disclosure to unaffiliated third parties. You have a right to restrict disclosure of your account information, and you are under no obligation to consent to this proposed sharing. However, if you choose to not give your consent, we will be unable to use your information to offer you new products and services, such as bundled opportunities. May Sierra Telephone share your account information with its affiliates for the purpose of offering you services, such as bundles, and information about affiliate products and services?

Please note that your consent to allow sharing of your account information with our affiliates will remain valid until you express a desire to restrict such disclosure. You may change your decision at any time by contacting Sierra Telephone.

\_\_\_\_\_ YES (Initial) \_\_\_\_\_ NO (Initial)

**CALIFORNIA LIFELINE DISCOUNT PROGRAM**

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, click here ([LifeLine Program and Eligibility](#)) or view the attached Lifeline documentation.

I am eligible to enroll in the California LifeLine Program Federal Enhanced?  Yes  No

Special Print:  Braille  Large Print  Transfer Previous Lifeline Phone

**Sierra Tel Payment Policy**

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 an \* 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 plus a 1.5% late fee and a charge to reconnect your service. You may also be required to pay a deposit.

Sierra Telephone currently provides third-party billing and collection for its affiliates only.

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.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

*Thank you for your business!*

102617 This institution is an equal opportunity provider and employer. [Email this form to stcustomercare@sierratel.com](mailto:stcustomercare@sierratel.com)

(L)

(N)

(L) Material now located on Cal. P.U.C., A2, Sheet 152

(L)

(N)

(Continued)

(To be inserted by utility)  
**Advice Letter No.** 453

**Issued by**  
Cynthia A. Huber  
 NAME

(To be inserted by Cal. P.U.C.)  
**Date Filed** Aug 31, 2018

**Decision No.** \_\_\_\_\_

**President**  
 TITLE

**Effective** Sept 28, 2018

**Resolution No.** \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

1. a. Application for Service - Continued

(T)

**SIERRA TEL Business Account Application**

New Install    Reconnect    Transfer of Ownership

<b>Business Application Information</b>			
<input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Subsidiary <input type="checkbox"/> Government Agency <input type="checkbox"/> Other			
Business/Company Name:		Federal Tax Identification Number:	
Business Owner Name:		Email:	
Street Address:	City:	State:	Zip+4:
Billing Address:	City:	State:	Zip+4:
Primary Phone:		Alternate Phone:	
Do you or any person at this business require special equipment? <input type="checkbox"/> Yes <input type="checkbox"/> No			
<b>Business Service Interests</b>			
<input type="checkbox"/> Standard Telephone Line(s)	<input type="checkbox"/> PBX or Key System Lines	<input type="checkbox"/> Remote Call Forward	<input type="checkbox"/> Centrex
# of Requested Lines <input style="width: 40px;" type="text"/>	<input type="checkbox"/> PRM/DID	<input type="checkbox"/> ETS, T1, DSL or Other	
<b>Authorized Representatives</b>			
An Account Representative will have complete authority to administer this account. Individuals listed here are typically company management who will be responsible for adding and deleting other individuals who are also authorized to access and modify this account. To authenticate an Account Representative over the telephone, on behalf of your organization, we require each individual to provide the Master Account Password. Please create an 8 to 15 character alpha-numeric password that we may use to verify their identity.			
Master Account Password:		<input style="width: 100%;" type="password"/>	
<b>Account Representative 1</b> Must present or attach a copy of your Government issued picture ID.			
First Name	MI	Last Name	
Title	Home Phone	Drivers License #:	
Office/Mobile Phone	Backup Password (This password may be used to reset or edit the Master Account password)		
Account Representative 1 Signature	Date (MM/DD/YY)		<input style="width: 40px;" type="text"/>
<b>Account Representative 2</b> Must present or attach your Government issued picture ID.			
First Name	MI	Last Name	
Title	Home Phone	Drivers License #:	
Office/Mobile Phone	Backup Password (This password may be used to reset or edit the Master Account password)		
Account Representative 2 Signature	Date (MM/DD/YY)		<input style="width: 40px;" type="text"/>

1 of 3

06052018    This institution is an equal opportunity provider and employer.    Email this form to: [stcustomercare@sierratele.com](mailto:stcustomercare@sierratele.com)

(L)

(N)

(L) Material now located on Cal. P.U.C., A2, Sheet 153

(L)

(N)

(Continued)

(To be inserted by utility)  
**Advice Letter No.**    453

**Issued by**  
Cynthia A. Huber  
NAME

(To be inserted by Cal. P.U.C.)  
**Date Filed**    Aug 31, 2018

**Decision No.**    \_\_\_\_\_

**President**  
TITLE

**Effective**    Sept 28, 2018

**Resolution No.**    \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

1. a. Application for Service - Continued

(T)

(N)



Business Account Authorized Users

Federal privacy law requires that all Sierra Tel employees verify a business representative's identity before they are able to discuss account detail, share balance detail, or make changes to a business account. When an Additional Authorized User from the list below inquires about an account, we will always request their backup password that only corresponds with their name.

In addition to the Account Representatives, the following named person(s) is/are authorized, on behalf of the Company, to execute any service change request or obtain any information related to this account. Note: Only the Account Representatives listed on an account are entitled to change security settings, modify Authorized Users, or sign-over ownership of an account to another party.

Authorized User 1		
First Name	MI	Last Name
Title:		
Office Phone No.	Mobile Phone No.	
Backup Password:		
Authorized User 1 Signature		Date (MM/DD/YY)
Authorized User 2		
First Name	MI	Last Name
Title:		
Office Phone No.	Mobile Phone No.	
Backup Password:		
Authorized User 2 Signature		Date (MM/DD/YY)
Authorized User 3		
First Name	MI	Last Name
Title:		
Office Phone No.	Mobile Phone No.	
Backup Password:		
Authorized User 3 Signature		Date (MM/DD/YY)

Account Representative  
 Signature

Date

2 of 3

06052018

This institution is an equal opportunity provider and employer.

Email this form to:  
[stcustomercare@sierratel.com](mailto:stcustomercare@sierratel.com)

(N)

(Continued)

(To be inserted by utility)

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

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

1. a. Application for Service - Continued

(T)



Business Account Contract

(N) (D)

PRIVACY POLICY

Sierra Telephone is committed to protecting your privacy, and we want to take this opportunity to inform you about your rights and options with respect to your account information. Your account contains basic personal information, such as your name, address, and telephone number, as well as information about your calling patterns, services and features. Some of this information is referred to as Customer Proprietary Network Information, or CPNI. Sierra Telephone is bound by federal and state law to protect your account information, and we manage your account to ensure its security so that your information remains confidential. Furthermore, if your telephone number has been designated as unpublished and unlisted, Sierra Telephone will remain committed to protecting the confidentiality of your telephone number and ensures that your telephone number will not be disclosed to unaffiliated third parties or listed in telephone directories.

In order to promote and market new and/or existing products, services and product packages to you, we would like to share your account information, including information protected under federal and state law, with our Sierra Telephone corporate family of affiliates. This proposed sharing of account information will not reduce any of the protections applied to your account to prevent that information from disclosure to unaffiliated third parties. You have a right to restrict disclosure of your account information, and you are under no obligation to consent to this proposed sharing. However, if you choose to not give your consent, we will be unable to use your information to offer you new products and services, such as bundled opportunities. May Sierra Telephone share your account information with its affiliates for the purpose of offering you services, such as bundles, and information about affiliate products and services?

Please note that your consent to allow sharing of your account information with our affiliates will remain valid until you express a desire to restrict such disclosure. You may change your decision at any time by contacting Sierra Telephone.

\_\_\_\_ YES (Initial) \_\_\_\_\_ NO (Initial)

Sierra Tel Payment Policy

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 an \* 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 plus a 1.5% late fee and a charge to reconnect your service. You may also be required to pay a deposit.

Sierra Telephone currently provides third-party billing and collection for its affiliates only.

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.

Each person signing this Agreement represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. By signing below, each party is certifying that all information provided is true and correct, and that the business organization intends to be bound by this Agreement and all Payment Policy terms.

Account Representative 1 Signature ▶	_____	Date	_____
Account Representative 2 Signature ▶	_____	Date	_____

3 of 3

06052018

This institution is an equal opportunity provider and employer.

Email this form to  
stccustomercare@sierratel.com

(N) (D)

(Continued)

(To be inserted by utility)  
Advice Letter No. 453

Issued by  
Cynthia A. Huber  
NAME

(To be inserted by Cal. P.U.C.)  
Date Filed Aug 31, 2018

Decision No. \_\_\_\_\_

President  
TITLE

Effective Sept 28, 2018

Resolution No. \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

2. Monthly Bill

(T)

Page 1 of 3



**PO Box 219 || Oakhurst, CA 93644**

<b>Account Number</b>	000XXXXX-X
<b>Account Name</b>	
<b>Invoice Number</b>	XXXXXXXX
<b>Bill Date</b>	Aug 01, 2018
<b>Due Date</b>	Aug 21, 2018

**IS YOUR WHITE PAGE LISTING CORRECT?**



Contact our office to update your listing for 2019.  
**DEADLINE: August 31, 2018**

<b>For All Billing Inquiries Call:</b>	
Oakhurst Business Office 559-683-4611	
Mariposa Business Office 209-966-3636	
or Toll Free 1-877-658-4611	

**Account Summary**

Balance From Last Statement	\$ 0.00
Payments	\$ 0.00
Advanced Payments	\$ 0.00
Adjustments/Sales	\$ 0.00
Unpaid Balance Forward	\$ 0.00
<small>Please Disregard Unpaid Balance If Already Paid</small>	
<b>Current Charges</b>	<b>\$ 0.00</b>
<b>Balance: \$ 0.00</b>	
<b>Thank You</b>	
<b>Balance Forward</b>	
Previous Bill	\$ 0.00
Total payments through Jul 25	\$ 0.00
<b>Balance Before Current Charges</b>	<b>\$ 0.00</b>
<b>Total Amount Due</b>	<b>\$ 0.00</b>

\*\*\*DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*



SIERRA TELEPHONE  
PO BOX 219  
OAKHURST, CA 93644

ADDRESS SERVICE REQUESTED



-I Check here for change of address (See reverse for details)

**Remittance Information**

Account Number	000XXXXX-X
Invoice Number	XXXXXXXX
Bill Date	Aug 01, 2018
Due Date	Aug 21, 2018
<b>Amount Due</b>	<b>\$ 0.00</b>

**Amount Enclosed:** \$

Please include account number on your check and make payable to Sierra Telephone. Thank you.

REMIT TO:  
  
 SIERRA TELEPHONE  
 PO BOX 219  
 OAKHURST, CA 93644-0219

(L)

(D)

(L)

(D)

(L) Material previously shown on Cal. P.U.C., A2, Sheet 148

(Continued)

(To be inserted by utility)  
**Advice Letter No.** 453

**Issued by**  
Cynthia A. Huber  
NAME

(To be inserted by Cal. P.U.C.)  
**Date Filed** Aug 31, 2018

**Decision No.** \_\_\_\_\_

**President**  
TITLE

**Effective** Sept 28, 2018

**Resolution No.** \_\_\_\_\_

**A2. GENERAL REGULATIONS**

**2.2 FORMS - Continued**

**2.2.1 GENERAL – Continued**

**B. Sample Forms - Continued**

**2. Monthly Bill - Continued**

(T)

(L)

Page 2 of 3

**MONTHLY BILL FOR SERVICE**

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 an \* 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 plus a 1.5% late fee 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.
- (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](http://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.

**RULE REGARDING DISPUTED BILLS**

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 877-658-9611.

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.

Type of Call	Toll-free 800 Number
TTY/MCO/HCO to Voice	1-800-735-2929
Voice to TTY/MCO/HCO	1-800-735-2922
From or to Speech-to-Speech	1-800-854-7764

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.

If your complaint concerns interstate or international calling, write the Federal Communications Commission (FCC), Consumer and Governmental Affairs Bureau (CGB), 445 12th Street SW Washington, DC 20554-0005, or at [ccrinfo@fcc.gov](mailto:ccrinfo@fcc.gov), OR call 1-888-225-5322 or TTY 1-888-835-5322. Note: the CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Consumer Protection Rules are available online at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Has your billing or contact information changed? Update your records by providing this new information.

New Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Daytime Contact #: \_\_\_\_\_

Signature: \_\_\_\_\_

(L)

(L) Material previously shown on Cal. P.U.C., A2, Sheet 149

(Continued)

(To be inserted by utility)  
**Advice Letter No.** 453

**Issued by**  
Cynthia A. Huber  
NAME

(To be inserted by Cal. P.U.C.)  
**Date Filed** Aug 31, 2018

**Decision No.** \_\_\_\_\_

**President**  
TITLE

**Effective** Sept 28, 2018

**Resolution No.** \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

2. Monthly Bill - Continued

(T)

(N)

For All Billing Inquiries Call: Oakhurst 559-683-4611  
Mariposa 209-966-3636 or Toll Free 1-877-658-4611  
Account Number: 00000000-X  
Account Name:  
Due Date: Aug 21, 2018  
Visit our website at www.SierraTel.com

Page 3 of 3

SIERRA TEL

Non-Payment of charges noted with an asterisk (\*) may result in disconnection of your local telephone service.

**Charge Detail**

Centrex (XXX-XXX-XXXX)  
Recurring Charges (Aug 01 - Aug 31)

One Rate Plan Inter	0.00
One Rate Plan Intra	0.00
X>Select Integrated Vm	0.00
Offical Line Centrex	0.00
<b>Total for XXX-XXX-XXXX</b>	<b>\$ 0.00</b>

**Primary Inter-Exchange Carriers (PIC)**

Intrastate Carrier	Sierra Tel Long Distance
Interstate Carrier	Sierra Tel Long Distance

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 453

**Issued by**

Cynthia A. Huber

NAME

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

Date Filed Aug 31, 2018

Decision No. \_\_\_\_\_

President

TITLE

Effective Sept 28, 2018

Resolution No. \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

3. 7 Day Notice of Disconnection for Nonpayment

(T)

(L)

(D)

(L)

(D)

(L) Material previously shown on Cal. P.U.C., A2, Sheet 160

(Continued)

(To be inserted by utility)  
 Advice Letter No. 453

**Issued by**  
Cynthia A. Huber  
 NAME

(To be inserted by Cal. P.U.C.)  
 Date Filed Aug 31, 2018

Decision No. \_\_\_\_\_

**President**  
 \_\_\_\_\_  
 TITLE

Effective Sept 28, 2018

Resolution No. \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms - Continued

3. 7 Day Notice of Disconnection for Nonpayment - Continued

(T)

Has your billing address or contact number changed?

Effective Date: \_\_\_\_\_ Name: \_\_\_\_\_

New Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Work Number: \_\_\_\_\_

Signature: \_\_\_\_\_

---

\*Payment of the basic amount due only ensures that your basic services will remain connected. Full payment is required to avoid disruption of all non-basic services. Disconnection of any component of a service bundle will result in the remaining components of the bundle being billed at their individual monthly rates. Basic Charges are defined in California Public Utilities Commission Decision 96-10-066, Appendix B, Page 5.

\*\*Authorized by Sierra Telephone's Local Exchange Tariff, Schedule Cal. P.U.C. A18, Multi-Element Service Charges, Sheet 1

\*\*\*Authorized by Sierra Telephone's Local Exchange Tariff, Schedule Cal. P.U.C. A2, Rule 9.C, Returned Checks, Sheet 48

Examples of Non-Basic Services:  
---CUSTOM CALLING SERVICES, VOICE MAIL, AND OTHER INDIVIDUAL OR BUNDLED FEATURES MAY BE REMOVED

Examples of Other Non-Basic Services:  
---INTERNET SERVICE - ACCESS TO THE INTERNET MAY BE REMOVED  
---ALARM MONITORING - SERVICE MAY BE CANCELLED  
---ANSWERING SERVICE - SERVICE MAY BE CANCELLED  
---TOLL/CALLING PLANS - YOUR CURRENT CARRIER MAY RESTRICT YOUR LONG DISTANCE SERVICE

If you have a complaint or dispute you cannot resolve with us, contact the California Public Utilities Commission Consumer Affairs Branch, 505 Van Ness Ave. Room 2003, San Francisco, CA 94102, or at [www.cpuc.ca.gov](http://www.cpuc.ca.gov), or call 800-649-7570 or TTY 800-735-2929.

Sign up for Sierra Tel eBill! Enroll to make one time payments or automatic recurring payments each month from the convenience of home!

Visit us online: Go to [www.sierratel.com/st/payment-options](http://www.sierratel.com/st/payment-options) (Registration is required)

You will need your most recent invoice information for registration. You may elect to continue to receive a paper bill or convert to a paperless billing during registration.

(L)

(L)

(L)

(L)

(L) Material now located on Cal. P.U.C., A2, Sheet 157

(L) Material previously shown on Cal. P.U.C., A2, Sheet 161

(Continued)

(To be inserted by utility)

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**

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms – Continued

4. Statement of Nonoccupancy by Former Business Customer

(L) (L)

STATEMENT OF NONOCCUPANCY	
BY FORMER BUSINESS CUSTOMER	
DATE _____	TELEPHONE NUMBER _____
CUSTOMER NAME _____	
BUSINESS NAME _____	
ADDRESS _____	
_____	
<p>I/We, the undersigned, certify that _____,                  the former customer of Sierra Telephone, at _____,                  was and is not occupying the premises or affiliated with the above named business.</p> <p>In the event that this statement is falsified I/we then may be held liable for the entire delinquent bill owed to Sierra Telephone by the previous customer and shall also be liable for a deposit in accordance with Sierra Telephone's tariffs.</p>	
APPLICANT'S SIGNATURE _____	DATE _____
CO-APPLICANT'S SIGNATURE _____	DATE _____
WITNESS _____	DATE _____

(L) (L)

(L) Material previously shown on Cal. P.U.C., A2, Sheet 156  
 (L) Material now located on Cal. P.U.C., A2, Sheet 158

(Continued)

(To be inserted by utility)  
**Advice Letter No.** 453

**Issued by**  
Cynthia A. Huber  
NAME

(To be inserted by Cal. P.U.C.)  
**Date Filed** Aug 31, 2018

**Decision No.** \_\_\_\_\_

**President**  
TITLE

**Effective** Sept 28, 2018

**Resolution No.** \_\_\_\_\_

A2. GENERAL REGULATIONS

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms – Continued

5. Statement of Nonoccupancy by Former Residence Customer

(L) (T)  
(D)

STATEMENT OF NONOCCUPANCY  
BY FORMER RESIDENCE CUSTOMER

DATE \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

BUSINESS NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

I/We, the undersigned, certify that \_\_\_\_\_,  
the former customer of Sierra Telephone, at \_\_\_\_\_,  
was and is not a member of this household.

In the event that this statement is falsified I/we then may be held liable for the entire delinquent bill owed to Sierra Telephone by the previous customer and shall also be liable for a deposit in accordance with Sierra Telephone's tariffs.

APPLICANT'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

CO-APPLICANT'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

WITNESS \_\_\_\_\_ DATE \_\_\_\_\_

(L) (D)

(L) Material previously shown on Cal. P.U.C., A2, Sheet 157

(Continued)

(To be inserted by utility)

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

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms – Continued

6. Reserved

(T)

(D)

(D)

(Continued)

(To be inserted by utility)

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

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms – Continued

7. Reserved

(T)

(L)

(L) Material now located on Cal. P.U.C., A2, Sheet 155

(L)

(Continued)

(To be inserted by utility)

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

2.2 FORMS - Continued

2.2.1 GENERAL – Continued

B. Sample Forms – Continued

8. Revised

(T)

(L)

(L) Material now located on Cal. P.U.C., A2, Sheet 156

(L)

(To be inserted by utility)

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. \_\_\_\_\_