

## WHAT YOU NEED TO KNOW ABOUT 9-1-1

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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 Ducor Exchange non-emergencies call:**

Fountain Springs Fire Department	(559) 534-2222, (559) 534-2228, or (559) 534-2400
Porterville Police	(559) 782-7400
Porterville Fire Department	(559) 782-7526

**For Rancho Tehama non-emergencies call:**

Tehama County Sheriff	(530) 529-7900
Tehama County Fire Department	(530) 528-5199
Old Timers Fire Fighters Inc.	(530) 585-6000

**For Kennedy Meadows non-emergencies call:**

Kennedy Meadows Community Volunteer First Aid Team	(559) 850-4357 or (559) 850-HELP
Kennedy Meadows Volunteer Fire Station	(559) 850-3473 or (559) 850-FIRE
Chimney Peak Fire Station	(559) 850-2737 or (559) 850-CPFS
Liberty Ambulance	(760) 375-6531
Tulare County Sheriff	(559) 733-6211

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.

You may consult AT&T's (formerly SBC) 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 Ducor Telephone Company dba Varcomm'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.

## WHAT YOU NEED TO KNOW ABOUT 9-1-1

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

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

**IMPORTANT PRIVACY INFORMATION**  
**YOUR TELEPHONE NUMBER CAN BE SEEN BY EVERYONE YOU CALL...**  
**UNLESS YOU BLOCK IT!!**

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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 \$6.19 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 (559) 534-2211 if you are in the Ducor exchange area, (530) 585-2211 if you are in the Rancho Tehama exchange area, or our toll-free number: (888) 539-5234 (available 24 hours) if you are calling from outside our exchanges or in the Kennedy Meadows exchange 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

# DUCOR TELEPHONE COMPANY DBA VARCOMM INSIDE WIRE POLICIES

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## 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 Ducor Telephone Company dba Varcomm (Ducor) in accordance with the rules and regulations of the California Public Utilities Commission. The demarcation point is that point where Ducor's telephone lines enter your building or home. (Usually at the Standard Network Interface (SNI) or Protector.)

## 2. RESPONSIBILITIES OF THE BUILDING OWNER

IW is considered the property of the building owner.

If the building owner is a residential landlord (lessor), the building owner is responsible for installing at least one (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 DUCOR

- a. Ducor will always be available to install or repair IW.
- b. Ducor will work with you to determine whether a malfunction in a telephone line is located in your IW or in Ducor's network.
- c. Ducor will inform you of your options if it is determined that your IW is at fault.

## 4. YOUR RESPONSIBILITIES

- a. You are responsible for reporting malfunctions of the telephone line to Ducor.
- b. When you make a report, you will be requested to perform a simple isolation test of the IW at the SNI.
- c. 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

- a. Telephone repair reports may be made to Ducor by calling the business office(s) listed at the end of this notice.
- b. 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 Ducor's lines.

If your premise is equipped with an SNI, Ducor 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 Ducor's network, and Ducor will arrange for repair as soon as possible at no charge.

## DUCOR TELEPHONE COMPANY DBA VARCOMM INSIDE WIRE POLICIES

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### 5. TROUBLE ISOLATION PROCEDURES (Continued)

- You will also be advised that if you decline to perform the test at the SNI, Ducor will perform the test. If the trouble turns out to be in your IW, however, you will be billed at \$70.00 per hour or fraction thereof visit charge during regular business hours and \$87.00 after the regular business hours, Saturdays, Sundays, or holidays.

If your premise is not equipped with an SNI and the IW cannot be separated from Ducor's equipment at the demarcation point, Ducor 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 Ducor to do the repair work for a fee.

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

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

- \$70.00 per hour or fraction thereof, during regular business hours.
- \$87.00 per hour or fraction thereof, after regular business hours, Saturdays, Sundays, or holidays.

These rates include travel, work preparation, actual work, and cleanup. Billing time begins at the time utility personnel are dispatched and ends when our personnel leave your premises. Plus, materials at prevailing retail rate.

The customer may be subject to a 3/4-hour labor charge for "no shows," or if the customer refuses to provide access for a scheduled site visit.

Ducor reserves the right to not repair or replace IW that is in nonworking condition due to obvious neglect or willful misuses.

### 7. OTHER VENDORS ALSO OFFER IW SERVICES

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

If you have any questions, please call the business office at (559) 534-2211 for the Ducor exchange, (888) 539-5234 for the Kennedy Meadows exchange, or (530) 585-2211 for the Rancho Tehama exchange.