

LIST OF EFFECTIVE SHEETS

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

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*Revised or pending page.

(To be inserted by utility)

Issued by

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

Advice Letter No. 473

Cynthia A. Huber

Date Filed Oct 30, 2020

NAME

Decision No. D.20-10-006

President

Effective Dec 1, 2020

TITLE

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING
CHARGE

B. Service Connection and
 Change/Conversion Charges*

- Applicable to all grades of service

1. Each Connection of ULTS Primary Residence
 Access Line*

a. New Service Connection - Non-Tribal Customer			(T)	
(1) Service Order Charge (SOC)	\$18.75			
State SOC LifeLine Credit	-9.38		(T)	
(2) Network Access Charge (NAC)	28.00			
State NAC LifeLine Credit	<u>-28.00</u>		(T)	
ULTS Service Connection** Charge	9.37			
b. New Service Connection - Eligible Resident of Tribal Land				(N)
(1) Service Order Charge (SOC)	\$18.75			
Federal SOC LifeLine Credit	-18.75		(I)	
(2) Network Access Charge (NAC)	28.00			
Federal NAC LifeLine Credit	-14.00			
State NAC LifeLine Credit	<u>-14.00</u>			
Tribal Link-Up Service Connection*** Charge	0.00		(R)	
c. Service Reconnection**** Same Location				(N)
(1) Service Order Charge (SOC)	\$9.37			(L)
(2) Network Access Charge (NAC)	14.00			
State NAC LifeLine Credit	<u>-14.00</u>			
ULTS Service Connection** Charge	9.37			

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**In accordance with General Order 153, the ULTS connection charge and the ULTS conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular tariffed service connection or service conversion charge for the installation or conversion of a single residential telephone connection. There shall be no limit to the number of times that a ULTS customer may pay the non-recurring ULTS charge for service conversion.

***See Special Condition 4.3.B. for Federal Tribal Link-Up qualification requirements.

****See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B for the rules applicable to SOC and NAC charges for service reconnections.

(L) Material now shown on Cal. P.U.C. Sheet No. 2.1.

(Continued)

(To be inserted by utility)
 Advice Letter No. 405

Issued by
Harry H. Baker
NAME

(To be inserted by Cal. P.U.C.)
 Date Filed April 6, 2012

Decision No. _____

President
TITLE

Effective April 6, 2012

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING
CHARGE

B. Service Connection and
 Change/Conversion Charges*

- Applicable to all grades of service - Continued

1. Each Connection of ULTS Primary Residence
 Access Line* - Continued

(L)

d. Service Reconnection** Same Location

(T)

(1) Service Order Charge (SOC)

\$18.75

State SOC LifeLine Credit

-9.38

(T)

(2) Network Access Charge (NAC)

28.00

State NAC LifeLine Credit

-28.00

ULTS Service Connection*** Charge

9.37

(L)

2. Change/conversion in class, type, or
 grade of service* to connect to ULTS

a. Each change/conversion

(1) LifeLine service order charge

\$10.00

State SOC LifeLine Credit

-0.63

ULTS Change/Conversion*** Charge

9.37

b. Each change to add or remove
 toll restriction

Service Order Charge

No Charge

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B
 for the rules applicable to SOC and NAC charges for service reconnections.

***In accordance with General Order 153, the ULTS connection charge and the ULTS
 conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular
 tariffed service connection or service conversion charge for the installation or conversion
 of a single residential telephone connection. There shall be no limit to the number of
 times that a ULTS customer may pay the non-recurring ULTS charge for service
 conversion.

(L) Material previously shown on Cal. P.U.C. Sheet No. 2.

(Continued)

(To be inserted by utility)

Advice Letter No. 405

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Decision No. _____

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES – Continued

MONTHLY
RATE

C. Surcharges

No Charge

Rates 4.2.A. and B. preceding are exempt from the following surcharges:

- California High Cost Fund (CHCF)-A Surcharge
- CHCF-B Surcharge
- California Advanced Services Fund (CASF)
- California Teleconnect Fund Surcharge
- California Relay Service and Communications Device Fund Surcharge
- ULTS Surcharge
- California Public Utilities Commission (CPUC) User Fee

(N)

D. Deposits*

1. A deposit is not required to initiate ULTS service.
2. A deposit may be required to maintain basic service if the customer no longer qualifies for ULTS.
3. A deposit may be required for non-ULTS service(s).

* Subject to limitations as set forth in Special Conditions 4.3.H. 1. through 4. following.

(Continued)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

Issued by

Harry H. Baker

NAME

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

Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

(To be inserted by utility)

Advice Letter No. 443

Decision No. 17-01-032

Issued by

Cythnia A. Huber

NAME

President

TITLE

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

Date Filed January 31, 2017

Effective February 1, 2017

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

(To be inserted by utility)

Advice Letter No. 443

Decision No. 17-01-032

Issued by

Cynthia A. Huber

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

2. A household shall be eligible to receive two ULTS lines if: (T)
 - a. The household meets all ULTS eligibility criteria set forth in 4.3.A.1. preceding, (T)
 - b. The household has a disabled member who has immediate and continuous access within the household to a teletypewriter (TTY) device or a 2-line CapTel device which is a functional equivalent of a TTY device, and (T)
 - c. The TTY or a 2-line CapTel device is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY or a 2-line CapTel device is submitted. (T)
3. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a household. (T)
4. A customer denied ULTS eligibility for not being a member of a program listed in 4.3.A.1 preceding, who can demonstrate membership in a county-equivalent means-test program can appeal the denial decision with the Commission Consumer Affairs Branch (CAB). (T)
5. Customers will incur regular tariff rates and charges until completion of the ULTS certification process. (T)
6. Customers will be converted to ULTS service upon the Utility receiving confirmation of the customer's eligibility from the Commission or California LifeLine administrator. (T)
7. Once certified, the Utility will apply the ULTS discount to the customer's next bill retroactively to the application date and if the net credit is at least \$10.00, the customer may request a refund check from the Utility. (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 443

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

8. Customers that verbally certify they meet the ULTS income limits and have proof of income, or participate in an approved public program will receive a certification form in the mail from the Commission's certifying agent for completion and submission. (T)
9. The completed certification form must be returned and received by the Commission's certifying agent by the due date indicated on the form. (T)
10. Any customer who fails to return the ULTS form or otherwise qualify for ULTS by the certification date shall have their application rejected. (T)
11. The Utility shall not knowingly enroll a customer into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a customer to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)
12. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services. (T)
13. The Utility must inform the customer that he or she may opt to receive the instruction form for completing the certification form in Braille (English Only), or the instructions and the form in large print. (T)
14. If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within a 30-day period. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence is within a 30-day period. (T)
15. LifeLine service is a non-transferrable benefit. An eligible LifeLine customer may not transfer his or her telephone service to anyone. (T)
16. Pursuant to 47 C.F.R §54.410(d), an applicant applying for discounts from the Universal LifeLine Telephone Service (California LifeLine) program must provide his or her date of birth and the last four digits of his or her SSN on the Application Form provided by the California LifeLine Administrator. (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 443

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Cynthia A. Huber

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

B. Federal Enhanced Lifeline and Tribal Link-Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands

1. Description

The following Enhanced Lifeline and Tribal Link-Up program benefits and qualification standards apply to all eligible residents of Tribal lands, which consist of qualifying low-income consumers residing on Tribal lands. The term "Tribal lands" means any federally recognized Indian tribe's reservation, Pueblo, Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands, as defined in the Code of Federal Regulations, part 54 section 54.400, and any off reservation lands designated as Tribal lands by the Federal Communications Commission Wireline Competition Bureau and the Office of Native Affairs and Policy.

2. Qualifications

In addition to the qualification standards set out in Section 4.3.A preceding for Enhanced Lifeline and Tribal Link-Up program participants, eligible residents of Tribal lands, which consists of low-income consumers residing on Tribal lands, may qualify for these programs if they participate in any one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only those meeting its income qualifying standard); or the Food Distribution Program on Indian Reservations (FDPIR). Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

3. Lifeline and Link-Up Benefits

Additional federal Enhanced Lifeline support of up to \$25.00 will be applied to the monthly local service rate, not to exceed the sum of the monthly local service rate, as shown in 4.2.A.1.a, preceding, inclusive of the federal End-User Common Line charge. Federal Tribal Link-Up support will be provided for a 100% reduction, up to \$100, of the customary charge for commencing telecommunications service for a single telecommunications connection at a Tribal lands customer's principal place of residence, including line extension charges. An eligible resident of Tribal lands may receive the benefit of the Tribal Link-Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link-Up assistance was provided previously.

(T)
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(T)

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Harry H. Baker

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

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- C. ULTS is available to eligible customers subscribing to the flat rate residence individual and two-party* line service. (T)
- D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows:
1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
 2. Access to all interexchange carriers offering service in the ULTS customer's local exchange.
 3. Ability to place calls.
 4. Ability to receive free unlimited incoming calls.
 5. Free touch-tone dialing.
 6. Free unlimited access to 9-1-1/E9-1-1.
 7. Access to local directory assistance (DA). Each utility shall offer to its ULTS customers the same number of free DA calls that the utility provides to its non-ULTS residential customers.
 8. Access to foreign Numbering Plan Areas.
 9. ULTS rates and charges.
 10. Customer choice of flat-rate local service or measured-rate local service. The 17 smaller LECs identified in D.96-10-066 do not have to offer ULTS customers the choice of flat or measured-rate local service, unless the smaller LEC offers this option to its non-ULTS residential customers.
 11. Free provision of one directory listing per year as provided for in Decision No. 96-02-072.
 12. Free white pages telephone directory.
 13. Access to operator service.
 14. Voice grade connection to the public switched telephone network.
 15. Free access to 800 or 800-like toll-free services.

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. (N)
No. A2, General Regulations, 2.1.2.A. (N)

(Continued)

(To be inserted by utility)
Advice Letter No. 382

Issued by
Harry H. Baker
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(To be inserted by Cal. P.U.C.)
Date Filed August 11, 2010

Decision No. _____

President
TITLE

Effective October 27, 2010
Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows: -
Continued

16. Access to telephone relay services as provided for in Pub. Util. Code § 2881 et seq.
17. Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries.
18. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold.
19. Free access to toll-blocking service.
20. Free access to toll-control service, but only if (a) the utility is capable of offering toll-control service, and (b) the ULTS customer has no unpaid bill for toll service.
21. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS.
22. Free access to the California Relay Service via the 7-1-1 abbreviated dialing code.

E. ULTS is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Services are excluded from this offering.

F. Discounted Non-Recurring Charges

1. Service Connection Charge

a. The ULTS connection charge is applicable to all qualifying households residing at the same address.

b. The ULTS connection charge is applicable at any time a qualifying household:

- (1) establishes ULTS,
- (2) re-establishes ULTS at the same residence at which ULTS was previously provided, regardless of reason for disconnect,
- (3) establishes ULTS at a new principal place of residence, or (T)
- (4) switches ULTS from one ULTS Provider to another. (T)

(Continued)

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Advice Letter No. 399

Decision No. _____

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Harry H. Baker
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Date Filed October 13, 2011

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Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

F. Discounted Non-Recurring Charges - Continued

1. Service Connection Charge - Continued

c. Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.

d. Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that low-income households with a disabled member may qualify for ULTS connection charges on two residential telephone connections.

2. Service Change/Conversion Charge

The ULTS change/conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (measured to flat rate service or vice versa), or grade of service (one to two party* service or vice versa) including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS customer may pay the ULTS change/conversion charge to effect a change in the class, type or grade of service. The discounted charge excludes adding services not covered under the ULTS program.

(T)

a. No conversion charge may be assessed on an applicant or claimed from the ULTS fund if a customer fails to qualify for ULTS.

b. No conversion charge can be assessed on a customer or claimed from the ULTS fund if a customer is removed from the ULTS program (either voluntarily or involuntarily).

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

(N)

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 382

Issued by

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Decision No. _____

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TITLE

Effective October 27, 2010

Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

G. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced Service Connection Charges. The Utility will bill the customer in 12 equal installments.

H. Deposits

1. Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

Each applicant will be required to establish credit for non-basic services in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment of Credit for Residence Service, Section B. The Utility may elect to offer toll blocking/toll restriction to the applicant in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

2. Re-Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to re-establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

A customer or applicant whose service has been discontinued for non-payment of bills will be required to re-establish credit in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit. The Utility may elect to offer toll blocking/toll restriction to the applicant or customer in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

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

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

H. Deposits - Continued

3. Service Reinstatement

The Utility may require a ULTS customer to pay any overdue basic ULTS rates and charges, or make payment arrangements, before ULTS is reinstated to a ULTS customer's line at the same address or new address.

4. Other than previously stated, establishment or re-establishment of credit shall be in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit.

I. Any payment received from ULTS customers will be applied first to the balance due on deniable local service non-recurring and recurring charges, including mandated surcharges and taxes, and the remaining amount will be applied to long distance/toll service and other charges at the Utility's discretion, unless the customer directs otherwise.

Disconnection of ULTS service is prohibited for non-payment of toll charges.

Other than stated above, ULTS service shall be subject to the conditions set forth in Schedule Cal. P.U.C. A2, Rule 11, Discontinuance and Restoration of Service.

J. Customers who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Commission's enrollment and certification process. A Service Order Charge as shown in Rates 4.2. B.1.a, B.1.b, B.1.c, or B.2.a. is applicable. The ULTS discount will not be applied retroactively to the date of removal. (T)

(Continued)

(To be inserted by utility)

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Harry H. Baker

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Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- K. Each ULTS customer is subject to the annual verification process. The certifying agent will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

Any ULTS customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by date specified by the certifying agent shall be removed from the ULTS program.

Upon notification from the certifying agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- L. Recipients of ULTS service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for ULTS and/or a second ULTS line. (T)

Upon receipt of notification, the Utility will change the ULTS service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- M. The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program.

Upon notification from the Commission or the Commission's agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

The Commission or the Commission's agent may bill the ineligible customer for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate.

(Continued)

(To be inserted by utility)

Advice Letter No. 374

Decision No. _____

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Harry H. Baker

NAME

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TITLE

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

Date Filed May 1, 2009

Effective July 1, 2009

Resolution No. T-17202

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

(D)

- Effective March 19, 2018, Special Conditions N was removed in compliance with Rulemaking 11-03-013 filed on March 16, 2018. The 60-day freeze and the exceptions are no longer applicable.

(D)
(N)
|
(N)

(Continued)

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Advice Letter No. 451

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Cynthia A. Huber

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

(D)

- Effective March 19, 2018, Special Conditions O was removed in compliance with Rulemaking 11-03-013 filed on March 16, 2018. The 60-day freeze and the exceptions are no longer applicable.

(D)
(N)
|
(N)

(Continued)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- P. The Utility will annually mail to all residence customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the availability, terms, and conditions of ULTS. (T)
- Q. In addition to the rates and conditions specified herein, all rules, regulations, charges, and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule. (T)
- R. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariff rates and charges. (T)
- S. ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service. (T)
- T. Each ULTS customer shall be eligible for one or two ULTS lines as set forth in General Order 153, and ULTS customers may subscribe to additional non-ULTS lines. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges. (T)
- U. The Utility will send a confirmation notice to all ULTS applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice will also inform them that failure to return all of the required documentation by the deadline date will result in denial of LifeLine service. (T)

(To be inserted by utility)

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