



PONDEROSA

Your Life Connected.

NOTICE TO
TELEPHONE SERVICE
CUSTOMERS

Cima, California

PONDEROSA NOTICE TO TELEPHONE SERVICE CUSTOMERS

December, 2021, Cima, California

RESIDENTIAL TELEPHONE SERVICE RATES

Ponderosa residential telephone service charges are based on Flat-Rate Service. Customers pay a flat monthly rate for all local calls. Residential local calling areas include the communities of Cima, Gold Valley, Ivanpah, Lanfair Valley, Pinto Valley and Round Valley. Throughout the entire service area, our network provides services such as single-party service with voice-grade access to the public switched network utilizing modern signaling technology, as well as toll blocking and service connections. California Lifeline *customers receive a discount on services. Each level of service provides access to Emergency 9-1-1 service, Operator services, Directory Assistance and a variety of Interexchange Toll Providers. Rates shown are subject to change as authorized by the California Public Utilities Commission.

Individual Residential Access Line	\$25.00*
California LifeLine Telephone Program ** Individual Residential Access Line with reduced federal support**	\$9.40
California LifeLine Service with full federal support**	\$7.40
California LifeLine Telephone Program Toll blocking or Toll Restriction	No Charge
Federal Enhanced LifeLine and Link-Up Benefits*** Individual Residential Access Line (if you reside on federally recognized Tribal Land)	\$0.00

Rates are per month, unless otherwise specified.

* Price does not include the \$6.50 Federal Subscriber Line Charge and any applicable state or federal taxes and surcharges.

**California LifeLine Telephone Program is a State-funded program that provides discounted phone service to all residential customers who meet the eligibility rules established by the California Public Utilities Commission.

*** Federal Enhanced LifeLine and Link-Up program benefits and qualification standards apply to all RESIDENTIAL customers residing on federally recognized Tribal Lands. Customers may receive additional federal lifeline discounts of up to \$25 a month for basic home service and an additional Link-Up benefit of up to \$100. Applicants must still qualify by the same eligibility guideline detailed below.

IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM PONDEROSA TELEPHONE

The California LifeLine Program (LifeLine), which is administered by the California Public Utilities Commission provides discounts on phone services to qualified residential households. Customers must be approved before receiving the California LifeLine discounts. For more information on program eligibility, go to <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline/california-lifeline-eligibility>.

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think you or someone in your household qualifies for the California LifeLine discounts, please contact Ponderosa Telephone ("Ponderosa") at 559-868-6000 or toll free within CA at 1-800-682-1878. We will review the program and eligibility rules with you. Ponderosa will inform the California LifeLine Administrator to mail an application form in a PINK envelope with a Personal Identification Number (PIN). Customers 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 a customer does not return the completed application form, or fails to provide the required documentation, the customer will not receive the California LifeLine discounts and will continue to pay the regular rates for standard phone service.

LIFELINE ELIGIBILITY GUIDELINES

Customers qualify for the California LifeLine discounts by either Program-Based or Income-Based eligibility guidelines. Qualifying by Program-Based allows the customer or another person in your household to enroll in a public assistance program such as Medicaid/Medi-Cal, CalFresh, Supplemental Security Income, or other programs which can be found at <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline/california-lifeline-eligibility>. Qualifying by Income-Based means your household's total annual income is at or less than 150% of the Federal Poverty Guidelines.

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 phones. Households cannot get the discount from multiple phone companies. Only one California LifeLine discount per household is allowed, except for text telephone (TTY) users, in which case a second phone line may be discounted. Households that do not follow the California LifeLine one 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 receive the discounts. Penalties include imprisonment, monetary fines, and ineligibility status for the California LifeLine Program. The discounts only apply to the primary residence. Discounts are non-transferable from one customer to another.

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

HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS

In order to keep your LifeLine discounts, customers must renew your California LifeLine participation annually. The California LifeLine Administrator will mail a renewal form in a PINK envelope with a Personal Identification Number (PIN). Customers 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 customers can renew by phone by contacting the California LifeLine 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 1-877-858-7463 or 1-888-858-7889 (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 receiving more than one discount, you must inform Ponderosa or the California LifeLine Administrator within 30 days. Customers that do not follow this notification rule, could be penalized.

DE-ENROLLMENT RULES

Your household could lose the California LifeLine discounts if the household no longer qualifies, or more than one discount per household (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

Please contact the Ponderosa Customer Care Center at
1-800-682-1878 or 559-868-6000 for further information and qualifications regarding the above services.
www.californialifeline.com

For general information, call the California LifeLine Administrator at 1-866-272-0357.
For questions on pending enrollment or renewal forms, call the California LifeLine Administrator at
1-877-858-7463.



CUSTOM CALLING

	Monthly
Call Waiting/Cancel	\$4.94
Call Forwarding	\$3.70
Remote Access To Call Forwarding	\$1.54
Three-Way Calling	\$4.94
Speed Calling	8 Number List \$3.70
	30 Number List \$4.94

There are cost savings if you order more than one Custom Calling Service. For example, Call Waiting and Call Forwarding are only \$6.48 monthly as a featured package.

ADVANCED CUSTOM CALLING *

	Monthly
Automatic Redial	\$3.50
Anonymous Call Rejection	\$4.94
Call Return	\$4.32
Calling Name/Number	\$8.02
Caller ID	\$6.79
Priority Ringing	10 Number List \$3.50
	30 Number List \$4.50
Selective Call Acceptance	10 Number List \$3.50
	30 Number List \$4.50
Selective Call Forwarding	10 Number List \$3.50
	30 Number List \$4.50
Selective Call Rejection	10 Number List \$4.32
	30 Number List \$4.50
<u>Usage Sensitive Features*</u>	
Automatic Redial	Per Activation \$0.93
	Monthly Cap \$6.00
Call Trace	Per Activation \$3.70
	Monthly Cap \$15.00
Call Return	Per Activation \$0.93
	Monthly Cap \$6.00

**These services require special central office equipment and will be provided where facilities are available. A discount will apply to multiple Advanced Custom Calling Features subscribed to at the same time.*

DIRECTORY ASSISTANCE (4-1-1)

Directory Assistance (DA) (4-1-1) allows one free call (up to three listings per call) a month to Local DA for operator assistance for published phone numbers and addresses of customers in your area code and other area codes in your service area.

Each direct dialed call (Residential) after one free-call allowance: \$0.50

If you notify the 4-1-1 operator at the beginning of your request, you may receive up to three listings within our Service Area per call.

The following customers are exempt from Local DA charges:

Residential service when a member of the household cannot use the Directory due to a visual or other physical impairment. If you qualify for a waiver of Local DA charges, please call the California Telephone Access Program (CTAP) at 1-800-806-1191 or TTY at 1-800-806-4474 to request a certification form. Exemption will be granted to qualified customers.

DIRECTORY LISTINGS

Customer's name, address and telephone number are automatically listed at no charge in the White Pages of Ponderosa Directory and Local Directory Assistance.

	Monthly
Additional Directory Listing	\$1.00
Additional Line in Directory	\$0.75
Reference to Service of Same Customer	\$0.50
Reference to Service of Another Customer	\$0.50
Other Information in Addition to a Listing (each line)	\$0.75

NON-PUBLISHED SERVICE

Customers may request a non-published telephone number not be listed in the White Pages Telephone Directory or in Local Directory Assistance (4-1-1). There is no charge for this service.

NON-LISTED SERVICE

Telephone numbers for non-listed service are omitted from the White Pages Telephone Directory at the customer's request, but are available from the Local Directory Assistance operators. There is no charge for this service.

NUMBER REFERRAL SERVICE

Ponderosa offers automatic telephone number referral service for customers who have requested their telephone number to be either disconnected or changed. The standard referral period is 90 days for residential service. Extended referral service beyond the standard referral period can be provided for residential service for \$5.25 per month.

ACCESS RECOVERY CHARGE (ARC)

The Federal Communications Commission (FCC) revised its rules, which became effective December 29, 2011. These rules shift a portion of Ponderosa's existing revenue recovery to a new rate element called "Access Recovery Charge" or "ARC." The "ARC" charge allows Ponderosa to recover from end user customers a limited portion of the revenues lost due to FCC mandated reductions in intercarrier billings. The effective date for customer billing of the "ARC" charge was July 3, 2012. Multi-Line Business and Single Line Business \$3.00 per month; Residential \$0.00 per month.

NON RECURRING INSTALLATION CHARGES FOR RESIDENTIAL SERVICE

Service Ordering	\$20.00
California LifeLine Telephone Program Service Ordering	\$10.00
California LifeLine Telephone Program Service Deposit	No Charge
Service Ordering Existing Equipment	\$10.00
Central Office Connection Work	\$21.50
Premise Visit Charge	
	Cima
	\$58.75
Returned Check Charge, each	\$7.50

Customers will only be charged for services provided. Our Customer Care Representatives (at 559-868-6000 or 1-800-682-1878) will inform customers of the maximum charges during the service request. California LifeLine customers receive reduced service establishment charges of \$10.00 anytime qualified customers establish or re-establish service.

FOUR-HOUR APPOINTMENT WINDOW

Customers in contract with Ponderosa for service or repair must be present at the time of service or repair. Ponderosa shall specify, prior to the date of service or repair, a four-hour period within which the service or repair shall be commenced.

*Four-hour appointments are mandated by CA Civil Code 1722 (c) (1). That statute requires utilities to inform customers of their rights to service.

LOCAL & LONG DISTANCE INFORMATION

California is divided into 10 telephone service areas (also known as Local Access and Transport Areas, or LATAs). This part of Ponderosa's service area is called the Los Angeles Service Area, which includes part of the 760-area code territory. Service Area calls consist of local calls and service area toll calls. **All calls in the 760-area code must be dialed using 1+ area code + telephone number.**

LOCAL CALLS

Your Community	Local Calling Area
Cima	760-928
Gold Valley	760-928
Ivanpah	760-928
Lanfair Valley	760-928
Pinto Valley	760-928
Round Valley	760-928

SERVICE AREA TOLL CALLS

Service Area Toll Calls are calls between any two points in the Los Angeles Service Area other than local calls. Ponderosa does not handle service area toll calling within the Los Angeles Service Area.

LONG DISTANCE CALLING

Ponderosa does not handle Long Distance calling within or between service areas or to other states and countries. You may select a long distance company of your choice to handle these calls by *pre-subscribing* to that long distance company. This service, known as "Equal Access," allows you to make long distance calls without requiring you to dial a series of access numbers (please refer to your Ponderosa Directory for a map showing your service area and additional information regarding "Equal Access").

Interexchange Carrier (IC) Selection Charges (Per Line Per Occurrence when changing long distance carriers):

IntraLATA Service	\$5.00
InterLATA Service	\$5.50
IntraLATA/InterLATA Service (same IC, same Transaction)	\$5.25
IntraLATA/InterLATA Freeze	No Charge

HOW TO AVOID BEING SLAMMED

In order to avoid having your toll carrier changed without your consent, Ponderosa can establish a Preferred Inter-Exchange Carrier (PIC) freeze on your account. A PIC freeze prevents a change in your preferred carrier selection unless you give us your express authorization, verbally or in writing, to remove the freeze. While the PIC freeze remains on your account, you cannot be switched or "slammed" to another carrier or unauthorized carrier without your permission.

The PIC restriction may be lifted by either written or verbal authorization. No change of carrier can be made on your account until the customer gives authorization to lift the PIC freeze. The PIC freeze removal forms are available at any time upon request by calling our office at 559-868-6000 or toll free 1-800-682-1878. Customers can also set up a three-way conference call with your carrier of choice and Ponderosa in order to lift the PIC freeze. Customers can request to remove the PIC freeze by conference call, you will need to provide us with your password, or the answer to your security question. The steps are required to remove the PIC freeze in addition to the regular security and verification procedures necessary to change your preferred carrier. There is no charge for the PIC freeze service. If you would like us to place a PIC freeze on your account, please contact our office at 559-868-6000 or toll free 1-800-682-1878.

CASUAL DIALING

You may use more than one long distance service provider to handle service area toll calls or long distance calls outside your service area. These calls can be placed on a per-call basis with another long distance company by using company-code dialing. This is done by dialing 10, the other long distance providers' 5-digit company code, followed by the area code and the phone number you wish to call. It may be necessary to make arrangements with some providers prior to using their company code. If you do not dial a company code, your pre-subscribed long distance provider will handle the call.



California Relay Service (CRS):

CRS is a public service that guarantees all 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), 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.

How does California Relay Service work?

Dial 711 or the toll-free number listed below to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to have a relay call with. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your spoken message by typing it to the 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 CRS offers a variety of services, please refer to the website listed below or call Customer Care for more detailed instructions on the different processes used for a particular call.

Captioned Telephone:

Captioned Telephone is also available and ideal for individuals with hearing loss that can 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 captions of what is said to them.

Access to Services:

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

All CRS and English Captioned Telephone Services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5 a.m. to 9 p.m. PST. Consumers may place relay calls to English-speaking and Spanish-speaking persons within California, across the United States and even internationally. By law, they must handle each conversation with strict confidentiality.

To place a call using CA Relay Service

Dial 711 or one of the toll-free numbers below:

TTY, VCO, HCO: 1-800-735-2929

Voice: 1-800-735-2922

Speech-to-Speech: 1-800-854-7784

Visually Assisted STS: 1-800-855-7400

Spanish: 1-800-855-3000

Customer Care Information:

1006 12th Street, Aurora, NE 68818

English V/TTY: 1-877-632-9095

Spanish V/TTY: 1-877-419-8440

california@hamiltonrelay.com

www.ca-relay.com

Captioned Telephone Service

To call a Captioned Telephone user, dial: 1-866-399-9050

Captioned Telephone Customer Care

English Customer Care: 1-888-402-4018

Spanish Customer Care: 1-887-330-0156

Special Points of interest:

Equipment Distribution Program

The California Telephone Access Program (CTAP) offers specialized phones including amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones, and other equipment to qualified individuals in California who are Deaf, Deaf-Blind, Hard of Hearing, have difficulty speaking or any cognitive disability. For more information, visit ddtp.cpuc.ca.gov or call 1-877-546-7414 (voice) or 1-800-867-4323 (TTY).

Emergency Calls: Please note that 711 can only reach California Relay. In the case of 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 try to assist you in any possible way during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

IW SERVICES OFFERED BY PONDEROSA:

Inside Wire (IW) Definition: Inside wire (IW) is that portion of the telephone wire that connects the telephone jack at the customer's premises to the telephone company's equipment at a demarcation point determined by the telephone company in accordance with the orders of the California Public Utilities Commission. In virtually every case, Ponderosa Telephone Company (Ponderosa) uses a lockable Standard Network Interface (SNI) as its demarcation point.

Residential Landlord Legal Responsibilities:

IW is considered the property of the building owner. Under state law, residential property owners and not tenants are responsible for repairs and maintenance of residential IW.

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 IW in good working order, for ensuring that the IW meets the applicable standards for the most recent National Electrical Code as adopted by the Electronic Industry Association, and for making any required repairs.

Telephone Company Responsibilities:

Ponderosa will always be available to install or repair IW and will work with the customer to determine whether a malfunction in a telephone line is located in your IW or in our network.

Ponderosa will inform the customer of options if it is determined that your IW is at fault.

Customer Responsibilities:

Customers are responsible for reporting malfunctions of the telephone line to Ponderosa. Customer will be asked to perform a simple isolation test of the IW at the SNI.

Customers will be advised that if the customer declines to perform the test at the SNI, Ponderosa will perform the test. If the trouble turns out to be in the customer's IW, a \$30.00 visit charge may be applied.

Trouble Isolation Procedures:

Customers can report trouble with the telephone line to Ponderosa. To help determine if the trouble is in your telephone and possibly avoid the visit charge:

- (1) Check both ends of the cord to assure they are plugged in tightly.
- (2) Try the telephone in another telephone outlet or try a different telephone in the outlet.
- (3) Change cords with another telephone. If you have only one telephone and only one telephone outlet, you may consider borrowing a telephone from a neighbor.

If the problem is in the telephone, contact the supplier or follow the repair instructions on the warranty.

- Ponderosa advises you to unplug the IW at the SNI and plug a phone, known to be in working order, into the SNI.
- If the telephone does not work at the SNI, the trouble is assumed to be in the telephone company's network, and Ponderosa will arrange for repair as soon as practicable.
- If the phone works at the SNI, the trouble is in the IW. You have four options:
 1. You can leave the IW unrepaired. In this case, the IW must remain unplugged from the SNI.
 2. You can perform the IW repair.
 3. You can arrange for any vendor to repair the IW; or
 4. You can arrange for Ponderosa to repair the IW in accordance with the IW maintenance offerings described on the next page.

If you are a tenant (lessee) and the trouble is in the IW, you're advised that under California Law the landlord (lessor) is responsible for installation and maintenance of one (1) usable jack and its associated inside wire.

Inside Wire Maintenance Plan

Customers who subscribe to this plan are charged a monthly fee for trouble isolation and repair of IW and/or jacks within the customer's premises.

Home Wiring Protection Plan: Monthly charge for each line \$1.50

The Home Wiring Protection Plan does not include reinstallation of IW that has been destroyed by fire, flood, or other similar catastrophes. Customers with non-standard wire are not for the Home Wiring Protection Plan.

Premises Visit for Inside Wire Maintenance:

Provides incremental rates for inside wire maintenance services requested on simple inside wiring and materials, on a per-call basis.

During Regular Business Hours

\$53.75 for first 1/4 hour including travel time

\$17.25 for each additional 1/4 hour

After Regular Business Hours

Weekdays 4:30 p.m. to 8 a.m., and all-day on Saturdays

\$116.00 for first 1/4 hour including travel time

\$26.00 for each additional 1/4 hour

The Premises Visit Inside Wire Maintenance charge will apply when Ponderosa is unable to gain access to the premises if the customer is a "no show," or if access is denied during a scheduled premises visit. Other vendors also offer IW services in Ponderosa's service area. Please consult the classified ads in the telephone directory or in your local newspaper.

CALLER ID BLOCKING IMPORTANT PRIVACY INFORMATION

Any telephone from which you place a call will **automatically** transmit its number to the person you are calling. **Your telephone number can be seen by everyone you call, unless you block it.** Those subscribing to a service known as "Caller ID" will be able to see your telephone number before they answer their telephone. It is important to note that the law guarantees you the right to decide who receives your telephone number. Ponderosa believes customers should be able to choose how they would like to have their phone number **blocked** – your privacy is paramount. That is why the law requires FREE blocking services. Customers have the right to choose **if, when and how** your number is displayed to those you call by selecting one of two blocking options.

COMPLETE BLOCKING: (Maximum Privacy Protection)

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 ALL the calls you place. If you choose this option, Ponderosa will automatically prevent your telephone number from being transmitted to the person or business you are calling. There is no need to enter a code before making each call. Those with Caller ID units who receive your call will see the word PRIVATE displayed. However, you can still choose to transmit your telephone number on selected calls by pressing *82 (1182 on rotary phones) before you dial.

SELECTIVE BLOCKING: (Minimum Privacy Protection)

Selective Blocking is a FREE service that blocks your number from being transmitted and/or seen on the Caller ID units on a per call basis. Customers can choose this option, press a code before making each call to block transmission of your telephone number. Press *67 (1167 on rotary phones) before dialing your call, and your telephone number will not be sent to the person or business you are calling. Those with Caller ID units who receive your call will see the word PRIVATE displayed. If you do not select a blocking option, you will be assigned *Selective Blocking*.

Important Note: Caller ID Blocking may not work on interstate calls. Customers cannot block transmission of your telephone number for calls to 9-1-1, 800/833/844/888/877/866/855 and 900 area code services, regardless of the blocking option you choose. If 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 (or 1167 on a rotary phone) before dialing the agency's phone number in order to block your number from being shown.

Customers with questions about your choices or the effect any of these services may have upon your privacy, please call Ponderosa at 1-800-682-1878 or 559-868-6000.

Customers that do not receive a satisfactory response from us, you may contact the California Public Utilities Commission (CPUC) at:

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003

San Francisco, CA 94102-3298

Telephone: 1-800-649-7570 (Monday – Friday, 8:30 a.m. – 4:30 p.m.)

TTY: 7-1-1 or 1-800-735-2929

E-mail: consumer-affairs@cpuc.ca.gov

Internet: <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint/how-the-consumer-affairs-branch-can-help>

900 or 976 Pay-Per-Call Billing Rights Statement

The following consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act: Customers 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. Customers receive a one-time waiver of charges for the first occasion of inadvertent, mistaken, or unauthorized use of 900/976 services originating in California. Local and long distance service CANNOT BE DISCONNECTED as a result of non-payment of 900 charges. Customers have 60 days from the date of the 900/976 bill to dispute a billing error. If the customer orally communicates 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. Customers 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. Customers 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 call blocking there is a one-time \$5 charge.

9-1-1 EMERGENCY SERVICE

What you need to know!

When there is a situation that threatens human life or property and demands immediate attention, dial 9-1-1.

9-1-1 will reach 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; this causes delays in the handling of real emergencies. For non-emergency calls, call the non-emergency telephone numbers listed in the Ponderosa Directory for the agencies you are trying to reach.**

When reporting an emergency by dialing 9-1-1, your number (including a non-published number) and address may be automatically displayed on a viewing screen, regardless of whether you have Caller ID Blocking. This information enables the emergency agency to quickly 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.

If you need to place an emergency call:

- (1) Make sure that no extension phones are off hook.
- (2) Stay on the line. You may not hear dial tone immediately. The delay could be as long as a minute or more.
- (3) Do not repeatedly depress the switch hook, as this will further delay your call.
- (4) If you receive a "fast busy" or "all circuits are busy" recording, hang up and try again later.
- (5) If physical damage occurs to Ponderosa's equipment, it may not be possible to complete your call.
- (6) **9-1-1 may be available where there is a power outage on your landline phone.**

Place Emergency Calls Only

After a disaster, especially earthquakes, there is usually a high volume of telephone calls. It is important that customers limit 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 contact for information about your family. Once contact is made, have this person relay messages to your friends and relatives outside the disaster area. If you have questions about this notice, please call the Ponderosa Customer Care Center at 1-800-682-1878 or 559-868-6000.

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, Ponderosa Telephone restores telephone service beginning with Ponderosa's central office switch. Services may be limited until emergency communications can be established. Connections to emergency services such as 9-1-1, fire & rescue, law enforcement, medical and other related emergency services will be the next in line for restoral. Ponderosa will then seek to restore its equipment to provide local dial tone and access to Broadband services. 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.

PROTECT YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes

Ponderosa is providing the following information to all customers, in compliance with State Law AB2134, effective January 1, 1999. There are various governmental agencies that publish information that generally describe telephone subscribers' rights under state and federal laws. This information is available to you by contacting the agencies listed below. As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes.

The laws apply to live calls, prerecorded voice calls and artificial (computerized) voice calls. The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992, implementing the Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has telemarketing sales rules, which have been enacted to help protect you as a consumer.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. Your state Attorney General, along with the Telemarketing Sales Rules, has the power to investigate and prosecute fraudulent telemarketers who operate across state lines.

PROTECT YOUR CONSUMER RIGHTS

Contact the following agencies for additional information

Attorney General's Office California Department of Justice

Public Inquiry Unit:

PO Box 944255, Sacramento, CA 94244-2550

Telephone: 1-800-952-5225 TDD/TTY 7-1-1 or 1-800-735-2929

Fax: 1-916-323-5341

Internet: oag.ca.gov/contact

The Federal Trade Commission (FTC):

Federal Trade Commission

600 Pennsylvania Ave NW, Washington, DC 20580

Telephone: 1-877-382-4357 TDD/TTY 1-866-653-4261

Internet: [Phone Scams | FTC Consumer Information](#)

<https://www.consumer.ftc.gov/articles/phone-scams>

National Consumers League's Fraud Center (NCL)

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

Monday through Friday, 9 a.m.–5 p.m. EST

Telephone: 1-202-835-3323

Internet: www.fraud.org

Federal Communications Commission (FCC):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street NE, Washington, DC 20554

Telephone: 1-888-CALL-FCC – 1-888-225-5322

Internet: <https://consumercomplaints.fcc.gov/hc/en-us> (to lodge a complaint) or
www.fcc.gov/consumers (for the Consumer Help Center).

Direct Marketing Association/Telephone Preference Service:

Direct Marketing Association
225 Reinekers Lane, Suite 325, Alexandria, VA 22314

Telephone: 1-212-768-7277 Ext. 1888

Internet: dmachoice.thedma.org

If you suspect that your name is on a direct marketing list and want it removed, you may log on to the Direct Marketing Association Mail Preference Service (MPS) at dmachoice.thedma.org.

You can register for MPS two ways:

1. Fill out the online form with all required information, or
2. Complete the mail-in registration form. Print the form and mail it in with a \$3.00 check or money order to the address on the form (to cover processing), payable to the Direct Marketing Association.

PROCEDURES FOR DISPUTED BILLS

If customers believe there is an error on their bill or have a question about their service, please call The Ponderosa Telephone Company customer support at 559-868-6000 or toll free in California 1-800-682-1878. If a customer is not satisfied with The Ponderosa Telephone Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <https://www.cpuc.ca.gov/consumer-support/file-a-complaint> . **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 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	Language	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 filed with the CPUC regarding the accuracy of your bill, please contact CAB for assistance. If your inquiry 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.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 45 L Street NE, Washington, D.C. 20554, or email fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming").

ACCESS CHARGES

The Federal Communications Commission is responsible for authorizing interstate access charges. Residential customers 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
45 L Street NE Washington, DC 20554

Telephone: 1-888-225-5322 (or 1-888-CALL-FCC)

Internet: www.fcc.gov

Do-Not-Call Rules - What Consumers Can Do

FCC Do-Not-Call Home Page

www.oag.ca.gov/donotcall

There have been recent developments since the National Do-Not-Call Registry went into effect on October 1, 2003. The Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) are now sharing responsibility for enforcing the National Do-Not-Call list.

Consumers who have not already registered for the list may do so at www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236).

If You Are Called by Telemarketers, You Can Do the Following:

Customers can register their telephone number on the National Do-Not-Call list, tell the telemarketer that you are on the list. Make a note of the time and date of the call, and the identity of the telemarketer for your records. Customers will need this information if you elect to file a complaint, OR

Non-registered customers on the National Do-Not-Call list can still instruct the telemarketer to be placed on its company-specific do-not-call list if they do not want to receive further calls from that company. For reference, customers will need to make a note of the date and time they asked to be put on the company-specific list. Having this information may be helpful if the customer is contacted again by the same provider and wish to file a complaint with the FCC.

Filing a Complaint

The FCC and the FTC will both accept complaints and share information, so consumers may file complaints with either agency. In addition to complaints alleging violations of the Do-Not-Call list, you may also file a complaint against a telemarketer who is calling for a commercial purpose (e.g., not charitable organizations) IF:

The telemarketer calls before 8 a.m. or after 9 p.m., OR

The telemarketer leaves a message, but fails to leave a phone number that you can call to sign up for their company specific do-not-call list, OR

You receive a telemarketing call from an organization whom you have previously requested not call you, OR

The telemarketing firm fails to identify itself, OR

You receive a pre-recorded commercial message from someone with whom you do not have an established business relationship and to whom you have not given permission to call you. (Most pre-recorded commercial messages are unlawful, even if a do-not-call request has not been made).

How to File a Complaint with the FCC

The registration takes 31 days to become effective, so consumers can complain about unwanted calls that they receive after their number has been on the National Registry for 31 days.

Complaints that involve rules other than the Do-Not-Call list (for example, the rule limiting telemarketing calls to 8 a.m. to 9 p.m.) can be filed at any time.

You can file a complaint online at <https://consumercomplaints.fcc.gov/hc/en-us> , by telephone to 1-888-CALL-FCC (1-888-225-5322) or 1-888-TELL-FCC (1-888-835-5322) TTY.

If Mailing a Complaint, Send it to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street NE, Washington, DC 20554

Your complaint should include:

Name, address, and telephone number where you can be reached during the business day;
the telephone number involved with the complaint; and
as much specific information as possible, including the identity of the telemarketer or company contacting you, the date you put your number on the National Do-Not-Call Registry or made a company-specific do-not-call request, and the date(s) of any subsequent telemarketing call(s) from that telemarketer or company.

Consumer Private Right of Action

In addition to filing a complaint with the FCC or FTC, consumers may explore the possibility of filing an action in a state court. For more information about the Telephone Consumer Protection Act (TCPA), about unwanted faxes, texts, and calls go to www.fcc.gov/stop-unwanted-calls and www.consumer.ftc.gov/topics/limiting-unwanted-calls-emails.

For more information about our service area, rates, or products, please contact our Customer Care Center at 559-868-6000 or 1-800-682-1878.





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