

**PINNACLES TELEPHONE CO.**

**Decision No. D.19-12-011**

**NOTICE OF INCREASE IN RATES FOR BASIC SERVICE RATES**

On December 12, 2019, the California Public Utilities Commission (CPUC) issued a final decision in CPUC proceeding A.17-12-004, increasing basic service rates for customers of Pinnacles Telephone Co. ("Pinnacles"). Effective with the July 1, 2020 billing cycle, residential access line rates will increase from \$24.00 to \$25.00 (LifeLine rates will increase from \$6.40 to \$7.40) in its Pinnacles and Idria exchanges, not including federal and state surcharges, fees, and taxes.

In January 2018, Pinnacles notified customers that it had filed an application (A.17-12-004) with the CPUC requesting certain rate increases. The CPUC held a proceeding to evaluate the application. This notice, Pinnacles' December 2019 notice, and the basic service rate changes that they describe are the result of that process.

Questions or comments about these rate increases can be directed to Pinnacles' business office at (831) 389-4500. In addition, you may contact the CPUC's Public Advisor at [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov) or (866) 849-8391.

## 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 screen the calls before transferring to the fire and rescue, police, Sheriff, Highway Patrol, ambulance, paramedics, Coast Guard, and/or search and rescue.

**Do not call 9-1-1 for non-emergencies as this causes delays in the handling of real emergencies. For non-emergencies call:**

Adult or Child Protective Services	(831) 636-4190	Highway Patrol (Gilroy)	(408) 848-2324
Animal Control	(831) 636-4320	CAL FIRE (Fairview Rd, Hollister)	(831) 637-4475
CAL FIRE (Bear Valley)	(831) 389-4591	Sheriff's Department	(831) 636-4080

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 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 AT&T'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.

### **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 Pinnacles 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 friend or relative out of the area to act as a clearinghouse for information about your family. This person can relay messages to others outside the disaster area. If you use a cell phone, consider texting rather than calling. Texting uses less of the phone system and transmits easier than a phone call.

### **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 may still have access to 9-1-1 service.

In the event of a widespread telecommunications outages caused by a disaster such as severe weather, fire, flood, or earthquake, Pinnacles 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 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 Pinnacles Telephone at 6-1-1.

## 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 I.D." are 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 I.D. 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).

**Selective Blocking**—Selective Blocking is a FREE service that blocks your telephone number from being transmitted and/or seen on Caller I.D. units on a per-call basis. By simply 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 I.D. units who receive your call 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 \$5.00 to change your blocking option.

**Important note:** Caller I.D. blocking may not work on interstate calls. Also, you cannot block transmission of your telephone number for calls to 9-1-1, 800, 866, 877, 888, or 900 services, 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 us at (831) 389-4500 or 877-399-5097 if you are outside our calling area.

You may contact the California Public Utilities Commission at:  
California Public Utilities Commission Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003 San Francisco, California 94102-3298  
1-800-649-7570 (Monday – Friday, 8:30 a.m. – 4:30 p.m.) or 1-415-703-2782 or TTY at 1-800-229-6846  
Email: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov) or fax them at 1-415-703-1158

## ABOUT 800 AND 900 TELEPHONE NUMBERS YOUR NUMBER MAY BE DISCLOSED

When you call an 800 (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 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 customer 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.

Never assume that 800 or 900 numbers are a free call. If the 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 the Office of the Attorney General: Attorney General's Office  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 944255 Sacramento, CA 94244-2550  
or call 1-800-952-5225 or TTY 1-800-735-2929  
web address: [oag.ca.gov](http://oag.ca.gov)  
Move your cursor over the Programs tab, then click on See All Programs, then click on Consumers, then on the right-hand side of the page you will click on Complaint Against Business.

You may also file a complaint with the Federal Communications Commission (FCC), Consumers & Governmental Bureau at:

By mail: 445 12<sup>th</sup> Street SW, Washington, D.C. 20554  
or call 1-888-225-5322, TTY: 1-888-835-5322, or fax 1-888-418-0232  
Web address: [www.fcc.gov](http://www.fcc.gov), see Contact Us

If you suspect that your name is on a direct marketing list and want it removed, write to:

Federal Trade Commission Consumer  
Response Center 600 Pennsylvania  
Avenue, NW Washington, D.C. 20580  
1-877-382-4357  
Web address: [www.ftc.gov](http://www.ftc.gov), see Contact Us

## PINNACLES TELEPHONE CO. 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 Pinnacles Telephone Co. (Pinnacles) in accordance with the rules and regulations of the California Public Utilities Commission. The demarcation point is that point where Pinnacles' telephone lines enter your building or home. (Usually at the Standard Network Interface (SNI) or Protector.)

### 2. RESPONSIBILITIES OF THE BUILDINGOWNER

- IW is considered the property of the buildingowner.
- If the building owner is a residential landlord (lessor), the building owner is responsible for installing at least one (1) 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.

### 3. RESPONSIBILITIES OF PINNACLES

- Pinnacles will always be available to install or repair IW.
- Pinnacles will work with you to determine whether a malfunction in a telephone line is located in your IW or in Pinnacles' network.
- Pinnacles 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 Pinnacles.
- You will 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 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 Pinnacles by dialing 611.
- An SNI may have been installed at the demarcation point. This device allows you to determine if the trouble is caused by your equipment, or inside wire, or Pinnacles' lines.

If your premise is equipped with an SNI, Pinnacles will advise you to unplug the IW 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 Pinnacles' network, and Pinnacles 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 SNI, Pinnacles will perform the test. If the trouble turns out to be in your IW, however, you will be billed a \$67.25 visit charge during regular business hours.

If your premise is not equipped with an SNI and the IW cannot be separated from Pinnacles' equipment at the demarcation point, Pinnacles will perform the test at no charge.

If it is determined that the problem is with the inside wire, there are several options: 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 Pinnacles to do the repair work for a fee.

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

### 6. PINNACLES OFFERS IW REPAIR ON A TIME-AND-MATERIALS BASIS AT THE FOLLOWING RATES:

- \$35.00 for the first 1/4 hour or fraction thereof, during regular business hours.
- \$40.00 for the first 1/4 hour or fraction thereof, after regular business hours and Saturdays.
- \$45.00 for the first 1/4 hour or fraction thereof, for Sundays and holidays.
- \$15.00 for each additional 1/4 hour or fraction thereof, after the first 1/4 hour during regular business hours, after hours, Saturdays, Sundays, or holidays.

These rates include work preparation, actual work, and cleanup. Billing time begins upon arrival at your premises. Plus, materials at prevailing retail rate.

### 7. Pinnacles also offers a \$1.50, per month, maintenance plan for each business or residential one-party line.

### 8. OTHER VENDORS ALSO OFFER IW SERVICES

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

Please contact the business office at (831) 389-4500 if you have any questions.

**PINNACLES TELEPHONE CO.'S ANNUAL NOTICE TO CUSTOMERS**

**TYPES OF RESIDENTIAL SERVICES AND WHAT THEY COST AS OF MARCH 1, 2020\***

<u>Basic Service Rates</u>	<u>Monthly Rates</u>
One-party line .....	\$24.00

California LifeLine Program (also known as Lifeline or Universal Lifeline Telephone Service)      Charges

**This service is provided to qualified, low-income customers who certify their eligibility.**

**The lifeline eligibility guidelines will be mailed later this year. You may also call the business office at (831) 389-4500 for details.**

One-party line .....	\$ 6.40
Service installation (anytime you order service) .....	\$10.00
Change charge from regular to lifeline service .....	\$10.00
Toll Restriction (also called Toll Blocking) .....	No Charge
Interstate Access Charge (Normally \$6.50) .....	No Charge

Custom Calling Service      Monthly Rates  
For Each Line

Call Forwarding, Wake-up Service, Last Number Redial, Anonymous Call Rejection, or Toll Restriction .....	\$1.50
Call Waiting or Three-way Calling .....	\$2.00
Call Waiting ID (must have Caller ID and Call Waiting) .....	\$0.00
Call Forwarding and Call Waiting or Call Forwarding and Three-way Calling or Customer Changeable Speed Calling 8 code capacity, or Call Return .....	\$2.50
Call Waiting and Three-way Calling, Caller ID-Number Service, or Selective Call Rejection .....	\$3.00
Call Forwarding, Call Waiting, and Three-way Calling or CCCS 30 code capacity .....	\$3.50
Personal Ringing .....	\$6.00

For combination package deals, please call us for details at (831) 389-4500.

A detailed Caller ID notice and a statement of your rights should have been mailed with the July 1, 2020 bills.

Off-Premises Extension

Noncontinuous property	
First 1/4 mile or fraction thereof .....	\$4.00
Each additional 1/4 mile or fraction thereof .....	\$2.00

Directory Listings

Primary service listing .....	No Charge
Additional listing .....	\$0.70
Non-published Service .....	No Charge
Reference to service of another customer .....	\$1.50
Additional lines of information .....	\$0.75

Voice Mail Service

Basic Mailbox (please call us for more details) .....	\$5.00
Auto Attendant without Call Forwarding .....	\$17.95
Auto Attendant with Call Forwarding .....	\$19.95

\* Does not include any applicable late payment charges, taxes and/or surcharges. Please call the business office at (831) 389-4500 if you have questions about any of these services.

**PINNACLES TELEPHONE CO.'S ANNUAL NOTICE TO CUSTOMERS**

**TYPES OF RESIDENTIAL SERVICES AND WHAT THEY COST AS OF MARCH 1, 2020\***

<u>Service Charges</u>	<u>Charges</u>
Service ordering: new service, each line .....	\$20.25
move & change, ea. order .....	\$10.00
Central office connection work, per line.....	\$27.00
Reconnect for nonpayment .....	\$33.75
Returned check charge, each.....	\$20.00
Change intrastate intraLATA long distance provider.....	\$5.50
Change both interstate and intrastate long distance provider, same carrier, same order.....	\$5.50
Change Caller ID blocking option after one free change .....	\$5.00
Voice Mail Auto Attendant initial set up or change .....	\$19.95

<u>Line Extension &amp; Service Connection</u>	<u>Charges</u>
Exceeding free footage allowance, First 100 feet or fraction thereof .....	\$150.00
Each additional foot or fraction thereof.....	\$1.50

Visit Charge

Resulting from service problems caused by customer-provided facilities or equipment	
Per hour or fraction thereof: Regular hours .....	\$67.25
Overtime.....	\$100.90

Inside Wiring

Inside Wiring consists of all wiring and materials on the customer's side of the demarcation point as determined by the telephone company in accordance with the California Public Utilities Commission. The demarcation point is that point where the telephone utility lines enter your building or home. (Usually at the Network Interface Device Protector). Inside wire is considered the responsibility of the building owner.

Install Inside Wiring \*\*

(You may do it yourself or pay someone else to do it) ..... Time and Materials

Repair Inside Wiring \*\*

(You may do it yourself or pay someone else to do it)

First 1/4 hour or fraction thereof for regular business hours.....	\$35.00
First 1/4 hour or fraction thereof for after hours and Saturdays.....	\$40.00
First 1/4 hour or fraction thereof for Sundays and holidays.....	\$45.00
Each additional 1/4 hour or fraction thereof after the first 1/4 hour during regular business hours, after hours, Saturdays, Sundays, or holidays.....	\$15.00
Maintenance Plan, per line, per month .....	\$1.50

A detailed Inside Wire Policy notice should have been mailed with the July 1, 2020, bills.

\* Does not include any applicable late payment charges, taxes and/or surcharges. Please call the business office at (831) 389-4500 if you have questions about any of these services.

\*\* Note: Landlords are responsible for installing at least one (1) useable telephone jack and for placing and maintaining the inside telephone wiring in working order.