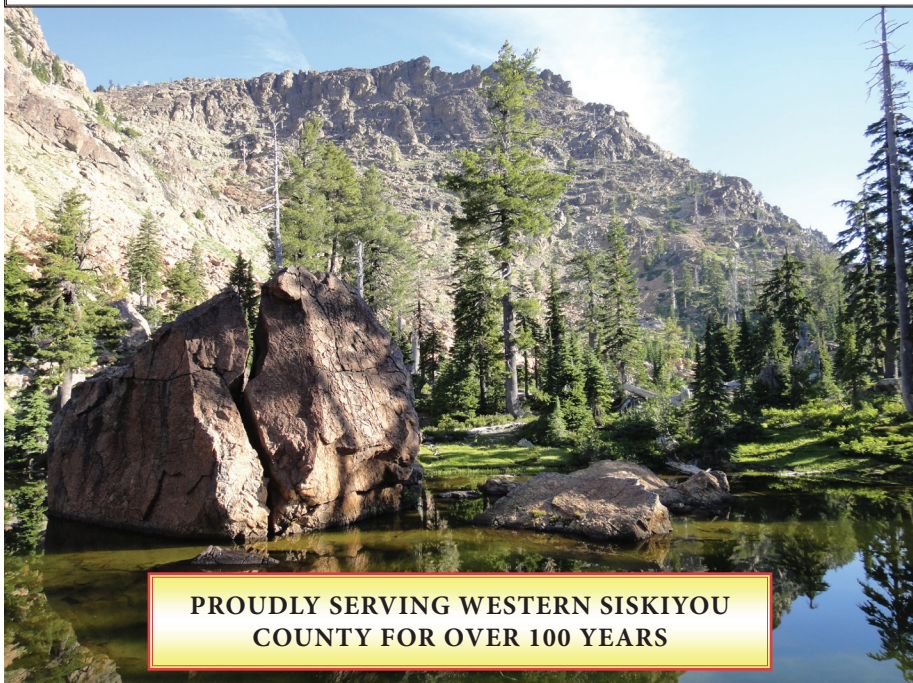


2020



SISKIYOU TELEPHONE

ANNUAL CUSTOMER NOTICE



**PROUDLY SERVING WESTERN SISKIYOU
COUNTY FOR OVER 100 YEARS**

**P.O. Box 157
30 Telco Way, Etna, CA 96027**

**Phone: (530) 467-6000
Toll Free: (866) 467-6001
Fax: (530) 467-6401**

www.siskiyoutelephone.com

**This information is provided by Siskiyou Telephone as
required by the California Public Utilities Commission.**

**Rates shown are in effect as of January 1, 2020 and are
subject to change as authorized by the California
Public Utilities Commission.**



**PLEASE CALL BEFORE YOU DIG!!
BEFORE YOU DIG, PLEASE CALL THE
UNDERGROUND SERVICE ALERT AT:
8-1-1**

ROAD CONDITIONS: 5-1-1

How to Contact us

30 Telco Way
Etna, CA 96027
Phone: (530) 467-6000 or (866) 467-6001
Fax: (530) 467-6401

Office Hours:
8 a.m. to 5 p.m.
Monday through Friday

[Open through lunch](#)

P.O. Box 157
Etna, CA 96027

REPAIR SERVICE — DIAL 6-1-1

24 Hours a Day, 7 Days a Week
(After business hours, please leave a message.)

California Relay Service — DIAL 7-1-1

This service allows non-hearing customers to communicate with persons of normal hearing by means of an operator who relays messages back and forth.

<u>Type of Call</u>	<u>Language</u>	<u>Toll-free 800 number</u>
TTY/VCO/HCO to Voice	English	(800) 735-2929
	Spanish	(800) 855-3000
Voice to TTY/VCO/HCO	English	(800) 735-2922
	Spanish	(800) 855-3000
From or to Speech-to-Speech	English and Spanish	(800) 854-7784

Sprint Relay Customer Service (800) 676-3777

There is no charge to the calling party to reach the California Relay Center.

FOR ALL EMERGENCIES DIAL 9-1-1

**FOR NON EMERGENCIES DIAL
(800) 404-2911**

Your Local Calling Prefixes:

Etna (467) and Fort Jones (468)

467, 468

Hamburg (496) and Klamath River (465)

465, 496

Somes Bar (469)

469, 509, 609, 627

Toll Free Area Codes

800, 833, 844, 855, 866, 877, 888

Public Phone Service Policies:

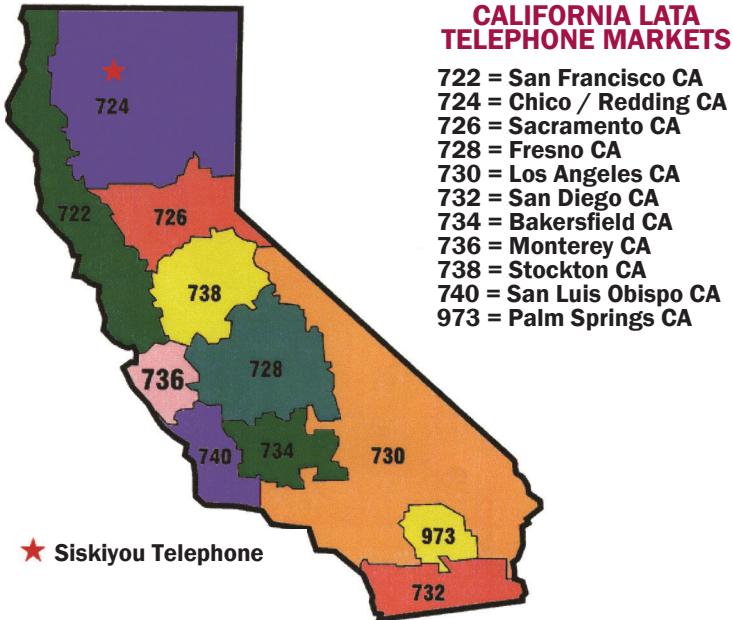
1. Public phones are installed based on public need and safety.
2. You can reach a Siskiyou Telephone operator from any public telephone without using coins.
3. Public phones are removed only after a notice has been posted 30 days before removal, except when the phone is removed for public safety, due to nuisance or at the request of the owner or lessee of the property.
4. Questions regarding public telephones can be directed to our business office at (530) 467-6000 or (866) 467-6001.

Notice to Customers

ALL EMERGENCIES DIAL 9-1-1

State law requires telephone companies to tell residential customers about available services and rates for services.

California is divided into 11 Local Access and Transport Areas (LATA service areas) as shown on the map below. Siskiyou Telephone operates in the Chico Service Area.



A call from Etna to Redding stays within the Chico Service Area and it is handled by the long distance company of your choice. If your call begins within the Chico Service Area and ends outside that area, it will also be handled by the same, or another long distance company of your choosing.

Telecommunications Devices for the Certified Deaf and Disabled

Specialized telecommunications devices for use by certified deaf and disabled customers are available at no charge. Call the business office at (530) 467-6000 or (866) 467-6001 for details.

PROCEDURES REGARDING YOUR BILL

You will receive a phone bill once each month.

Bills are due when you receive them and become delinquent 22 calendar days thereafter.

If you do not pay your bill within the 22 days, after 7 days' notice your service may be discontinued. Unpaid bill amounts carried forward to the next month will be assessed a late payment fee of 1.5%.

If you have a question or complaint about your service or billing, please request an explanation from Siskiyou. If you are not satisfied with the response, you may contact the California Public Utilities Commission toll free at (800) 649-7570 for assistance M-F 8:30 a.m. - 4:30 p.m. TTY customers may call (800) 229-6846.

To prevent service interruptions, please forward the disputed amount of the bill along with a letter of complaint/explanation to the California Public Utilities Commission's Consumer Affairs Branch, Room 2003, 505 Van Ness Avenue, San Francisco, CA 94102. Forward the undisputed portion of the bill to Siskiyou.

To file a complaint with the Federal Communications Commission (FCC), write to the Federal Communications Commission, Consumer and Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street, S.W., Washington, DC 20554, or call (888) CALL-FCC.

FCC-Imposed Charges

The Federal Communications Commission (FCC) implemented an access charge plan on May 15, 1984. Access charges are fees Siskiyou Telephone charges for putting an interstate call through. The access charge for residential and single line business customers is \$6.50 per line per month. Business customers with more than a single line at a particular location or one line at several locations within the telephone company's service area, or any combination of business lines, PBX trunks, Centrex lines, or public access lines are considered multiline business customers and are charged \$9.20 per line per month. Starting July 1, 2012, the FCC has levied an Access Recovery Charge (ARC) of \$3.00/line/month for single line and multiline business customers.

Siskiyou Telephone Rates: 2020

The following are major examples of monthly rates:

RESIDENTIAL SERVICE OFFERINGS (All Exchanges) Per Month

1. Local 1-Party access line (touch tone) * \$24.00

2. ADSL / FIBER (Where facilities are available.)
(Requires 1 party line. Includes internet access.)

Package	DSL (download/upload)	Fiber (download/upload)	
Economy Broadband	3 mbps x 1.5 mbps	3 mbps x 3 mbps	\$24.95
Basic Broadband	7 mbps x 1.5 mbps	7 mbps x 7 mbps	\$49.95
Enhanced Broadband	10 mbps x 1.5 mbps	10 mbps x 10 mbps	\$69.95
Premium Broadband	15 mbps x 1.5 mbps	15 mbps x 15 mbps	\$74.95
25 Fiber Broadband		25 mbps x 25 mbps	\$84.95
50 Fiber Broadband		50 mbps x 50 mbps	\$99.95
100 Fiber Broadband		100 mbps x 100 mbps	\$174.95
200 Fiber Broadband		200 mbps x 200 mbps	\$299.95

3. ISDN (Requires 1 party line.) \$20.00

4. Custom Calling Features

Short List Speed Calling	\$1.00
Long List Speed Calling	\$2.00
Call Waiting/Cancel Call Waiting	\$1.00
Call Waiting Identification	\$0.50
Call Forwarding	\$1.00
Three-Way Calling	\$1.50
Stand-Alone Call Forwarding	\$5.00
Extra Line	\$2.00
Warm Line	\$0.00
Anonymous Call Rejection / Terminating Call Manager	\$3.00
Automatic Redial	\$2.50
Automatic Recall	\$2.50
Selective Call Accept	\$3.00
Selective Call Reject	\$3.00
Selective Call Forward	\$3.00
Caller ID (CID)	\$3.00
Caller Name and Number	\$4.50
CID Complete Blocking	\$0.00
CID Selective Blocking	\$0.00
Call Trace (Per Trace)	\$2.00
Voice Mail: Economy Mailbox	\$3.95
Voice Mail: Standard Mailbox	\$6.95
Voice Mail: Premium Mailbox	\$9.95

If you order more than one Custom Calling Feature, there may be a cost savings.

5. Dial Fixed Station Rural Radio (each radio) \$35.00

* Discounted LifeLine Rates Are Available. See Page 7.

Customer Premises Equipment

Customer Premises Equipment can be purchased from Siskiyou Telephone or another vendor.

California LifeLine Telephone Program (California LifeLine)

California LifeLine provides basic local home phone service to eligible households at a discount. California LifeLine is a program of the California Public Utilities Commission (CPUC).

Customers meeting the eligibility rules established by the CPUC will be offered basic flat rate service at the discounted rates summarized below:

1. LifeLine One Party Service	\$6.40/month
LifeLine One Party Service on tribal lands	\$0.00/month
2. FCC End User Charge	\$0.00/month
3. Toll Blocking or Toll Restriction	\$0.00/month
4. Service Connection Charge	\$4.00 each
5. Change in Grade, Type or Class	\$4.00 each
6. Deposit	\$0.00

LifeLine Eligibility Rules:

Effective June 1, 2020 - May 31, 2021

1. The California LifeLine discount applies to the primary service located at your principal place of residence. Other lines may be added at regular basic rates unless you are Certified Deaf or Disabled*.

*A maximum of two (2) access lines with the California LifeLine discount are available to qualifying households when the household has submitted a qualifying medical certificate indicating the customer's need for a TTY device and the presence of a TTY at the household. Additionally, single-member households may need to subscribe to three-way calling.

2. You may be eligible for California LifeLine under either Method 1 Program-Based or Method 2 Income-Based.

Method 1 Program-Based

You may be eligible for California LifeLine if a member of your household is enrolled in any one of the public assistance programs:

California LifeLine Telephone Program (California LifeLine) continued

Medicaid/Medi-Cal

Low Income Home Energy Assistance Program (LIHEAP)

Supplemental Security Income (SSI)

Federal Public Housing Assistance or Section 8

CalFresh, Food Stamps or Supplemental

Nutrition Assistance Program (SNAP)

Women, Infants and Children Program (WIC)

National School Lunch Program (NSLP)

Temporary Assistance for Needy Families (TANF)

1. California Work Opportunity and Responsibility to Kids

(CalWORKs)

2. Stanislaus County Work Opportunity and Responsibility to Kids

(StanWORKs)

3. Welfare-to-Work (WTW)

4. Greater Avenues for Independence (GAIN)

Tribal TANF

Bureau of Indian Affairs General Assistance

Head Start Income Eligible (Tribal Only)

Food Distribution Program on Indian Reservations

Federal Veterans and Survivors Pension Benefit Program

Method 2 Income-Based

You may be eligible for California LifeLine if your total gross household income does not exceed \$28,700 annually for 1 or 2 persons, or \$32,600 for 3 persons, or \$39,700 for 4 persons. Add \$7,100 to annual income for each additional person in the household after 4 people. Income documentation is required.

3. You must not be claimed as a dependent on another person's income tax return.
4. If either the telephone company or the CPUC finds that a LifeLine customer exceeds the income limitation, the customer will have to pay the full amount for all previous billings.
5. California LifeLine customers do not pay the following taxes, fees, and surcharges: California High Cost Fund (CHCF)-A surcharge, CHCF-B surcharge, CASF surcharge, California Teleconnect Fund surcharge, the ULTS surcharge, the California Relay Service & Communications Device Fund surcharge and the 911 tax.

If you have any questions about LifeLine eligibility, please call us at (530) 467-6000 or (866) 467-6001.

You may also go to www.californialifeline.com.

DIRECTORY LISTING / NON-PUBLISHED SERVICE / DIRECTORY ASSISTANCE

The following rates apply to listings in the Siskiyou Telephone directory which serves Western Siskiyou County.

One listing per 1-party business line. \$0.00

One listing per 1-party residence line. \$0.00

Additional listings and line of information. \$0.65/listing (line)/month

Non-Published service offers you listing options, including omitting your name, number and/or address from the Siskiyou Telephone directory at no extra cost.

Directory Assistance service gives you free unlimited calls to local directory assistance for operator assistance in getting published phone numbers of customers in your area code. Just dial 4-1-1 at no charge.

Service Charges (a combination of charges may apply)

Connecting new or additional services (each line or trunk)	\$ 8.00
Changing existing service class or adding new or additional services, per service order	\$ 8.00
Central Office Connection Work, per line	\$ 8.00
Line Extension Charges	
First 100 feet or fraction thereof exceeding free footage allowance.	\$70.00
Each additional foot or fraction thereof beyond free footage allowance and first 100 feet	\$.70
Primary Interexchange Carrier (PIC) Change Charges	
IntraLATA PIC Change Charge	\$ 5.00
InterLATA PIC Change Charge	\$ 5.50
IntraLATA & InterLATA PIC Change Charge	\$ 5.25
Premises Visit Charges	
To install drop wire and Telephone Network Interface. Resulting from service problems caused by customer-provided equipment. Per hour or fraction thereof:	\$39.00
Regular hours	\$29.00
Overtime hours	\$40.00
Install 900 Blocking	
Business	\$15.00
Residence	\$ 0.00
Remove 900 Blocking	
Business	\$15.00
Residence	\$ 5.00
Returned Check Charge (Each returned check)	\$ 7.50

Taxes and Surcharges

Federal Excise Tax

The federal telephone excise tax is a statutory federal tax on local telecommunications services. This tax is applied to the total of local recurring charges, all toll, the FCC End User Charge, the FUSC Charge, the CHCF-A Surcharge, the CHCF-B Surcharge, the CASF Surcharge, the CRS & DDTP Surcharge, the CTF Surcharge, the ULTS Surcharge, and the PUC Surcharge.

Federal Universal Service Charge (FUSC)

FUSC keeps local phone service affordable for all Americans by providing discounts on services to schools, libraries, those living in rural and high-cost areas and income eligible families. This surcharge is applied to the FCC End User Charge, all DSL charges and the PIC Change charge.

California High Cost Fund A (CHCF-A) Surcharge

CHCF-A provides support to small independent telephone companies to provide safe, reliable, high-quality communications services in rural areas of the state. CHCF-A promotes customer access to advanced services and deployment of broadband-capable facilities in rural areas that is reasonably comparable to that in urban areas. This surcharge is applied to local recurring and nonrecurring charges and state toll.

California High Cost Fund B (CHCF-B) Surcharge

CHCF-B supports carriers of last resort (COLRs) providing basic local telephone service to residential customers in high-cost areas. This surcharge is applied to local recurring and nonrecurring charges and state toll.

California Advanced Services Fund (CASF) Surcharge

The CASF provides grants to telephone companies to bridge the "digital divide" in unserved and underserved areas in the state. This surcharge is applied to local recurring and nonrecurring charges and state toll.

Taxes and Surcharges (continued)

California Relay Service (CRS) & Communications Device Fund (DDTP) Surcharge

The fund supports the California Relay Service. This fund also provides telecommunication devices at no charge to certified deaf and disabled individuals in California, as well as to state agencies and private organizations that provide services to people with disabilities. This surcharge is applied to local recurring and nonrecurring charges and state toll.

Teleconnect Fund (CTF) Surcharge

The CTF program provides a discount for broadband on select communications services to schools, libraries, hospitals and other non-profit organizations. This surcharge is applied to local recurring and nonrecurring charges and state toll.

Universal Lifeline Telephone Service (ULTS) Surcharge

This surcharge funds The California LifeLine Program to provide discounts on telephone service to qualified households. This surcharge is applied to local recurring and nonrecurring charges and state toll.

PUC Regulatory (User Fee) Surcharge

This user fee funds the CPUC's regulation of telephone utilities and also finances the CPUC's annual operating budget. This surcharge is applied to local recurring and nonrecurring charges and state toll.

911 Tax

The 911 tax funds California's 9-1-1 emergency telephone system. This tax is applied to local recurring and nonrecurring charges, state toll and all state surcharges.

For details about what these surcharges cover and what the current percentages are, go to:

www.cpuc.ca.gov/Communications
www.cpuc.ca.gov/SurchargesFeesTaxes

PROTECT YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes.

State Law (Assembly Bill 2134), effective January 1, 1999, requires the Telephone Company to provide the consumers the following information. Various governmental agencies published information that generally describe telephone subscribers' rights under the state and federal law. Please contact the following agencies for additional information.

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, prerecorded 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.

California State Attorney General's Office

Public Inquiry Unit

Telephone: (800) 952-5225

National Fraud Information Center (NFIC)

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

Telephone: (202) 835-3323 ext. 815

PROTECT YOUR CONSUMER RIGHTS (continued)

The Federal Trade Commission (FTC)

Write to them at: Consumer Response Center-240
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, DC 20580

Telephone: **(877) 382-4357**

Internet: www.ftc.gov/bcp

Federal Communications Commission (FCC)

Write to them at: Federal Communications Commission
Common Carrier Bureau
Consumer Complaints
445 12th Street, S.W.
Washington, DC 20554

Telephone: **(888) 225-5322**

Internet: www.fcc.gov

Special Services for the Certified Deaf & Disabled

Equipment is available at NO CHARGE to customers who have a physical impairment that makes it difficult for them to use the telephone. Certified special needs customers who are qualified for the California LifeLine discount may receive two discounted telephone lines. Documentation is needed to justify the need for a second phone line with the California LifeLine discount. Please contact the Deaf and Disabled Telecommunications Program (DDTP) California Telephone Access Program (CTAP) for details at:

(800) 806-1191 (voice)

or

TTY at (800) 806-4474

Internet: www.ddtp.org

FEDERAL DO NOT CALL LIST

Millions of people take advantage of special offers made during telemarketing campaigns each year. However, you can now avoid unwanted telemarketing calls at home by signing up for the National Do Not Call Registry. It's easy. It's quick. It's free. Telemarketers have up to three months from the date you register to remove your telephone number from their list and stop calling you. You can register (or revoke your registration) for the National Do Not Call List online at [DoNotCall.gov](https://www.donotcall.gov) if you have an active email address or call toll-free, (888) 382-1222 (TTY (866) 290-4236), from the number you wish to register.

Caller ID

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 phone. You should decide who receives your telephone number: **the law guarantees you that right**. We also believe you should be able to choose how you would like to have your phone 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: 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 to those with Anonymous Call Rejection will receive an announcement informing the caller 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 before you dial (or dialing 1182 on a rotary telephone).

Caller ID (continued)

Selective Blocking: 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 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 calls will see the word PRIVATE displayed. Calls to those with Anonymous Call Rejection will receive an announcement informing the caller 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.

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 \$8.00 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 service, 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. If the number you are calling from is not equipped with Complete Blocking, you will need to press *67 before you dial the agency's number in order to block your number from being shown (or 1167 on a rotary telephone).

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 toll-free number: (866) 467-6001. If you do not receive a satisfactory response from us, you may contact the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102-3298 or call (800) 649-7570 (M-F 8:30 a.m. - 4:30 p.m.) or TTY at (800) 229-6846. You can also contact them at www.cpuc.ca.gov/cab.

4-Hour Appointment Window

Whenever a contract is entered into between Siskiyou Telephone and a customer for service or repair, and the parties have agreed that the presence of the customer is required at the time of service or repair, Siskiyou Telephone shall specify, prior to the date of service or repair, a four-hour period within which the service shall be commenced.

NOTICE OF CONSUMER BILLING RIGHTS

1. Your basic telephone service will not be disconnected for failure to pay non-local charges. Your phone bill identifies all charges, the nonpayment of which will NOT result in suspension of basic telephone service.
2. All erroneous, unauthorized or questioned charges can be disputed by calling the Siskiyou Telephone business office at (530) 467-6000 or toll-free at (866) 467-6001.
3. Siskiyou Telephone has the authority to address any disputed charge on your phone bill.
4. In lieu of paying the disputed bill, you may deposit the amount claimed to be due by Siskiyou Telephone with the Consumer Affairs Branch, CPUC, Room 2003, 505 Van Ness Avenue, San Francisco, CA 94102-3298. The check should be payable to the California Public Utilities Commission. Consumer Affairs Branch hours are M-F, 8:30 a.m. - 4:30 p.m. Phone: (800) 649-7570 or www.cpuc.ca.gov/cab.
5. The CPUC will rule on the dispute, inform both parties, and disburse the funds in accordance with its findings.
6. Service will not be discontinued for nonpayment of the disputed bill when the deposit has been made with the CPUC pending the outcome of the CPUC's review.
7. Failure of the customer to pay Siskiyou Telephone or deposit the billed amount with the CPUC within 22 calendar days after the disputed bill has been presented for payment will result in discontinuance of service without further notice.
8. If, before the completion of the CPUC's review, additional bills become due which are also disputed, the customer shall also deposit with the CPUC the additional amounts due before they become past due to avoid discontinuance of service.

Inside Wire Highlights

All Single Line Residential Tenants

Under California law, landlords must provide one working telephone jack and associated inside wire.

Inside Wire Monthly Maintenance Plan

For a monthly fee of \$0.50, Siskiyou Telephone will provide all required repairs of jacks and inside wiring on residential or single line business premises.

Inside Wire Non-Plan Install/Repairs

For customers who choose not to subscribe to the Inside Wire Monthly Maintenance Plan. Installation or repairs of jacks and inside wiring can be arranged on a time and materials basis. Please check with our business office at (530) 467-6000 or (866) 467-6001 for estimates. Rates are \$31.50 for first 15 minutes and \$10.50/quarter-hour thereafter plus materials.

Siskiyou Telephone Company Inside Wire Policies

1. *INSIDE WIRE (IW) DEFINITION*

Inside Wire (IW) consists of all wiring and materials on the customer's side of the demarcation point determined by Siskiyou Telephone Company (Siskiyou) in accordance with the rules and regulations of the California Public Utilities Commission (CPUC). The demarcation point is that point where Siskiyou's Telephone lines enter your building or home. (Usually at the Telephone Network Interface (TNI) or Protector.)

2. *RESPONSIBILITIES OF THE BUILDING OWNER*

IW is considered the property of the building owner.

If the building owner is a residential landlord (lessor), the building owner is responsible for installing at least one usable telephone jack per rental unit, for placing and maintaining the inside telephone wiring in good working order, for ensuring that the inside telephone wire meets National Electrical Code standards, making any required repairs, and establishing a mutual agreement with the tenant for repair reimbursements, if applicable.

Siskiyou Telephone Company Inside Wire Policies (continued)

3. RESPONSIBILITIES OF SISKIYOU

Siskiyou will always be available to install or repair IW.

Siskiyou will work with you to determine whether a malfunction in a telephone line is located in your IW or in Siskiyou's network.

Siskiyou will inform you of your options if it is determined that your IW is at fault.

4. YOUR RESPONSIBILITIES

You are responsible for reporting malfunctions of the telephone line to Siskiyou.

You will be requested to perform a simple isolation test of the IW at the TNI.

If you are a tenant (lessee), you should establish an agreement with your landlord regarding repair procedures.

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

5. TROUBLE ISOLATION PROCEDURES

Telephone repair reports may be made to Siskiyou Telephone by dialing 6-1-1 from any Siskiyou Telephone line.

A TNI has been installed at the demarcation point. This device allows you to determine if the trouble is caused by your equipment, or inside wire, or Siskiyou's lines.

Your premises is equipped with a TNI. Siskiyou will advise you to unplug the module at the TNI and plug a phone known to be in working order into the TNI.

If the phone doesn't work at the TNI, the trouble is assumed to be in Siskiyou's network, and Siskiyou will arrange for repair as soon as possible at no charge.

You will also be advised that if you decline to perform the test at the TNI, Siskiyou will perform the test. If the trouble turns out to be in your IW, however, you will be billed for the time spent performing the test at the rate of \$31.50 for the first 1/4 hour and \$10.50 for each additional 1/4 hour during regular business hours and \$47.25 for the first 1/4 hour and \$15.75 for each additional 1/4 hour after regular business hours and on Saturdays, Sundays and holidays.

Siskiyou Telephone Company Inside Wire Policies (continued)

If it is determined that the problem is with the inside wire, there are several options:

6. AS A CUSTOMER OR TENANT (lessee) or AS A LANDLORD (lessor):

You may do your own repair work.

You may hire someone to do the repair work for a fee.

You may hire Siskiyou to do the repair work for a fee.

If you authorize repair work from Siskiyou, you will be billed the appropriate charges and will be responsible for payment.

7. SISKIYOU OFFERS IW REPAIR ON A TIME-AND-MATERIALS BASIS AT THE FOLLOWING RATES:

\$31.50 for first 1/4 hour on customer premises and \$10.50 for each additional 1/4 hour during regular business hours.

\$47.25 for first 1/4 hour on customer premises and \$15.75 for each additional 1/4 hour after regular business hours and on Saturdays, Sundays and Holidays.

These rates include work preparation, actual work, and cleanup. Billing time begins on arrival at customer premises. Materials are billed at prevailing retail rate.

8. SISKIYOU OFFERS A 50-CENTS PER MONTH MAINTENANCE PLAN FOR SIMPLE IW.

9. OTHER VENDORS ALSO OFFER IW SERVICES

Other vendors also offer IW services in Siskiyou's service area. Please consult the classified ads in your local newspaper or telephone directory.

If you have any questions about our services, please call the business office at (530) 467-6000 or toll free at (866) 467-6001.

About 800 & 900 Telephone Numbers Your Number May Be Disclosed

When you call an 800 (833, 844, 855, 866, 877, 888) or 900 telephone number, your number could be disclosed to the party you are calling and could be recorded in a database and 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 phone number to their database - AND companies are not required to tell you if they have ANI.

Companies with ANI can then use your phone number to get information such as 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.

If the 800 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:

**Office of the Attorney General - Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
or call (800) 952-5225
oag.ca.gov/consumers**

You may also contact the Federal Communications Commission (FCC) at:

**Consumer & Governmental Affairs Bureau
445 12th Street, S.W.
Washington, DC 20554**

**(888) 225-5322
www.fcc.gov/cgb**

How To Avoid Being Slammed

In order to avoid having your toll carrier changed without your consent, Siskiyou Telephone Company can establish a Preferred Inter-Exchange Carrier (PIC) freeze on your account. A PIC freeze prevents a change in your preferred carrier selection unless you give us your express consent to remove the freeze. While the PIC freeze remains on your account, you cannot be switched to another carrier without your permission or “slammed” by an unauthorized carrier. A PIC freeze prevents a change in your preferred carrier selection unless you give us your express consent to remove the freeze. You **MUST** provide written or verbal authorization for this.

The PIC restriction may be lifted by either written or verbal authorization. No change of carrier can be made on your account until you lift the PIC freeze. The PIC freeze removal forms are available at any time upon request by calling our office at (530) 467-6000 or (866) 467-6001. Or, you can set up a three-way conference call with you, your carrier of choice, and Siskiyou in order to lift the PIC freeze. If the change is done by conference call, you will need to provide us with your personal verification data such as your **drivers license or social security number** to remove the PIC freeze. The steps required to remove the PIC freeze are in addition to the regular security and verification procedures necessary to change your preferred carrier.

There is no charge for the PIC freeze service. If you would like us to place a PIC freeze on your account, please contact our office at (530) 467-6000 or toll free at (866) 467-6001.

The space below has been provided for your convenience.

<i>Date:</i>	<i>New carrier Name:</i>	<i>Freeze enact Date:</i>

Name and Address Disclosure

The Federal Communications Commission (FCC) requires us to give your billing name and address (BNA) to “interstate service providers.” Interstate service providers are usually long distance companies, but they also include pay phone owners, long distance resellers, and 900 number providers. The FCC restricts the use of your name and address to the limited purpose of:

- **billing & collection**
- **order entry**
- **customer service**
- **fraud protection**
- **transient customer identification**

This means that interstate service providers may bill you directly when you use your calling card or accept collect or third-party charges.

Request to Withhold billing name and address

If you have a non-published number, you may request that your billing name and address information be withheld from these interstate service providers, as mandated by the FCC. Withholding billing name and address information will restrict your ability to place third number and calling card calls or to receive collect calls. Please contact our business office at (530) 467-6000 or (866) 467-6001 if you have any questions.

National Fraud Information Center (NFIC)

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database. You can contact them at:

(202) 835-3323 ext. 815
Monday through Friday
9 a.m. to 5 p.m. EST
www.fraud.org

National Consumers League
1701 K Street N.W., Suite 1200
Washington, DC 20006

Communications Service Restoration After an Emergency

In the event of a widespread telecommunications outage caused by a disaster such as severe weather, fire, flood, or earthquake, Siskiyou Telephone restores telephone service according to the following priority list: 9-1-1, fire & rescue, law enforcement, medical (for ambulance, paramedics, and clinics), power utilities, city government (for water and sewer), county government (for roads, bridges, schools and libraries), state government (for CAL FIRE), and federal government (for Tribal government and U.S. Forest Service, including Helitacs). Restoration efforts in some cases may be delayed until fire crews or power company personnel allow communications restoration work to proceed in the affected areas. Once these priorities are met, business and residential restoration is next. Customers with medical conditions requiring on-line monitoring will be given priority by notifying Siskiyou Telephone Company at 6-1-1.

What You Need to Know About 9-1-1

When there is a situation that threatens human life or property and demands immediate attention, call 9-1-1. The 9-1-1 dispatcher will contact the fire, police, sheriff, Highway Patrol, ambulance, paramedics, Coast Guard, and/or search and rescue agencies as appropriate.

Do not call 9-1-1 for non-emergencies because this causes delays in the handling of real emergencies. For non-emergencies, dial (800) 404-2911, or the non-emergency telephone numbers listed in the telephone directory for the agencies you are trying to reach.

For Telecommunications Devices for the Deaf (TDD) emergency calls, use the Baudot mode only. Dial 9-1-1 and 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 you do not wish to have your telephone number and address displayed, call the non-emergency number. 9-1-1 may be available even when there is a power outage on your landline phone.

Consult Siskiyou Telephone's telephone directory or any local telephone company's telephone directory in your community for similar information concerning the use of the telephone in emergency situations.

What You Need to Know About 9-1-1 (continued)

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 Siskiyou Telephone’s equipment or facilities or to your wiring or equipment, it may not be possible to complete your call until the damage has been repaired.

Place emergency calls only:

After a disaster, especially earthquakes, 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 earthquake. Listen to your local radio or television station for information.

Out-of-Area Contact:

Select a relative or friend out of the immediate area to act as a clearinghouse for information about your family. Once contact is made, have this person relay messages to your other friends and relatives outside the disaster area.

9-1-1 WARM DIAL TONE:

If your line has been disconnected due to non-payment or lack of need for telephone service, to the extent facilities permit, your line will still have access to 9-1-1 service.

If you have questions about this notice, please call
(530) 467-6000 or (866) 467-6001

You Can Block 900 and 976 Numbers

Calls to 900 and 976 numbers are billed either by the minute or as a flat fee each time you call that number. You can request that your phone be blocked from being able to complete calls to all 900 and 976 numbers by calling Siskiyou Telephone at (530) 467-6000 or (866) 467-6001. Blocking is free for residential lines. There is a one-time charge of \$15.00 per line for business lines. There is a one-time charge of \$5.00 per line to remove blocking from a residential line and \$15.00 per line to remove blocking from business lines.

Siskiyou Telephone will offer a one-time adjustment of charges for calls to 900 and 976 numbers within California if:

- Calls were made by your minor child without your permission; or
- You did not authorize the calls; or
- You were dissatisfied with poor transmission quality, the quality or value of the service, or you dispute the amount billed; or
- The 900 number service provider did not follow federal regulations.

Just notify Siskiyou Telephone within 60 days of your bill's statement date by calling the toll-free number on the bill page with the 900 and 976 charges. Failure to pay undisputed 900 or 976 charges will never result in the disconnection of your basic service.

Third Party Charges on Your Phone Bill

Third party charges may appear on your phone bill. The only third party provider Siskiyou Telephone bills for is its affiliate, Siskiyou Long Distance. If you select Siskiyou Long Distance as your preferred long distance carrier, Siskiyou Long Distance services will appear on your Siskiyou Telephone bill.

Notice Concerning Monitoring

For training and quality control purposes, a sampling of telephone calls (one percent or less of Operator-Assisted or Directory Assisted calls) between telephone company employees and customers are monitored, without notice to the customer or the employee, by supervisory or management personnel. No recording of the call is made. CALLS BETWEEN CUSTOMERS ARE NOT MONITORED FOR THIS PURPOSE, or for any purpose, without the use of an automatic tone warning, except when required by law enforcement, and national defense agencies, pursuant to law and under legal safeguards. If you have any questions concerning monitoring, please contact your Service Representative at (530) 467-6000 or toll free (866) 467-6001.

Anyone who records or monitors a phone conversation is required to make this known to all parties in the conversation. The party doing the monitoring must ask the other person's permission to record or monitor the conversation.

When using the public utility telephone network:

- A. All parties in the conversation must consent to the conversation being recorded or monitored; and
- B. The monitoring or recording must be signaled by either:
 - 1. a "beep tone" audible to all parties and repeated at regular 8-12 second intervals during the conversation; or
 - 2. clearly and permanently marking the telephones being used that the conversation may be recorded without notice.

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A Tradition of Excellence Since 1896

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