



Celebrating Our



Calaveras Telephone
2020 Residential Services

*www.caltelconnect.com • facebook.com/calaverastelephone
Telephone • High Speed Internet • Digital TV • Long Distance*

Our Offices & Contact Information

MAIN OFFICE

513 Main Street
Copperopolis, CA 95228
Phone: (209) 785-2211 or (800) 253-2511
Fax: (209) 785-3551

Office Hours:

8 a.m. to 4:30 p.m.
Monday through Friday
Open through lunch.

VALLEY SPRINGS OFFICE

4 Jean Street, Suite #3
Valley Springs, CA 95252
Phone: (209) 786-2211 or (800) 253-2511
Fax: (209) 772-2544

Office Hours:

8 a.m. to 4:30 p.m.
Monday through Friday
Closed from 12 noon to 12:30 p.m. for lunch.

MAILING & WEB ADDRESS:

P.O. Box 37, Copperopolis, CA 95228
www.caltelconnect.com
Find us on [Facebook.com/calaverastelephone](https://www.facebook.com/calaverastelephone)

FOR REPAIR SERVICES PLEASE CALL

(209) 785-2211, (209) 786-2211 OR (800)-253-2511
24 HOURS A DAY, 7 DAYS A WEEK
(After business hours, please leave a message.)

Cover Photo: Donald Degen



PLEASE CALL BEFORE YOU DIG!

***CONTACT THE UNDERGROUND
SERVICE ALERT BY DIALING 8-1-1***

Local Calling Prefixes & Emergency Numbers

785—COPPEROPOLIS LOCAL CALLING PREFIXES:

208,	297,	428,	431,	559,	728,	729,	736,
743,	753,	768,	770,	782,	783,	785,	786,
795,	813,	822,	881,	890,	916,	984	

786—JENNY LIND LOCAL CALLING PREFIXES:

265,	428,	443,	498,	583,	584,	674,	754,
755,	763,	768,	770,	772,	785,	786,	788,
885,	897,	899,	920,	980			

TOLL FREE AREA CODES FROM 785 & 786:

800,	844,	855,	866,	877,	888
------	------	------	------	------	-----

IMPORTANT 24 HOUR EMERGENCY NUMBERS:

Suicide Prevention Hot Line
(800) 273-8255

California Youth Crisis Line
(800) 843-5200
Phone or Text

Alcoholics Anonymous
(800) 851-1304

The Center for Non-Violent Community
(209) 533-3401

The Resource Connection—
Calaveras Crisis Center
(209) 736-4011 or (209) 754-1300

Poison Control Center
(800) 222-1222

FOR ALL EMERGENCIES DIAL 9-1-1
FOR NON EMERGENCIES DIAL
(209) 754-6500
CALIFORNIA RELAY SERVICE 7-1-1

Frequently Called Local Phone Numbers

CALAVERAS COUNTY GOVERNMENT OFFICES

Animal Control	(209) 754-6509
Assessor	(209) 754-6356
Building Department	(209) 754-6390
Burn Day Line (recorded message)	(209) 754-6600 or (209) 785-7664
District Attorney	(209) 754-6330
Recorder	(209) 754-6372
Road Department	(209) 754-6402
Tax Collector—Treasurer.	(209) 754-6350

STATE/FEDERAL FACILITIES

Calaveras County Fairgrounds (39th DAA)	(209) 736-2561
DMV	(800) 777-0133
Social Security Administration—Sonora	(888) 397-4125
Toll Free	(800) 772-1213

LAW ENFORCEMENT

Calaveras County Sheriff (non-emergency)	(209) 754-6500
California Highway Patrol	(209) 754-3541

FOR EMERGENCIES DIAL 9-1-1

LOCAL FIRE DISTRICTS

(non emergency)

Copperopolis Fire District	(209) 785-2393
Jenny Lind Fire Department	(209) 786-2227

LOCAL HOSPITALS & CLINICS

Mark Twain—St. Joseph's	(209) 754-3521
Copperopolis Medical Clinic	(209) 785-7000
James Dalton Medical Clinic	(209) 736-0813
Valley Springs Medical Clinic	(209) 772-9538
Sonora Regional Medical Center.	(209) 532-5000
Angels Camp Prompt Care	(209) 736-9130

Frequently Called Local Phone Numbers

LOCAL LIBRARIES

Angels Camp	(209) 736-2198	San Andreas	(209) 754-6510
Copperopolis	(209) 785-0920	Valley Springs	(209) 772-1318

LOCAL SCHOOLS

Bret Harte Union High School	(209) 736-2507
Calaveras High School	(209) 754-1811
Copperopolis Elementary	(209) 785-2236
Gold Strike High School	(209) 754-2123
Jenny Lind Elementary	(209) 754-2350
Mark Twain Union Elementary	(209) 736-6533
Toyon Middle School	(209) 754-2137
Valley Springs Elementary	(209) 754-2141

SHIPPING SERVICES

FedEx	(800) GoFedEx (463-3339)
UPS	(800) 742-5877

SOLID WASTE DISPOSAL SITES

Copperopolis Refuse Disposal	(209) 785-2394
Rock Creek Land Fill	(209) 754-6403
Cal-Waste (Pick-up Service)	(209) 795-1532

UNITED STATES POST OFFICES

Altaville.	(209) 736-4095	Murphys	(209) 728-2113
Angels Camp	(209) 736-2220	San Andreas	(209) 754-3201
Burson	(209) 772-1362	Valley Springs	(209) 772-1560
Copperopolis	(209) 785-2326	Wallace	(209) 763-5335

UTILITIES

Calaveras County Water District (CCWD).	(209) 754-3543
PG&E 24-Hour Line	(800) 743-5000

Long Distance Calling

You can place long distance calls to anywhere with companies other than your default carrier by using company code dialing. To place a company code dialed call, dial the company access code + 1 + area code + phone number.

Company Codes

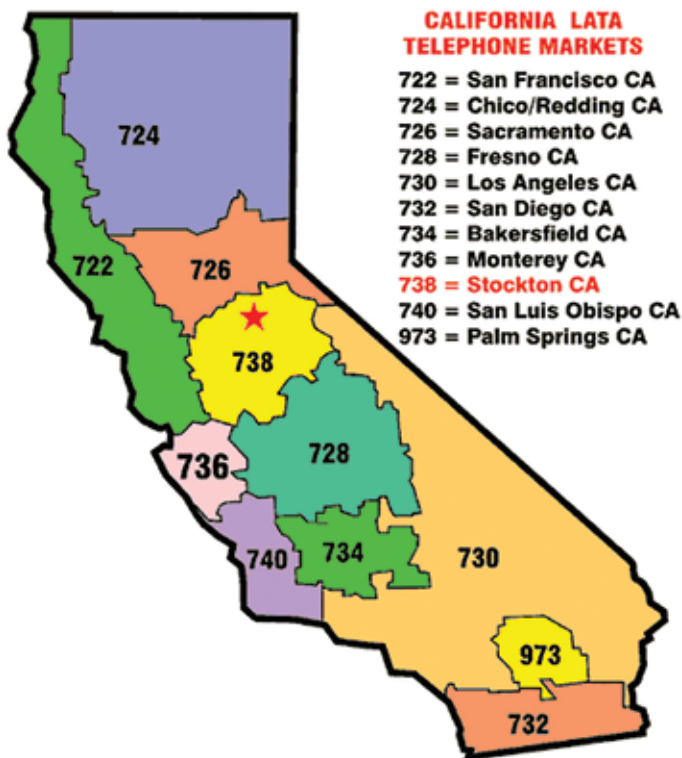
This is not a complete list of all companies. Not all companies provide service in all service areas. Some may require you to set up an account before you use their company code, while others accept company code dialing without a previously arranged account. You may contact any company directly on the rates and services it offers as well as the area it covers.

IF YOU DIAL A COMPANY ACCESS CODE BEFORE DIALING A TOLL FREE NUMBER YOU WILL BE CHARGED AT THAT CARRIER'S LONG DISTANCE RATE.

Long Distance Carriers

Company	Phone Numbers	CIC/ Carrier Code
CalTel Long Distance.	1 (209) 785-2211	
Business & Residential.	1 (800) 253-2511	6258
ACN		
Business & Residential.	1 (877) 226-1010	6112
AT&T Long Distance		5792
Business	1 (800) 222-0400	or
Residential	1 (888) 795-2717	0288
Broadwing Communications	1 (800) 422-1199	0071
Business & Residential.	1 (800) 994-9638	0948
Excel Communications		0457
Business & Residential.	1 (800) 827-3374	or
Business & Residential.	1 (800) 875-9235	0752
MCI		
Business	1 (800) 444-3333	0222
Residential	1 (800) 444-4444	
Qwest Communications		0432
Business	1 (800) 860-1020	or
Residential	1 (800) 860-2255	0070
Verizon Select Services, Inc.		
Business & Residential.	1 (800) 483-1660	5483
Worldcom, Inc.		
Business	1 (800) 436-4444	
Residential	1 (800) 275-0100	0555
Lightyear Communications, Inc.		
Business & Residential.	1 (800) 393-7300	5957

LATA Map (this is not an area code map)



OUR LATA

(Local Access & Transport Area)
Our service area is Stockton.

WHAT IS A LATA?

A LATA is a geographic area established for the provision and administration of communication service.

An IntraLATA long distance call is one that originates and terminates within the same LATA, but covers a greater distance than a local call.

An InterLATA long distance call is one that originates in one LATA and terminates in another.

How to Avoid Being Slammed & What is a PIC Freeze

In order to avoid having your toll/long distance carrier changed without your consent, Calaveras Telephone Company can establish a Preferred Interexchange Carrier (PIC) freeze on your account. A PIC freeze prevents a change in your long distance without your written consent. While the PIC freeze remains on your account, you cannot be switched to another carrier or “slammed” by an unauthorized carrier, and you **MUST** provide written authorization for any PIC change. There is no charge for the PIC freeze service, however, there is a charge to change long distance carriers.

The PIC restriction may be lifted by written authorization. No change of carrier can be made on your account until you sign the PIC freeze form or you lift the PIC freeze altogether. The PIC freeze form is available in our offices, online at www.caltelconnect.com/pdf/PIC-Freeze_change.pdf, or we can mail, fax, or email you the form.

**Please contact our offices at (209) 785-2211
or toll free at (800) 253-2511.**

FCC National Do-Not-Call Registry

Recently, pursuant to its broad authority under the Telephone Consumer Protection Act (TCPA), the FCC established a national **Do-Not-Call Registry**. The registry is nationwide in scope, applies to all telemarketers (with the exception of certain non-profit organizations), and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is on the registry. As a result, consumers can, if they choose, reduce the number of unwanted phone calls to their homes.

You can register your phone number for free, and it will remain on the National Do-Not-Call list permanently. You may remove your name from the list at any time.

The Do-Not-Call registry will not prevent all unwanted calls. It will not cover the following: calls from organizations with which you have established a business relationship; calls for which you have given prior written consent; calls which are not commercial or do not include unsolicited advertisements; calls by or on behalf of tax-exempt non-profit organizations.

HOW TO REGISTER:

You can register your numbers on the national Do Not Call list at no cost by calling 1 (888) 382-1222 (voice) or 1 (866) 290-4236 (TTY). You must call from the phone number you wish to register. You can also register at donotcall.gov.

Basic Charges

With flat rate service you can make any number of calls of any duration in your local calling area for a fixed monthly charge.

Monthly Rates:

Copperopolis (785)	\$25.00
---------------------------	----------------

Jenny Lind (786)	\$25.00
-------------------------	----------------

**In addition, a \$6.50 FCC End User Access Charge will be applied per month to Basic Services.
(See page 32 for more information.)**

Service Charges:

New Service Installation	\$46.00
Service Order Charge (each order)\$ 9.00
900 Blocking	No Charge
Remove 900 Blocking\$ 5.00
Change Number	\$33.00
Central Office Connection—work per line	\$24.00
Reconnect Charge for Temporary Disconnect	\$27.00
Each Returned Check Charge	\$20.00
Selective or Complete Caller ID Blocking	No Charge
Directory Listing (primary service)	No Charge
Additional Listing or Line of Information\$.80
Non-published Service	No Charge
Inside Wire Plan\$ 1.23

PIC Change (Long Distance Carrier)*

Interlata\$ 5.50
Intralata\$ 5.50
Both at the same time.\$ 5.50

***Each PIC change will also include a \$ 9.00 Service Order charge.**

Class Services and Functions

FORWARDING FEATURES LIST

	Price Per Month	Activate Code	Deactivate Code
Busy Call Forward: Forward incoming calls to another number while your phone is busy.	\$ 3.70	*90	*91
Call Forwarding: Forward incoming calls to another number of your choice. (Dial *72. Wait for dial tone, enter number you wish your calls to be forwarded to and hang up.)	\$ 3.70 Fixed or Variable	*72	*73
Delayed Call Forwarding: (No answer call forward) Forward incoming call after 20 seconds of ringing.	\$ 3.70	*58	*59
Remote Call Forwarding: Allows you to turn your call forwarding on or off away from home.	\$ 1.23	Call for detailed instructions.	
Selective Call Forwarding: Select up to 10 telephone numbers. Only calls from those numbers will be forwarded to your forwarding number.	\$ 3.70	*63	*63

Combine your favorite features and watch the savings really add up!

- **Get 2 features—SAVE 25%**
- **Get 3 features—SAVE 30%**
- **Get 4 or more—SAVE 35%**

Class Services and Functions

FEATURES LIST

	Price Per Month	Activate Code	Deactivate Code
Anonymous Call Rejection: (ACR) Allows you to reject most calls for which the calling party has intentionally blocked calling number delivery.	\$ 2.47	*77	*87
Call Back: Automatically checks a busy number for you for up to 30 minutes and alerts you with a special ring when the line becomes free.	\$ 3.09	*66	*86
Call Block: Block up to 10 selected telephone numbers. The caller will hear a short, polite message telling them that you are not receiving calls. (Dial *60. Press #. Dial the number you wish to be blocked. Press #.)	\$ 3.70	*60	*60
Call Return: Allows you to place a call to the last person who called you. (Dial *69. You will hear the number of the last incoming call.)	\$ 3.09	*69	N/A
Call Waiting: Lets you know someone else is calling when you are using the telephone. (You will hear a short interrupt tone. To answer a call and put the person you are talking to on hold, flash the hook-switch for 1 second.)	\$4.94	N/A	*70
Caller ID w/Anonymous Call Rejection: Along with a Caller ID display unit, you can identify the telephone number of the calling party.	\$ 8.02	*77 Same codes as ACR.	*87
Call Transfer: With a call line, allows you to transfer the call to another party.	\$2.47	Call for detailed instructions.	

Note: The above charges do not include taxes, surcharges, service order charges, or any optional services.

Class Services and Functions

FEATURES LIST

	Price Per Month	Activate Code	Deactivate Code
Distinctive Ringing: Allows you to add an additional telephone number to an existing single party access line.	\$ 4.20	N/A	N/A
Hunt Service (multiple lines): Forwards additional incoming call to another line if the main line is being used.	\$.50	N/A	N/A
Priority Call: Create a list of 10 numbers that can be recognized by a special ring. Also allows call waiting calls to have a distinctive tone to identify your priority calls. (Dial *61. Press #. Dial the number you wish to have on the Priority Call List. Press #.)	\$ 3.09	*61	*61
Selective Call Acceptance: Create a list of 10 numbers you wish to receive calls from, all other calls will receive an announcement that you are not accepting calls.	\$ 3.70	*64	*64
Speed Calling: Call up to 8 frequently called numbers by dialing only 2 digits.	\$2.47	*74	N/A
Or call up to 30 frequently called numbers by dialing only 3 digits.	\$ 4.32	*75	
Three-Way Calling: Add a third party to your existing conversation without operator assistance. (Establish a phone call. Flash the hook-switch to place current call on hold. Dial third party. When third party answers, flash hook-switch. Now second party is connected.)	\$ 4.94 (Add call transfer \$.62)	N/A	N/A

Note: The above charges do not include taxes, surcharges, service order charges, or any optional services.

Selective & Complete Blocking Information

FEATURES LIST

Price Per Month Activate Code

Selective Call Block*:

Your phone number **will** be displayed to the person you are calling.

Sends your number to the person or business you are calling. To block the display of your number on a call, press *67 (1167 on rotary phones), wait for dial tone & dial the number you want to call.

No
Charge

***67 to block
your number.**

Complete Call Block*:

Your phone number **will not** be displayed to the person you are calling.

Prevents your number from being sent to the person or business you are calling. To display your number on a call, press *82 (1182 on rotary phones), wait for dial tone & dial the number you want to call.

No
Charge

***82 to show
your number.**

OPE & Line Extension

Off-Premises Extension/Non-continuous property

First 1/4 mile or fraction thereof

\$2.00

Line Extension & Service Connection exceeding free footage allowance

First 100 feet or fraction thereof

\$100.00

Each additional foot or fraction thereof

\$1.00

*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 have the option to determine who receives your telephone number. The law guarantees you that right. You are also able to choose how you would like to have your phone number blocked. 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.

If you have any questions about your choices or the effect any of these services may have upon you and your privacy, please give us a call.

If you wish to change your 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 a \$9.00 service order fee.

Caller ID Detail

IMPORTANT NOTE:

Caller ID blocking may not work on interstate calls.

You cannot block transmission of your telephone number for calls to 9-1-1, 800, 888, 855, 866, 877, 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 your privacy, please call (209) 785-2211 or toll free (800) 253-2511. If you do not receive a satisfactory response from us, you can contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch at:

The California Public Utilities Commission
Consumer Affairs Branch
(800) 649-7570
(866) 836-7825 (TTY)

Hours: Monday–Friday, 8:30 a.m. to 4:30 p.m.

consumer-affairs@cpuc.ca.gov
www.cpuc.ca.gov

Public Phone Service Policies

Calaveras Telephone public telephones are installed based on public need and safety.

You can reach a Calaveras Telephone Operator or reach 9-1-1 from any public telephone without using coins.

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.

Questions regarding public telephones can be directed to our business office at (209) 785-2211 or (800) 253-2511.

If you have any questions about our services, please call the business office at (209) 785-2211 or Toll Free at (800) 253-2511.

Voice Mail Service with Personal Greeting

VOICE MAIL DESCRIPTION

Price per month

1 Minute Incoming Message** 3 Day Retention* (Basic Voice Mail)	\$ 4.00
--	----------------

1 Minute Incoming Message** 5 Day Retention*	\$ 6.00
---	----------------

1 Minute Incoming Message** 15 Day Retention*	\$ 9.00
--	----------------

3 Minute Incoming Message** 3 Day Retention*	\$ 5.00
---	----------------

3 Minute Incoming Message** 5 Day Retention*	\$ 7.00
---	----------------

3 Minute Incoming Message** 15 Day Retention*	\$ 10.00
--	-----------------

10 Minute Incoming Message** 3 Day Retention*	\$ 6.00
--	----------------

10 Minute Incoming Message** 5 Day Retention*	\$ 8.00
--	----------------

10 Minute Incoming Message** 15 Day Retention*	\$ 11.00
---	-----------------

***After the message retention period, messages are automatically erased from our system.**

****Maximum message capacity is 50.**

Charge to re-set password is \$15.00.

Note: The above charges do not include taxes, surcharges, service order charges, or any optional services.

Voice Mail Activation Instructions

PLEASE FOLLOW THE VOICE COMMANDS WHEN PROMPTED

If you are at home:

Dial *83.

When asked for mail box number,
press the # key.

If you are not at home:

Dial your home phone number.

When you hear the default greeting,
press the # key.

**Enter your (temporary) four digit password
of 0000 (4 zeros) followed by the # key.
Press 9—to set up your mailbox.**

SET UP MENU

For Greeting Options

Press 1

You can disregard this step if you choose to use the default greeting of: “The party you have dialed does not answer. Please leave a message after the tone.”

OR

Press 4 to record a custom greeting and follow the command prompts. Be sure to **Press 2** to save your custom greeting. When finished, **Press *** to return to the “set up menu.”

To Change Your Password

Press 2

Follow the prompts to change your password. The password is any series of up to 16 digits that you choose. Choose a password that you can remember as you will be unable to access your voice mail without it and there is a \$15 charge to reset your password. You may want to write down your password and keep it in a secure location for future reference.

To Change Your Auto Log In Option

Press 4

“Auto log in” is disabled by default. If enabled, you can access your voice mail from home without entering a phone number or password. You may turn this feature on or off from this menu.

Please hang up the phone.

Congratulations! You have successfully set up your voice mail with a greeting and new password. You have chosen whether you want the “auto log in” option enabled or disabled. If you have any questions, please call customer service at (209) 785-2211 or toll free 1-800-253-2511.

Voice Mail Instructions

TO ACCESS YOUR VOICE MAIL FROM HOME

If “Auto Log In” is enabled—**Dial *83**.

If “Auto Log In” is disabled—**Dial *83** and when asked for the phone number, press the # key.

At prompt, enter your personal password & press the # key
(Go to “Main Menu” instructions).

TO ACCESS YOUR VOICE MAIL IF YOU ARE NOT AT HOME

Dial your phone number.

When you hear your greeting start to play, press the # key.

At prompt, enter your personal password followed by the # key.
You will now be directed to the “Main Menu.”

MAIN MENU

To listen to your messages

Press 1

To listen to NEW messages

Press 1 *

To listen to SAVED messages

Press 2 *

To play the current date & time

Press 7

To set up your voice mailbox
(see Voice Mail Activation on page 16)

Press 9

*** Below are the options you will have from the choices listed**

Press 1—To play the message.

Press 4**—To save this message as new. (Used to undelete a message.)

Press 2—To save this message & play the next message.

Press *—To return to the main menu.

Press 3—To delete this message & play the next message.

Press 0—To hear these instructions again.

****IMPORTANT NOTICE:** To undelete a message—**DO NOT HANG UP**.

Follow the voice prompts to re-listen to the message. Once you have re-played the message you deleted, Press 4 to save the message as new. Prior to exiting your voice mail, you will still be given the number of total messages. After hanging up, the message(s) you delete will then be cleared. Messages cannot be retrieved after exiting.

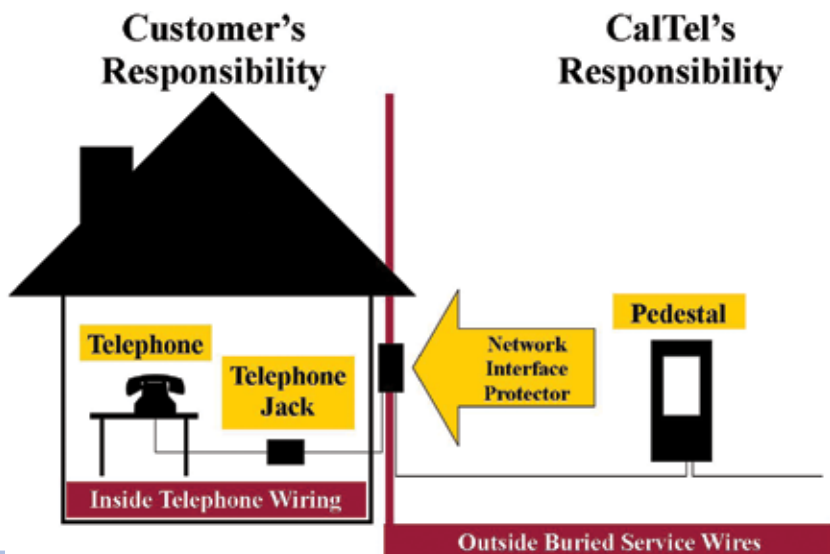
Standard Network Interface (SNI) Installation Program

The connection of your inside wire facilities to the Calaveras Telephone Company Network is accomplished through a device called the Standard Network Interface (SNI). The SNI device protects the premises from power surges coming over the telephone lines, it allows the customer to perform a simple test to determine if the inside telephone wiring is working properly, and it serves as the official demarcation point between the wiring which is the customer's responsibility and that which is the telephone company's responsibility.

HOW TO TEST YOUR PHONE

Located on the inside of the SNI is a modular jack that permits you to test your equipment (telephone or inside wire) when there is a problem; and to avoid certain repair costs. If you are having problems with your phone, unplug it from the wall and plug it into the jack provided on the "customer" side of the SNI. If the phone works, the problem is in the inside wiring. If the phone doesn't work, the problem may be in the phone itself or between the phone company and the SNI.

**TO REPORT YOUR PROBLEM PLEASE CALL
1-(800)-253-2511**



WARNING:
**IF YOU DO NOT LOCK YOUR SNI DEVICE WITH A
PADLOCK, IT IS POSSIBLE FOR SOMEONE TO USE THE SNI
DEVICE TO MAKE AND BILL CALLS TO YOUR PHONE.**

Calaveras Telephone Company Inside Wire Policies

INSIDE WIRE (IW) DEFINITION

Inside Wire (IW) consists of all wiring and materials on the customer's side of the demarcation point determined by Calaveras Telephone Company in accordance with the rules and regulations of the California Public Utilities Commission (CPUC).

The demarcation point is that point where Calaveras Telephone's telephone lines enter your building or home. (Usually at the Standard Network Interface (SNI) or Protector.)

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, placing and maintaining the inside telephone wiring in good working order, 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.

RESPONSIBILITIES OF CALAVERAS TELEPHONE

Calaveras Telephone will always be available to install or repair IW by appointment.

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

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

YOUR RESPONSIBILITIES

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

You may be requested to perform a simple isolation test of the IW at the SNI.

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, not tenants, are responsible for repairs and maintenance of residential inside telephone wire.

PROCEDURE FOR ISOLATING TROUBLE

Telephone repair reports may be made to Calaveras Telephone by dialing 611 from any Calaveras Telephone line or 1 (800) 253-2511.

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

Your premise is equipped with a SNI. Calaveras Telephone will advise you to unplug the module at the SNI and plug a phone known to be in working order into the SNI.

If the phone doesn't work at the SNI, the trouble is assumed to be in Calaveras Telephone's network, and Calaveras Telephone will arrange for repair as soon as possible.

Calaveras Telephone Company Inside Wire Policies (cont.)

You will also be advised that if you decline to perform the test at the SNI, Calaveras Telephone will perform the test. However, if the trouble turns out to be in your IW, you will be billed a \$75.00 visit charge during regular business hours, Monday–Friday 8:00 a.m. to 4:30 p.m., and \$85.00 during other hours.

AS A CUSTOMER/TENANT (LESSEE) OR AS A LANDLORD (LESSOR):

If it is determined that inside wiring is the problem, you may:

- do your own repair;
- hire someone to do the repair; or
- hire Calaveras Telephone to do the repair.

CALAVERAS TELEPHONE OFFERS IW REPAIR ON A TIME AND MATERIALS BASIS AT THE FOLLOWING RATES:

\$75.00 per hour or fraction thereof, plus materials, during regular business hours.

\$85.00 per hour or fraction thereof, plus materials, after regular business hours including Saturdays, Sundays and Holidays.

FOUR-HOUR APPOINTMENTS

For phone problems that must be fixed inside your home, or to install a new line, we need someone there to let us in. If you request, we will give you a four-hour* time frame for our arrival when we make an appointment to come to your home to install or repair your phone service.

*Four-hour appointments as mandated by Civil Code 1722 (c) (1), statute requires utilities to inform subscribers of their rights to service connection or repair within a four-hour period, if the presence of the subscriber is required, by offering the four-hour period at the time the subscriber calls for service connection repair.

CALAVERAS TELEPHONE OFFERS A \$ 1.23 PER MONTH INSIDE WIRE (IW) MAINTENANCE PLAN.

**Damage caused by Fire, Flood or Natural Disasters
is not covered on the Calaveras Telephone Inside Wire Plan.**

OTHER VENDORS ALSO OFFER IW SERVICES

Other vendors also offer IW services in Calaveras Telephone's service area. Please consult the classified ads in your local newspaper, on the internet or in the telephone directory.

**Note: The above charges do not include taxes, surcharges,
service order charges, or any optional services.**

California LifeLine Telephone Program

IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM CALAVERAS TELEPHONE COMPANY

The California LifeLine Program (California LifeLine) provides discounts on phone services to qualified residential households. This consumer program of the California Public Utilities Commission helps to lower consumers' phone bills. Consumers must be approved before receiving the California LifeLine discounts. For more information on program eligibility, go to www.cpuc.ca.gov/General.aspx?id=2752#qualify.

How to Apply for the California Lifeline Discounts

If you think your household qualifies for the California LifeLine discounts please contact a Calaveras Telephone Company Business Office: Copperopolis—209-785-2211, Jenny Lind—209-786-2211, or toll free 800-253-2511. We will review the program and eligibility rules with you. And we will inform the California LifeLine Administrator to mail you an application form in a PINK envelope with a Personal Identification Number (PIN). You can apply online at www.californialifeline.com using your PIN or you can complete, sign, and mail the application form and any required proof of eligibility to the California LifeLine Administrator. The application form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the completed application form, or fail to provide the required documentation, you will not receive the California LifeLine discounts and you will continue to pay the regular rates for your phone service.

If you apply to be in California LifeLine, you will pay the regular rates for your phone service until your application is approved. To help you pay the up-front costs of establishing your phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator you will be refunded the difference between the regular rates and the California LifeLine discounted rates for your phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from Calaveras Telephone Company. Otherwise, the refund will just be a credit on your account.

Eligibility Guidelines

You can qualify for the California LifeLine discounts by either Program-Based OR Income-Based. Qualifying by Program-Based means that you or another person in your household is enrolled in a public assistance program listed below:

- 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)

California LifeLine Telephone Program (cont.)

- Federal Veterans and Survivors Pension Benefit Program
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations
- 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

You can also qualify for California LifeLine if your household's total annual gross income is at or less than these annual income limits:

LifeLine Income Guidelines*

Household Size	Annual Income Limit
1–2	\$28,700
3	\$32,600
4	\$39,700
Each Additional Member	\$7,100

* Effective June 1, 2020 to May 31, 2021

Only One California Lifeline Discounted Service Per Household is Allowed

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Only one (1) California LifeLine discount per household is allowed, except for TTY users, in which case a second phone line may be discounted. Households that do not follow the California LifeLine one (1) discounted service per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also be punished for giving false information to get the discounts. Penalties can include imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another.

California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one (1) phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from Calaveras Telephone Company to another California LifeLine provider, then Calaveras Telephone Company will charge retail rates for you to continue using your phone service.

How to Keep Your California Lifeline Discounts

You must renew your California LifeLine participation annually. The California LifeLine Administrator will mail you a renewal form in a PINK envelope with a Personal Identification Number (PIN). You can renew online at www.californialifeline.com using your PIN or you can complete, sign, and mail the form to the California LifeLine Administrator. Or you can renew by phone by contacting the California LifeLine

California LifeLine Telephone Program (cont.)

Administrator. If you do not renew before the response date, you will lose the California LifeLine discounts and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 877- 858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m., Monday through Friday.

If you believe your household no longer qualifies for the discounts or if your household is getting more than one discount by mistake, you must inform Calaveras Telephone Company or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

De-Enrollment Rules

Your household may lose the California LifeLine discounts if your household no longer qualifies, is already receiving the discounts (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

For more information please go to www.CaliforniaLifeLine.com

Special Services for the Certified Deaf & Disabled

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

Special equipment and services are available at no charge from The California Telephone Access Program (CTAP) for qualified consumers who have difficulty using a standard telephone due to hearing, vision, mobility, speech and cognitive disabilities.

For Special Equipment Call

1-800-806-1191 (Voice)

1-800-806-4474 (TTY)

1-800-949-5650 (Spanish Voice)

Customers must be certified as eligible by a licensed physician or audiologist.

Loud bells and amplifiers are the most commonly requested equipment. Many other devices are also available such as flashing lights, speech amplifiers, speakerphones, large button telephones, and artificial larynx.

Persons who have little or no use of their arms may obtain "hands free" telephones. These eliminate the need to lift and hold a telephone receiver and the need to dial. If they wish to make a call the operator can be signaled by a special device and will place the call for them.

Deaf persons may obtain Telecommunications Devices for the Deaf (TDDs), which are typewriter-like machines that are used to communicate over telephone lines. If a deaf person wishes to call someone who does not have a TDD they can use the California Relay Service.

Important Information Regarding California Relay Service

California Relay Service (CRS) is a public service which guarantees all California citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via text telephone (TTY/TDD), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), and Captioned Telephone in English and Spanish in order to more easily connect with family, friends or businesses.

To place a call using California Relay Service, dial 711 or one of the toll-free numbers below:

English TTY/Voice: 1-800-855-7100
Spanish TTY/Voice: 1-800-855-7200
Speech-to-Speech: 1-800-855-7300
Visually Assisted STS: 1-800-855-7400

Customer Care Information:

English V/TTY: 1-877-632-9095
Spanish V/TTY: 1-877-419-8440
Hamilton Relay CRS Customer Care
1006 12th Street, Aurora, NE 68818
Email: california@hamiltonrelay.com
Web: www.ca-relay.com

Captioned Telephone

Customer Care: 1-888-269-7477
To call a Captioned Telephone user, dial:
1-866-399-9050

Special points of interest:

Equipment Distribution Program

The California Telecommunications Access Program offers free specialized phones including: amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are deaf, deaf-blind, hard of hearing, or who have difficulty speaking. For more information you can visit ddtp.cpuc.ca.gov or call 1-800-806-1191 (voice) or 1-800-806-4474 (TTY).

Emergency Calls Please note that **711 is only to be used to reach California Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. California Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

HOW DOES CALIFORNIA RELAY SERVICE WORK?

Simply dial 711 or the appropriate toll-free number provided to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to you. The CA relays your spoken message by typing it to the TDD/TTY user.

SPECIALIZED SERVICES:

California Relay Service offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided. Since California Relay Service offers a variety of services, please refer to the website www.ca-relay.com, or call Customer Care at the numbers provided above for more detailed instruction on how a particular call is processed.

California Relay Service (cont.)

CAPTIONED TELEPHONE:

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A Captioned Telephone is like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

ACCESS TO SERVICES:

Both 711 and the above listed 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach California Relay Service, please contact Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within California, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access California Relay Service, although standard long distance charges apply.

900 or 976 Pay-Per-Call Billing Rights Statement

The following consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act:

You have the right not to be billed for pay-per-call services not offered in compliance with Federal Laws and Regulations. Failure to pay Legitimate 900 or California 976 charges may result in **INVOLUNTARY BLOCKING OF YOUR ACCESS TO 900 OR 976 SERVICES**. You may receive a one-time waiver of charges for the first occasion of inadvertent, mistaken, or unauthorized use of 900/976 services originating in California.

Your local and long distance service **CANNOT BE DISCONNECTED** as a result of non-payment of 900 charges. You have 60 days from the date of the 900/976 bill to dispute a billing error. If you orally communicate an allegation of a billing error via the telephone number on the 900 bill page, it will be considered sufficient notification of a billing error.

You have the right to withhold payment for the disputed charges during the billing error review. No collection activity for disputed 900/976 charges will occur while the charges are under investigation. If the disputed 900 charges are found to be legitimate, the long distance company or the information provider may proceed with outside collections against your account for payment of these 900/976 charges.

You can obtain blocking of access to 900 services at no charge at time of connection or within 60 days after your new service is established. To remove the 900 call blocking there is a one-time \$5 charge.

About 800 & 900 Telephone Numbers

When you call an 800 (888, 877, 866, 855) 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 FCC (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/contact

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

**Consumer & Governmental Affairs Bureau
445 12th Street S.W. • Washington, DC 20544**

www.fcc.gov/cgb



Name & 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 re-sellers, 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 & 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 (209) 785-2211 or (800) 253-2511 if you have any questions.

National Fraud Information Center

NATIONAL FRAUD INFORMATION CENTER (NFIC)

This is a private, non-profit organization that operates a consumer hot line 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:

www.fraud.org

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.

9-1-1 will contact the Fire Department, Police, Sheriff, Highway Patrol, Ambulance, Paramedics, Coast Guard, and/or Search and Rescue. Do not call 9-1-1 for non-emergencies because this causes delays in the handling of real emergencies. For non-emergencies call (209) 754-6500.

For Telecommunications Devices for the Deaf (TDD) emergency calls use the Baudot mode only; dial 9-1-1 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 an unlisted number. 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 agency's non-emergency number.

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 Calaveras 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.

PLACING EMERGENCY CALLS:

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.

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, Calaveras 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, county government (for water, sewer, roads, bridges, schools and libraries), state government (for CAL FIRE), and federal government (for 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 restorations is next. Customers with medical conditions requiring on-line monitoring will be given priority by notifying Calaveras Telephone Company at 6-1-1.

Post-Disaster Consumer Protection Measures For Wireline Communications Customers in California

In the event the Governor of California or the President of the United States of America declares a state of emergency in your area that results in the loss or disruption of landline telephone service¹ or in the degradation of the quality of landline telephone service,² landline telephone providers shall provide the following protections to their residential and small business (5 lines or less) customers for a duration of at least 12 months from the date of the state of emergency declaration or as appropriately determined by the California Office of Emergency Services:

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

For more information, please contact your service provider.

1. "Disruption" is the (1) loss of dial tone; (2) no connection or otherwise non-functioning service; or (3) circumstances in which the caller cannot make or receive a voice call because the disaster has rendered the service nonfunctional and so, the caller is unable to make a 9-1-1 call.

2. "Degradation" occurs in situations where service is not completely out, but callers still encounter poor service quality, including, but not limited to, static, failure to connect, a fast busy signal, and/or dropped calls, including 9-1-1- calls.

Protect Your Consumer Rights

HELP PROTECT AGAINST UNSOLICITED TELEPHONE MARKETING CALLS AND FAXES!

As a consumer, you have the right 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.

State Law AB 2134, effective 1/1/99, requires us to provide you the following information: Various published information generally describes telephone subscribers' rights under the state and federal law.

This information is available to you by contacting the agencies listed below. If you have questions or complaints, you may contact the:

California State Attorney General's Office Public Inquiry Unit

Office of the Attorney General
Public Inquiry Unit
PO Box 944255
Sacramento, CA 94244-2550
1-800-952-5225

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 forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database. 1-800-876-7060, 9:00 a.m. – 5:30 p.m. EST, Monday – Friday.

www.fraud.org
(202) 835-3323 ext 815

The Federal Trade Commission (FTC)

Write to them at:

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Ave NW
Washington, DC 20580
1-202-326-2222

Protect Your Consumer Rights (cont.)

Federal Communications Commission (FCC)

Write to them at:

FCC
445 12th St., SW
Washington, DC 20554
1-202-418-1500
1-888-225-5322

Or visit:

www.fcc.gov/consumers - To locate Consumer Guides including Unwanted Telephone Marketing Calls, the National Do Not Call List, Scams & Phone Number Spoofing.

www.fcc.gov/consumers/guides/faqs-about-junk-faxes - FAQs about Junk Faxes.

www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts - Learn How To Stop Unwanted Robocalls and Texts.

How to File a Complaint or Dispute a Bill

If you believe there is an error on your bill or have a question about your service, please call Calaveras Telephone Company customer support at (209) 785-2211 or 1 (800) 253-2511. If you are not satisfied with Calaveras Telephone Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting 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 a.m. to 4:30 p.m., 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 as 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.

How to File a Complaint or Dispute a Bill (cont.)

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to-Speech	1-800-854-7784

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.

The CPUC will review the basis of the billed amount and make disbursement in accordance with its findings. The Federal Communications Commission (FCC) is responsible for authorizing interstate access charges.

Residence customers and single-line businesses are assessed a \$6.50 monthly fee per line. Any questions regarding the interstate access charge portion of your bill should be directed to:

Federal Communications Commission
Governmental Affairs Bureau • Consumer Complaints
445 12th Street S.W. • Washington, D.C. 20554
(888) 225-5322 (Voice) • (888) 835-5322 (TTY)

www.FCC.gov

NEED MORE INFORMATION?

Calaveras Telephone and the California Public Utilities Commission, along with other phone companies, consumer groups and community organizations, have developed a website containing consumer protection information every telecommunication customer should know.

Please visit www.calphoneinfo.com
or call 1 (800) 649-7570.

Taxes & Surcharges

Federal Excise Tax—This is a tax on the total of local recurring charges, the FCC End User Charge, the California Surcharges, and other service rates and charges.

California High Cost Fund A (CHCF-A) Surcharge—This surcharge helps support basic residential service in small telephone companies where costs exceed the statewide average.

California High Cost Fund B (CHCF-B) Surcharge—This surcharge extends support of basic residential service to medium and larger sized telephone companies where costs exceed the statewide average.

Taxes & Surcharges (cont.)

California Relay Service (CRS) & Communication Device Fund Surcharge (DDTP)—This surcharge provides telecommunication devices at no charge to certified deaf/blind individuals in California as well as to state agencies and private organizations that provide services to people with disabilities. The fund also supports the deaf relay (operator) service.

California Advanced Services Fund (CASF) Surcharge—This surcharge provides grants to “telephone corporations” as defined under Public Utilities Code § 234. The primary purpose of the grant is to promote broadband services in un-served and underserved areas of California.

California Teleconnect Fund (CTF) Surcharge—This surcharge provides a 50% discount on other select telecommunications services to schools, libraries, hospitals and other non-profit organizations.

Universal Lifeline Telephone Service (ULTS) Surcharge—This surcharge on recurring and non-recurring charges on intrastate calls subsidizes telephone service for low income customers. (Excludes California LifeLine Telephone Service rates and charges.)

CPUC Regulatory Fee—This fee funds the Commission’s regulation of telephone utilities and finances the Commission’s annual operating budget (excludes California LifeLine rates and charges).

911 Tax—State of California for intrastate telephone communication services and is used to fund California’s “911” emergency telephone system (California LifeLine customer rates and charges excluded).

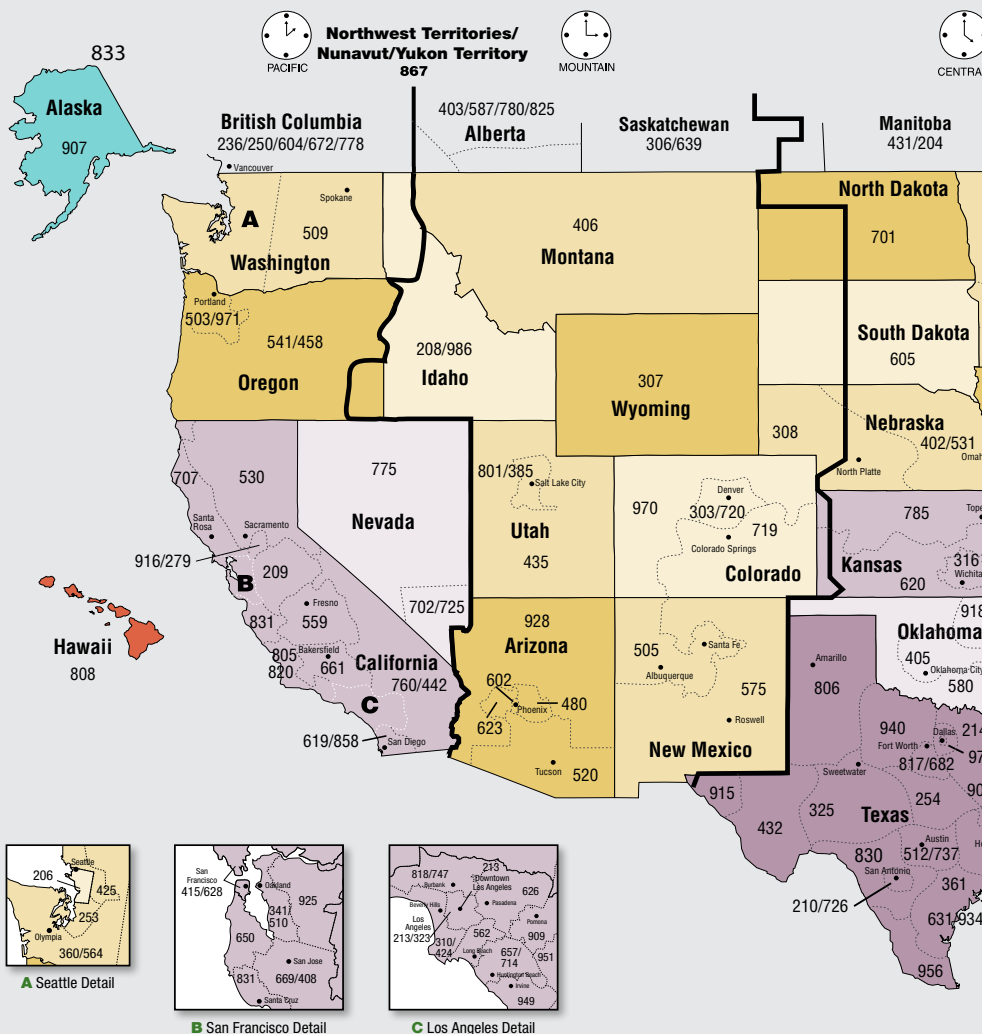
*For details about what these surcharges cover
and what the current percentages are—go to*

www.cpuc.ca.gov/Communications/
www.cpuc.ca.gov/General.aspx?id=1124

FCC

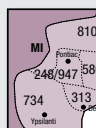
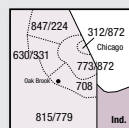
The FCC End User Access Charge is a fee that you pay to your local phone company that connects you to the telephone network. Local telephone companies recover some of the costs of telephone lines connected to your home or business through this monthly charge on your local telephone bill. Sometimes called the federal subscriber line charge, this fee is regulated and capped by the FCC, not by state public utilities commissions. It is not a tax or a fee charged by the government. The money received from the End User Access Charge goes directly to local telephone companies. To ensure that all Americans can afford at least a minimal level of basic telephone service, the FCC will not allow phone companies to charge more than \$6.50 for a single line.

2020 .CCMI North Am



MAP KEY

ACS	AT&T	Hawaiian Telecom
CenturyLink	Verizon	Consolidated Communications
Frontier Communications		



www.ccmi.com • 888-275-2264

[illegible]

Numerical Area Code Directory

NPA	State/Province	NPA	State/Province	NPA	State/Province	NPA	State/Province	NPA	State/Province
201	New Jersey	334	Alabama	517	Michigan	701	North Dakota	831	California
202	Dist. of Columbia	336	North Carolina	518	New York	702	Nevada	832	Texas
203	Connecticut	337	Louisiana	519	Ontario	703	Virginia	838	New York
204	Manitoba	339	Massachusetts	520	Arizona	704	North Carolina	843	South Carolina
205	Alabama	340	U.S. Virgin Islands	530	California	705	Ontario	845	New York
206	Washington	343	Ontario	531	Nebraska	706	Georgia	847	Illinois
207	Maine	345	Cayman Islands	534	Wisconsin	707	California	848	New Jersey
208	Idaho	346	Texas	539	Oklahoma	708	Illinois	849	Dominican Republic
209	California	347	New York	540	Virginia	709	Newfoundland	850	Florida
210	Texas	351	Massachusetts	541	Oregon	710	U.S. Government	854	South Carolina
212	New York	352	Florida	548	Ontario	712	Iowa	856	New Jersey
213	California	360	Washington	551	New Jersey	713	Texas	857	Massachusetts
214	Texas	361	Texas	559	California	714	California	858	California
215	Pennsylvania	364	Kentucky	561	Florida	715	Wisconsin	859	Kentucky
216	Ohio	365	Ontario	562	California	716	New York	860	Connecticut
217	Illinois	367	Quebec	563	Iowa	717	Pennsylvania	862	New Jersey
218	Minnesota	380	Ohio	564	Washington	718	New York	863	Florida
219	Indiana	385	Utah	567	Ohio	719	Colorado	864	South Carolina
220	Ohio	386	Florida	570	Pennsylvania	720	Colorado	865	Tennessee
223	Pennsylvania	401	Rhode Island	571	Virginia	721	Sint Maarten	867	NW Terr. Nunavut
224	Illinois	402	Nebraska	573	Missouri	724	Pennsylvania	868	Trinidad & Tobago
225	Louisiana	403	Alberta	574	Indiana	725	Nevada	869	St Kitts & Nevis
226	Ontario	404	Georgia	575	New Mexico	726	Texas	870	Arkansas
228	Mississippi	405	Oklahoma	579	Quebec	727	Florida	872	Illinois
229	Georgia	406	Montana	580	Oklahoma	731	Tennessee	873	Quebec
231	Michigan	407	Florida	581	Quebec	732	New Jersey	876	Jamaica
234	Ohio	408	California	585	New York	734	Michigan	877	Pennsylvania
236	British Columbia	409	Texas	586	Michigan	737	Texas	901	Tennessee
239	Florida	410	Maryland	587	Alberta	740	Ohio	902	Nova Scotia & PEI
240	Maryland	412	Pennsylvania	601	Mississippi	743	North Carolina	903	Texas
242	Bahamas	413	Massachusetts	602	Arizona	747	California	904	Florida
246	Barbados	414	Wisconsin	603	New Hampshire	754	Florida	905	Ontario
248	Michigan	415	California	604	British Columbia	757	Virginia	906	Michigan
249	Ontario	416	Ontario	605	South Dakota	758	St Lucia	907	Alaska
250	British Columbia	417	Missouri	606	Kentucky	760	California	908	New Jersey
251	Alabama	418	Quebec	607	New York	762	Georgia	909	California
252	North Carolina	419	Ohio	608	Wisconsin	763	Minnesota	910	North Carolina
253	Washington	423	Tennessee	609	New Jersey	765	Indiana	912	Georgia
254	Texas	424	California	610	Pennsylvania	767	Dominica	913	Kansas
256	Alabama	425	Washington	612	Minnesota	769	Mississippi	914	New York
260	Indiana	430	Texas	613	Ontario	770	Georgia	915	Texas
262	Wisconsin	431	Manitoba	614	Ohio	772	Florida	916	California
264	Anguilla	432	Texas	615	Tennessee	773	Illinois	917	New York
267	Pennsylvania	434	Virginia	616	Michigan	774	Massachusetts	918	Oklahoma
268	Antigua	435	Utah	617	Massachusetts	775	Nevada	919	North Carolina
269	Michigan	437	Ontario	618	Illinois	778	British Columbia	920	Wisconsin
270	Kentucky	438	Quebec	619	California	779	Illinois	925	California
272	Pennsylvania	440	Ohio	620	Kansas	780	Alberta	928	Arizona
276	Virginia	441	Bermuda	621	Arizona	781	Massachusetts	929	New York
279	California	442	California	626	California	782	Nova Scotia & PEI	930	Indiana
281	Texas	443	Maryland	628	California	784	St Vincent & Grenadines	931	Tennessee
284	British Virgin Is.	445	Pennsylvania	629	Tennessee	785	Kansas	934	New York
289	Ontario	450	Quebec	630	Illinois	786	Florida	936	Texas
301	Maryland	458	Oregon	631	New York	787	Puerto Rico	937	Ohio
302	Delaware	463	Indiana	636	Missouri	801	Utah	938	Alabama
303	Colorado	469	Texas	639	Saskatchewan	802	Vermont	939	Puerto Rico
304	West Virginia	470	Georgia	640	New Jersey	803	South Carolina	940	Texas
305	Florida	473	Grenada	641	Iowa	804	Virginia	941	Florida
306	Saskatchewan	475	Connecticut	646	New York	805	California	947	Michigan
307	Wyoming	478	Georgia	647	Ontario	806	Texas	949	California
308	Nebraska	479	Arkansas	649	Turks and Caicos	807	Ontario	951	California
309	Illinois	480	Arizona	650	California	808	Hawaii	952	Minnesota
310	California	484	Pennsylvania	651	Minnesota	810	Michigan	954	Florida
312	Illinois	501	Arkansas	657	California	812	Indiana	956	Texas
313	Michigan	502	Kentucky	658	Jamaica	813	Florida	959	Connecticut
314	Missouri	503	Oregon	660	Missouri	814	Pennsylvania	970	Colorado
315	New York	504	Louisiana	661	California	815	Illinois	971	Oregon
316	Kansas	505	New Mexico	662	Mississippi	816	Missouri	972	Texas
317	Indiana	506	New Brunswick	664	Montserrat	817	Texas	973	New Jersey
318	Louisiana	507	Minnesota	667	Maryland	818	California	978	Massachusetts
319	Iowa	508	Massachusetts	669	California	819	Quebec	979	Texas
320	Minnesota	509	Washington	670	N. Mariana Is.	820	California	980	North Carolina
321	Florida	510	California	671	Guam	825	Alberta	984	North Carolina
323	California	512	Texas	678	Georgia	828	North Carolina	985	Louisiana
325	Texas	513	Ohio	680	New York	829	Dominican Rep.	986	Idaho
330	Ohio	514	Quebec	681	West Virginia	830	Texas	989	Michigan
331	Illinois	515	Iowa	682	Texas				
332	New York	516	New York	684	American Samoa				

Schedule of Area Code Changes - listed alphabetically by state

St./Co./Prov.	New Code	Old Code	Type	Effective Date	Test Numbers
Alabama	659	205	Overlay	October 12, 2019	659-659-1659
British Columbia	672	235/250/604/778	Overlay	May 4, 2019	672-610-8370
California	341	510	Overlay	July 22, 2019	341-341-1341
Florida	689	321/407	Overlay	June 4, 2019	689-689-1689

Toll Free Area Codes

Commercial Service Codes.....800, 833, 844, 855, 866, 877 & 888
 Government Emergency Telecommunications Service (GETS).....710

Area Code Directory by State or Province

State/Province	NPA	State/Province	NPA	State/Province	NPA	State/Province	NPA	State/Province	NPA
Alabama.....	205	Florida.....	239	Maryland.....	410	New York.....	914	Rhode Island.....	401
Alabama.....	251	Florida.....	305	Maryland.....	443	New York.....	917	Saskatchewan.....	306
Alabama.....	256	Florida.....	321	Maryland.....	667	New York.....	929	Saskatchewan.....	639
Alabama.....	334	Florida.....	352	Massachusetts.....	339	New York.....	934	Sint Maarten.....	721
Alabama.....	938	Florida.....	386	Massachusetts.....	351	Newfoundland.....	709	South Carolina.....	803
Alaska.....	907	Florida.....	407	Massachusetts.....	413	North Carolina.....	252	South Carolina.....	843
Alberta.....	403	Florida.....	561	Massachusetts.....	508	North Carolina.....	336	South Carolina.....	854
Alberta.....	587	Florida.....	727	Massachusetts.....	617	North Carolina.....	704	South Carolina.....	864
Alberta.....	780	Florida.....	754	Massachusetts.....	774	North Carolina.....	743	South Dakota.....	605
Alberta.....	825	Florida.....	772	Massachusetts.....	781	North Carolina.....	828	St Kitts & Nevis.....	869
American Samoa.....	684	Florida.....	786	Massachusetts.....	857	North Carolina.....	910	St Lucia.....	758
Anguilla.....	264	Florida.....	813	Massachusetts.....	878	North Carolina.....	919	St Vincent & Grenadines.....	784
Antigua.....	268	Florida.....	850	Michigan.....	231	North Carolina.....	980	Tennessee.....	423
Arizona.....	480	Florida.....	863	Michigan.....	248	North Carolina.....	984	Tennessee.....	615
Arizona.....	520	Florida.....	904	Michigan.....	269	North Dakota.....	701	Tennessee.....	629
Arizona.....	602	Florida.....	941	Michigan.....	313	N. Mariana Islands.....	670	Tennessee.....	731
Arizona.....	623	Florida.....	954	Michigan.....	517	Nova Scotia & PEI.....	782	Tennessee.....	865
Arizona.....	928	Georgia.....	229	Michigan.....	586	Nova Scotia & PEI.....	902	Tennessee.....	901
Arkansas.....	479	Georgia.....	404	Michigan.....	616	NW Terr. Nunavut.....	867	Tennessee.....	931
Arkansas.....	501	Georgia.....	470	Michigan.....	734	Yukon.....	867	Texas.....	210
Arkansas.....	870	Georgia.....	478	Michigan.....	810	Ohio.....	216	Texas.....	214
Bahamas.....	242	Georgia.....	678	Michigan.....	906	Ohio.....	220	Texas.....	254
Barbados.....	246	Georgia.....	706	Michigan.....	947	Ohio.....	234	Texas.....	281
Bermuda.....	441	Georgia.....	762	Michigan.....	989	Ohio.....	330	Texas.....	325
British Columbia.....	236	Georgia.....	770	Minnesota.....	218	Ohio.....	380	Texas.....	346
British Columbia.....	250	Georgia.....	912	Minnesota.....	320	Ohio.....	419	Texas.....	361
British Columbia.....	604	Grenada.....	473	Minnesota.....	507	Ohio.....	440	Texas.....	409
British Columbia.....	778	Guam.....	671	Minnesota.....	612	Ohio.....	513	Texas.....	430
British Virgin Islands.....	284	Hawaii.....	808	Minnesota.....	651	Ohio.....	567	Texas.....	432
California.....	209	Hawaii.....	208	Minnesota.....	763	Ohio.....	614	Texas.....	469
California.....	213	Idaho.....	986	Minnesota.....	928	Ohio.....	937	Texas.....	682
California.....	279	Illinois.....	217	Mississippi.....	601	Oklahoma.....	405	Texas.....	713
California.....	310	Illinois.....	224	Mississippi.....	662	Oklahoma.....	539	Texas.....	726
California.....	323	Illinois.....	309	Mississippi.....	769	Oklahoma.....	580	Texas.....	737
California.....	408	Illinois.....	312	Mississippi.....	314	Oklahoma.....	918	Texas.....	806
California.....	415	Illinois.....	331	Missouri.....	417	Ontario.....	226	Texas.....	817
California.....	424	Illinois.....	618	Missouri.....	573	Ontario.....	289	Texas.....	830
California.....	442	Illinois.....	630	Missouri.....	636	Ontario.....	343	Texas.....	832
California.....	510	Illinois.....	708	Missouri.....	816	Ontario.....	365	Texas.....	903
California.....	530	Illinois.....	773	Missouri.....	406	Ontario.....	416	Texas.....	915
California.....	559	Illinois.....	779	Missouri.....	664	Ontario.....	437	Texas.....	936
California.....	562	Illinois.....	815	Montana.....	308	Ontario.....	519	Texas.....	940
California.....	619	Illinois.....	847	Montserrat.....	402	Ontario.....	548	Texas.....	956
California.....	626	Illinois.....	872	Nebraska.....	531	Ontario.....	613	Texas.....	972
California.....	628	Indiana.....	219	Nebraska.....	702	Ontario.....	647	Texas.....	979
California.....	650	Indiana.....	317	Nevada.....	725	Ontario.....	705	Trinidad & Tobago.....	868
California.....	657	Indiana.....	463	Nevada.....	775	Ontario.....	807	Turks and Caicos.....	649
California.....	661	Indiana.....	574	Nevada.....	506	Ontario.....	905	U.S. Government.....	710
California.....	669	Indiana.....	765	New Brunswick.....	603	Oregon.....	458	U.S. Virgin Islands.....	340
California.....	707	Indiana.....	812	New Hampshire.....	201	Oregon.....	503	Utah.....	385
California.....	714	Indiana.....	930	New Jersey.....	551	Oregon.....	541	Utah.....	435
California.....	747	Iowa.....	319	New Jersey.....	609	Oregon.....	971	Utah.....	801
California.....	760	Iowa.....	515	New Jersey.....	640	Pennsylvania.....	215	Vermont.....	802
California.....	805	Iowa.....	563	New Jersey.....	732	Pennsylvania.....	223	Virginia.....	276
California.....	818	Iowa.....	641	New Jersey.....	848	Pennsylvania.....	267	Virginia.....	434
California.....	820	Iowa.....	712	New Jersey.....	856	Pennsylvania.....	272	Virginia.....	540
California.....	831	Jamaica.....	876	New Jersey.....	862	Pennsylvania.....	412	Virginia.....	571
California.....	858	Jamaica.....	658	New Jersey.....	908	Pennsylvania.....	445	Virginia.....	703
California.....	909	Kansas.....	316	New Jersey.....	973	Pennsylvania.....	484	Virginia.....	757
California.....	916	Kansas.....	620	New Mexico.....	505	Pennsylvania.....	570	Virginia.....	804
California.....	925	Kansas.....	785	New Mexico.....	575	Pennsylvania.....	610	Washington.....	206
California.....	949	Kansas.....	913	New York.....	212	Pennsylvania.....	717	Washington.....	253
California.....	951	Kentucky.....	270	New York.....	315	Pennsylvania.....	724	Washington.....	360
Cayman Islands.....	345	Kentucky.....	364	New York.....	332	Pennsylvania.....	878	Washington.....	425
Colorado.....	303	Kentucky.....	502	New York.....	347	Puerto Rico.....	787	Washington.....	509
Colorado.....	719	Kentucky.....	606	New York.....	516	Puerto Rico.....	939	Washington.....	564
Colorado.....	720	Kentucky.....	859	New York.....	518	Quebec.....	367	West Virginia.....	304
Colorado.....	970	Louisiana.....	225	New York.....	585	Quebec.....	418	West Virginia.....	681
Connecticut.....	203	Louisiana.....	318	New York.....	607	Quebec.....	430	Wisconsin.....	262
Connecticut.....	475	Louisiana.....	337	New York.....	631	Quebec.....	450	Wisconsin.....	414
Connecticut.....	860	Louisiana.....	504	New York.....	646	Quebec.....	514	Wisconsin.....	534
Connecticut.....	959	Maine.....	207	New York.....	716	Quebec.....	579	Wisconsin.....	608
Delaware.....	302	Maine.....	204	New York.....	718	Quebec.....	581	Wisconsin.....	715
District of Columbia.....	202	Manitoba.....	431	New York.....	838	Quebec.....	819	Wisconsin.....	920
Dominica.....	767	Maryland.....	240	New York.....	845	Quebec.....	873	Wyoming.....	307
Dominican Republic.....	809	Maryland.....	301						
Dominican Republic.....	829								
Dominican Republic.....	849								

Schedule of Area Code Changes - listed alphabetically by state

St./Co./Prov.	New Code	Old Code	Type	Effective Date	Test Numbers
New Brunswick.....	428	506	Overlay	November 7, 2020	428-610-8378
Newfoundland.....	879	709	Overlay	May 6, 2022	879-610-8378
Ohio.....	326	937	Overlay	February 8, 2020	326-326-1326
South Carolina.....	839	803	Overlay	May 26, 2020	839-839-1839



Copyright © 2019 CCMI. All rights reserved. Updated Jan. 2019

Local Directory Assistance 4-1-1

Currently you are given one (1) free Directory Assistance 411 call (inquiry) per month within our Service Area. Each direct dialed 411 call (inquiry) after that will cost \$.50 per call. However, if you notify the operator **at the beginning** of your request you may obtain up to three (3) listings for each 411 call (inquiry). Additional listings, including listings out of the area will cost more per listing.

Residential service is exempt when a member of the household cannot use the directory due to a visual or other physical impairment. If you are eligible for the exemption, please call CTAP at 1-800-806-1191 or TTY at 1-800-806-4474 to request a certification form.

Important Numbers

NAME	NUMBER
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
21	21
22	22
23	23
24	24
25	25
26	26
27	27
28	28
29	29
30	30
31	31
32	32
33	33
34	34
35	35
36	36
37	37
38	38
39	39
40	40
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
50	50
51	51
52	52
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63
64	64
65	65
66	66
67	67
68	68
69	69
70	70
71	71
72	72
73	73
74	74
75	75
76	76
77	77
78	78
79	79
80	80
81	81
82	82
83	83
84	84
85	85
86	86
87	87
88	88
89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

NAME	NUMBER
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
21	21
22	22
23	23
24	24
25	25
26	26
27	27
28	28
29	29
30	30
31	31
32	32
33	33
34	34
35	35
36	36
37	37
38	38
39	39
40	40
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
50	50
51	51
52	52
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63
64	64
65	65
66	66
67	67
68	68
69	69
70	70
71	71
72	72
73	73
74	74
75	75
76	76
77	77
78	78
79	79
80	80
81	81
82	82
83	83
84	84
85	85
86	86
87	87
88	88
89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

PLEASE CALL BEFORE YOU DIG!! HOMEOWNERS & EXCAVATORS

**LET'S ALL DO OUR PART
TO PROTECT OUR VITAL BURIED FACILITIES.**



Whether you're a homeowner wanting to plant a tree, or a professional excavator needing to use a backhoe, if you're going to dig, you need to call USA NORTH two working days in advance. You see, in addition to your personal safety, calling before you dig is about protecting the vital buried facilities that supply electric, gas, water, cable and more to our homes, schools, facilities and businesses.

A FREE SERVICE & IT'S THE LAW.

**For more information, visit USA North online at:
www.usanorth.org**

Dial 811

CALL TWO WORKING DAYS BEFORE.

**YOU WILL BE FINANCIALLY RESPONSIBLE FOR ANY
DAMAGE TO BURIED FACILITIES.**



P.O. BOX 37
513 MAIN STREET
COPPERPOLIS, CA 95228

ADDRESS SERVICE REQUESTED

PRSRT STD

U.S. POSTAGE

PAID

PERMIT NO. 316

SACRAMENTO, CA