

DUCOR TELEPHONE COMPANY DBA VARCOMM'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, All Exchanges	\$ 25.00
Hunting Service	0.75

For Ducor exchange, add the Extended Area Service (EAS) increments to cover toll calling to Porterville. This is not optional. Residential customers pay \$1.35 each month.

Federal Communications Commission interstate access charges apply to all three exchanges. For Kennedy Meadows Exchange and Rancho Tehama Exchange, customers are assessed a \$6.50 monthly fee per line and a \$2.93 monthly Access Recovery Charge (ARC) per line (excluding LifeLine). For Ducor Exchange, customers (excluding LifeLine) are assessed a \$6.50 monthly fee per line and a \$1.55 monthly ARC per line.

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

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 offices listed on the last page for details.

	<u>Charges</u>
One-party line, All Exchanges	\$ 7.40
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

<u>Custom Calling Service</u>	<u>Service</u> <u>Monthly Rates</u> <u>For Each Line</u>
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Anonymous Call Rejection.....	\$ 3.09
Call Forwarding	3.09
Call Forwarding Busy Line	3.71
Call Forwarding No Answer, Call Forwarding Variable Timed, or Toll Restriction	3.09
Call Trace, Per Activation	4.95
Call Waiting,	3.71
Three-way Calling or Warm Line	2.48
Call Waiting ID (must have Caller ID and Call Waiting).....	.00
Caller ID – Number Service	4.95
Customer Changeable Speed Calling	
8 Code capacity	1.86
30 Code capacity	3.09
Do Not Disturb and Wakeup Call, or Intercom, or Call Return, or Priority Ringing, or Repeat Dialing	3.09
Last Number Redial	1.86
Personal Ringing or Call Restriction.....	6.19
Selective Call Acceptance, or Selective Call Forwarding, or Selective Call Rejection	3.71
Custom Calling/Vertical Feature Discounts:	
Two Features	1.00
Three Features	1.50
Four Features	2.25
Five Features.....	3.25

For combination package deals, please contact your local business office. A detailed Caller ID notice that explains Caller ID and your rights will be mailed with the July 1, 2020, bills.

Off-Premises Extension

Each 1/4 mile or fraction thereof.....	\$1.75
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* Does not include applicable late payment charges, taxes, and/or surcharges. Please call the telephone numbers for the business offices listed on the last page if you have questions about any of these services.

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<u>Voicemail Service Rates</u>	<u>Non-Recurring Rates**</u>	<u>Monthly Rates</u>
Residential Call Answering (Primary Number)	\$ 7.50	\$ 3.00
a) Additional Number Access Per Mail Box (max. 2 additional)		0.50
b) Additional Recording Time Per Minute		0.50
c) Additional Days Messages Retained Per Day (Standard Rate has five days included)		0.50
d) Message Waiting Light Indication (Specialized Customer-Provided Equipment is Required)		0.50
Voice Menu		3.00
a) Per Message (Announcement)		0.50
b) Per Additional Page		1.00
Economy Mail Box		3.95
Basic Mail Box		6.60
Enhanced Mail Box		9.40

** Non-Recurring charges will not apply when ordering is concurrent with the installation of new service.

<u>Directory Listings</u>	<u>Monthly Rates</u>
Primary service listing	No Charge
Additional listing.....	0.75
Non-published Service.....	No Charge
Reference to service of another customer	0.75
Additional line of information	0.75

<u>Service Charges</u>	<u>Charges</u>
Service ordering: new service line, each order	\$ 23.50
move & change, each order	11.50
Central office connection work, per line	25.50
Reconnect for nonpayment, each.....	40.00
Returned check charge, each	20.00
Extra copies of bills, each	1.50
Change Intrastate IntraLATA Long Distance Provider	5.50
Change both Interstate and Intrastate Long Distance Provider	5.50
Change Caller ID blocking option after one free change.....	5.00

Line Extension & Service Connection

Exceeding free footage allowance, First 100 feet or fraction thereof	\$ 125.00
Each additional foot or fraction thereof	1.25

Visit Charge

Resulting from service problems caused by customer-provided facilities or equipment	
Per hour or fraction thereof: Regular hours	\$ 70.00
Overtime.....	87.00

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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)

Charges

Business hours, per hour \$ 70.00

After hours, Saturday, Sundays, and holidays 87.00

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. A detailed Inside Wire Policy notice will be mailed with the July 1, 2020, bills.

Local Directory Assistance

Each direct dialed call, after one (1) free call allowance.....\$ 0.50

If you notify the 411 operator *at the beginning* of your request, you may receive up to 3 listings within our Service Area per call. 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.

Name and Address Disclosure

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

- Billing & collection
- Customer service
- Transient customer identification
- Order entry
- Fraud protection

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

Special Services for the Certified Deaf and Disabled

Equipment is available at no charge to customers who have a physical impairment that makes it difficult for them to use the telephone. Certified special needs customers who are qualified for ULTS may receive two discounted telephone lines. Please call CTAP at 1-800-806-1191 or TTY at 1-800-806-4474 for details.

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Procedures for Disputed Bills

If you believe there is an error on your bill or have a question about your service, please call customer support at 1-888-539-5234. If you are not satisfied with our 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 individuals needing direct assistance relaying telephone conversations, as well 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.

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	
English	1-800-735-2929
Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	
English	1-800-735-2922
Spanish	1-800-855-3000
From or to Speech-to- Speech	
English & Spanish	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 Federal Communications Commission is responsible for authorizing interstate access charges. Any questions regarding the interstate access charge portion of your bill should be directed to:

Federal Communications Commission
Common Carrier Bureau
Consumer Complaints
445 - 12th Street S.W.
Washington, D. C. 20554
1-888-225-5322

Taxes and 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—The surcharge helps support basic residential service in small telephone companies where costs exceed the statewide average.

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

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California Relay Service & Communication Device Fund Surcharge (DDTP)—The 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—The 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—The surcharge provides a 50% discount on eligible advanced telecommunications services through telecommunications carriers participating in the program to qualifying K-12 schools, libraries, community colleges, government-owned hospitals and health clinics, community-based organizations (CBOs), and healthcare CBOs.

Universal Lifeline Telephone Service (ULTS) Surcharge—The 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).

PUC 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/General.aspx?id=1124***

If you have questions about our services, please call your local business office:

Ducor Exchange Office
23473 Ave. 56
Ducor, CA 93218
(559) 534-2211
(888) 539-5234

Rancho Tehama Exchange Office
16545 Rancho Tehama Rd.,
Corning, CA 96021
(530) 585-2211
(888) 539-5234

Kennedy Meadows Exchange Office
(559) 850-0011
(888) 539-5234