

## **PONDEROSA NOTICE TO TELEPHONE SERVICE CUSTOMERS**

November 2011, Cima, California

### **RESIDENCE TELEPHONE SERVICE RATES**

Ponderosa residence telephone service charges are based on Flat Rate Service. With Flat Rate Service, you pay a set monthly rate for all of your local calls. Your local calling area includes the communities of Cima, Essex, Gold Valley, Ivanpah, Lanfair Valley, Nipton, 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, at a discount to California LifeLine\* customers. Each level of service also provides access to Emergency 9-1-1 service, Operator services, Directory Assistance and a variety of Interexchange Toll Providers.

Individual Residence Access Line	\$20.25
California LifeLine Telephone Program * Individual Residence Access Line	\$6.11
California LifeLine Telephone Program Toll blocking or Toll Restriction	No Charge
Federal Enhanced LifeLine and Link Up Benefits** Individual Residence Access Line (if you reside on a federally recognized Native American reservation)	\$1.00

Plus applicable taxes and surcharges. Rates are per month, unless otherwise specified.

*\* 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 RESIDENCE customers residing on federally recognized Native American reservations.*

## DESCRIPTION OF SERVICES - Continued

### **Program-based method of eligibility**

Customers who believe they qualify for California LifeLine via the program-based method of eligibility or income-based method of eligibility can call Ponderosa to start the enrollment process.

You may qualify for California LifeLine if someone in your household is enrolled in any one of these eligible public assistance programs approved by the CPUC:

Medicaid/Medi-Cal

CalFresh Program, formerly known as “Food Stamps”

Supplemental Security Income

Federal Public Housing Assistance or Section 8

Low Income Home Energy Assistance Program (LIHEAP)

Temporary Assistance for Needy Families (TANF), known in California under the following names

- California Work Opportunity and Responsibility to Kids (CalWORKs)
- Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs)
- Welfare-to-Work (WTW)
- Greater Avenues for Independence (GAIN)
- National School Lunch Program (NSLP)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Healthy Families Category A
- Women, Infants and Children Program (WIC)

### **Income-based method of eligibility**

You may qualify for California LifeLine if your household meets the annual income limits. If you choose to qualify based on income, you will be required to provide the Administrator with documentation such as prior year’s state, federal, or Tribal tax return, current income statement from employer or paycheck stub for three consecutive months worth of the same type of statements within the last 12 months, statements of benefits from Social Security, Veterans Administration, Statement of benefits from retirement/pension, Unemployment/Workmen’s Compensation, A divorce decree, Child support document or other official documents.

## DESCRIPTION OF SERVICES - Continued

### Income-based method of eligibility – (Continued)

Household Size	Maximum Income (effective 06-1-10 to 05-31-11)	Maximum Income (effective 06-1-11 to 05-31-12)
1-2 Members	\$24,000	\$24,000
3 Members	\$28,200	\$28,200
4 members	\$34,000	\$34,000
Each additional mem- ber add	\$5,800	\$5,800

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.



CALIFORNIA  
**LifeLine**  
TELEPHONE PROGRAM

[www.californialifeline.com](http://www.californialifeline.com)

For general information, call 1-866-272-0357.  
For questions on pending enrollment or renewal forms,  
Call 1-877-858-7463.

### CUSTOM CALLING

	Monthly
Call Waiting/Cancel	\$4.00
Call Forwarding	\$3.00
Remote Access To Call Forwarding	\$1.25
Three-Way Calling	\$4.00
Speed Calling	
8 Number List	\$3.00
30 Number List	\$4.00

There are cost savings if you order more than one Custom Calling Service. For example, Call Waiting and Call Forwarding are only \$5.25 monthly as a featured package.

## DESCRIPTION OF SERVICES - Continued

### ADVANCED CUSTOM CALLING \*

		Monthly
Selective Call Forwarding	10 Number List	\$3.50
	30 Number List	\$4.50
Automatic Redial		\$3.50
Call Return		\$3.50
Selective Call Acceptance	10 Number List	\$3.50
	30 Number List	\$4.50
Selective Call Rejection	10 Number List	\$3.50
	30 Number List	\$4.50
Priority Ringing	10 Number List	\$3.50
	30 Number List	\$4.50
Anonymous Call Rejection		\$4.00
Caller ID		\$5.50
Calling Name/Number		\$6.50
<u>Usage Sensitive Features*</u>		
Call Trace	Per Activation	\$3.00
	Monthly Cap	\$15.00
Call Return	Per Activation	\$0.75
	Monthly Cap	\$6.00
Automatic Redial	Per Activation	\$0.75
	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 (4-1-1) gives you one free call (up to three listings per call) a month to Local DA for operator assistance in getting published phone numbers and addresses to customers in your area code and other area codes in your service area.

Each direct dialed call (Residence):  
after 1 free call allowance, each

\$0.50

If you notify the 4-1-1 operator at the beginning of your request, you may receive up to 3 listings within our Service Area per call.

## DESCRIPTION OF SERVICES - Continued

DIRECTORY ASSISTANCE (4-1-1) ~ Continued

**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 are eligible for a waiver of Local DA charges, please call CTAP at 1-800-806-1191 or TTY at 1-800-735-2929 or 1-888-877-5378 to request a certification form. Exemption will be granted to qualified customers.

### DIRECTORY LISTINGS

Your 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

If you prefer, you may request not to 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 residence service. Extended referral service beyond the standard referral period can be provided for residence service for \$4.25 per month.



## LOCAL & LONG DISTANCE INFORMATION

California is divided into ten telephone service areas (also known as LATAs). 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 need to be dialed using 1+ area code + telephone number**

### LOCAL CALLS

<b>Your Community</b>	<b>Local Calling Area</b>
Cima	928
Ivanpah	928
Gold Valley	928
Lanfair Valley	928
Pinto Valley	928
Round Valley	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").

**LONG DISTANCE CALLING ~ Continued**

Interexchange Carrier (IC) Selection Charges  
(Per Line Per Occurrence):

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 consent to remove the freeze.

While the PIC freeze remains on your account, you cannot be switched to another carrier without your permission or in other words “slammed” by an unauthorized carrier. A PIC freeze prevents a change in your preferred carrier selection unless you give us your express consent to remove the freeze. You **MUST** provide written or verbal authorization for this.

*The PIC restriction may be lifted by either written or verbal authorization.* No change of carrier can be made on your account until you 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. You can also set up a three-way conference call with you, your carrier of choice and Ponderosa in order to lift the PIC freeze. If you 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 required to remove the PIC freeze are 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 company 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, that company's 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 companies prior to using their company code. If you do not dial a company code, your pre-subscribed long distance company will handle the call.

## OTHER SERVICES

### SPECIAL SERVICE FOR THE DISABLED

If a physical impairment makes it difficult for you or someone you know to use the telephone, contact California Telephone Access Program (CTAP) at 1-800-806-1191 for information on equipment available at no charge. CTAP will loan specialized equipment to people with a physical condition that interferes with hearing, speaking, seeing, dialing or holding a telephone.

Certified special needs customers who are qualified for California LifeLine may receive two discounted telephone lines. Documentation is needed to justify the need for the second phone line with the California LifeLine discount.

The California Relay Service allows a hearing or speech-impaired person to communicate with all other telephone users. Features of the Relay Service include:

- 24-hour service, seven days per week
- Toll-free number to reach the Relay Service
- No extra charge for using the Relay Service
- Long distance charges will apply

To make calls, the hearing or speech impaired caller uses a Telecommunications Device for the Deaf (TDD). The service relays the caller's typed messages through specially trained personnel who will handle the calls. The system also works in reverse, allowing a person without a TDD to call a person who uses a TDD.

## OTHER SERVICES - Continued

### SPECIAL SERVICE FOR THE DISABLED ~ Continued

To use the Relay Service, or for additional information:

	To reach either provider, dial:	Relay Provider AT&T Relay	Phone Numbers Hamilton Relay
All Callers	<b>711</b>		
TTY	1-800-735-2929	1-866-660-4288	1-800-855-7100
Voice	1-800-735-2922	1-866-461-4288	1-800-855-7100
VCO (Voice Carry Over)	1-800-735-2929	1-866-660-4288	1-800-855-7100
HCO (Hearing Carry Over)	1-800-735-2929	1-866-660-4288	1-800-855-7100
STS (Speech to Speech)	1-800-854-7784	1-866-988-4288	1-800-855-7300
ASCII		1-866-660-4288	1-800-855-7100
Customer Service		1-866-934-4288	1-877-632-9095

This program is funded by a surcharge on all California telephone customers' bills. The Deaf and Disabled Telecommunications Program administers the Trust Fund which pays for the equipment and the California Relay Service.

### REPAIR SERVICE

Problems caused by Ponderosa outside wiring will be repaired at no charge. The portion of the wiring that you are responsible for (inside wire) is all wiring at your home from the telephone jack (including the jack) to the place where Ponderosa's lines enter your home (demarcation point). If a technician is dispatched to your home and the trouble is found to be located in your inside wire, you have several options available:

- (1) repair it yourself,
- (2) hire someone to repair it, or
- (3) have Ponderosa repair it.

If you are a renter, your landlord is responsible for the inside wire. You should contact your landlord before authorizing repairs to your inside wire.

If it is determined that the customer's telephone equipment or inside wire caused the trouble, a visit charge will apply. This charge does not cover the costs of repair. Ponderosa cannot repair or replace customer-owned telephone equipment at your residence.

The following hints can help you determine if the trouble is in your telephone set and possibly avoid the visit charge:

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

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

### **INSIDE WIRE (IW) POLICY:**

Senate Bill 841, passed by the California Legislature, requires us to inform you of Ponderosa's policy on Inside Wire. **You should be aware that, under state law, residential landlords, and not tenants, are responsible for repairs and maintenance of residential inside telephone wire.**

### **INSIDE WIRE DEFINITION:**

Inside wire (IW) is that portion of the telephone wire, which 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 order of the Public Utilities Commission. In virtually every case, Ponderosa uses a lockable Standard Network Interface (SNI) as its demarcation point.

### **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. The landlord is also responsible for placing and maintaining the inside wire in good working order, for ensuring that the inside wire meets the applicable standards of the most recent Electrical Code as adopted by the Electronic Industry Association, and for making any required repairs.

### **RESPONSIBILITIES OF PONDEROSA:**

Ponderosa will 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 the customer's IW or in the telephone company's network. Ponderosa will inform the customer of their options once it is determined that the customer's IW is at fault.

### **RESPONSIBILITIES OF THE CUSTOMER:**

The customer is responsible for reporting malfunctions of the telephone line to the telephone company. The customer will be asked to perform a simple isolation test of the IW at the Standard Network Interface (SNI).

**TROUBLE ISOLATION PROCEDURES:**

- Ponderosa advises the customer to unplug the IW at the SNI and plug a phone known to be in working order into the SNI.
- If the phone 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 practical.
- If the phone works at the SNI, the trouble is in the IW.

**The customer has four options:**

1. The customer can leave the IW unrepaired. In this case, the IW must remain unplugged from the SNI.
2. The customer can perform the IW repair.
3. The customer can arrange for any vendor to repair the IW.
4. The customer can arrange for Ponderosa to repair the IW in accordance with the following IW offerings:
  - The customer is also advised that if they decline to perform the test at the SNI and the phone company performs the test, the customer will be charged for the time spent performing the test if the trouble turns out to be in the customer's IW. The current rate is \$30.00 per hour or portion thereof.
  - If the customer is a residential tenant (lessee) and the trouble is in the IW, the customer is advised that under California law the residential landlord (lessor) is responsible for the installation and maintenance of one usable jack and its associated inside wire.

**IW SERVICES OFFERED BY PONDEROSA:**

**Inside Wire Maintenance Plan**

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

Home Wiring Protection Plan:

Each line, per month \$1.50

### Inside Wire Maintenance Plan ~ Continued

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

### Premise 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 8:00 a.m., Saturdays

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

\$26.00 for each additional 1/4 hour

The Premise Visit Inside Wire Maintenance charge will apply when the Utility is unable to gain access to the premises due to customer “no shows”, or if the customer refuses to provide access for a scheduled premise 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. We also believe you should be able to choose how you would like to have your phone number **blocked** – your privacy is paramount. That is why the law requires FREE blocking services. You 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 of the calls that 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. If you choose this option, you must press a code before you make each call to block transmission of your telephone number. Press \*67 (1167 on rotary phones) before you dial 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. You cannot block transmission of your telephone number for calls to 9-1-1, 800/888/877/866/855 and 900 area code 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 (or 1167 on a rotary phone) before you dial the agency's phone number in order to block your number from being shown.

**CALLER ID BLOCKING ~ Continued**

If you have 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.

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

CPUC, Consumer Affair Branch (CAB)  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102-3298

Telephone: 1-800-649-7570 (M-F 8:30 a.m. – 4:30 p.m.)

TTY: 1-800-229-6846

E-mail: [http://www.cpuc.ca.gov/PUC/CEC/e\\_complaint/a\\_utilitycomplaint.htm](http://www.cpuc.ca.gov/PUC/CEC/e_complaint/a_utilitycomplaint.htm)

**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 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 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. If you have questions about this notice, please call the Ponderosa Customer Care Center at 1-800-682-1878 or 559-868-6000.**

### **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 1-1-99. There are various governmental agencies that publish information that generally describe telephone subscribers' rights under these 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**

#### **California State Attorney General's Office –** **Public Inquiry Unit:**

PO Box 944255  
Sacramento, CA 94244-2550

Telephone: 1-800-952-5225

TDD/TYY 7-1-1 or 1-800-735-2929

Fax 1-916-323-5341

Internet address

<http://caag.state.ca.us/consumers/mailform.htm>

**The Federal Trade Commission (FTC):**

Federal Trade Commission  
Consumer Response Center-240  
Washington, DC 20580

Telephone: 1-877-382-4357

TDD/TYY 1-866-653-4261

Internet address

<http://www.ftc.gov/bcp/edu/pubs/consumer/telemarketing/tel15.shtm>

“Straight Talk About Telemarketing”

**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 also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

Telephone: 1-800-876-7060,

Monday through Friday 9:00 a.m.–5:00 p.m. EST

Internet address <http://www.fraud.org>

**Federal Communications Commission (FCC):**

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street SW  
Washington, DC 20554

Telephone: 1-888-CALL-FCC

Internet address

“What You Can Do About Unsolicited Telephone Marketing Calls and Faxes”

<http://www.fcc.gov/cgb/archives/2001/eb072001.html#1>

**Direct Marketing Association/Telephone Preference Service:**

Telephone Preference Service  
Direct Marketing Association  
PO Box 9014  
Farmingdale, NY 11735-9014

Internet address <http://www.the-dma.org/donotmail>

**Direct Marketing Association/Telephone Preference Service:~  
Continued**

Your name can be added to DMA's list by sending your name, telephone number (include your area code) and address (include your zip code). Please remember that with the DMA registration, the number of unsolicited calls should be reduced to your home but may not stop all unwanted calls.

**PROCEDURES FOR DISPUTED BILLS**

Should you have a question or complaint about your service or billing, please request an explanation from the Company. If you do not receive a satisfactory response, you may call the California Public Utilities Commission, Consumer Affairs Branch toll free number: 1-800-649-7570, Monday-Friday from 8:30 a.m. to 4:30 p.m. for assistance, or

[http://www.cpuc.ca.gov/PUC/CEC/e\\_Complaint/a\\_utilitycomplaint.htm](http://www.cpuc.ca.gov/PUC/CEC/e_Complaint/a_utilitycomplaint.htm).

To avoid discontinuance of service, deposit the amount of the bill with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings.

Should you question charges imposed by the Federal Communications Commission, please direct inquiries to: Federal Communications Commission, Consumer and Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street SW, Washington, DC 20554. The telephone number to call is 1-888-225-5322 (or 1-888-CALL-FCC) or <http://www.fcc.gov>.

Federal Communications Commission,  
Consumer and Governmental Affairs Bureau,  
Consumer Inquiries and Complaints Division,  
445 12th Street SW  
Washington, DC 20554.

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

Internet address: <http://www.fcc.gov>

## **ACCESS CHARGES**

The Federal Communications Commission is responsible for authorizing interstate access charges. Residence 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  
445 12th Street SW  
Washington, DC 20554

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

Internet address: <http://www.fcc.gov>

## **Do-Not-Call Rules - What Consumers Can Do FCC Do-Not-Call Home Page**

<http://www.fcc.gov/cgb/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](http://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:**

**If you have registered** your 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. You will need this information if you elect to file a complaint; OR

**If you are not registered** on the National Do-Not-Call list, you can still instruct the telemarketer to place you on its company-specific do-not-call list if you do not want to receive further calls from that company. For your own reference, make a note of the date and time you asked to be put on the company-specific list. Having this information may be helpful if you get called again by the same company 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 8:00 a.m. or after 9:00 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

For consumers who registered their numbers before September 1, 2003, those registrations have taken effect, and consumers may file a complaint with the FCC or FTC at any time if they receive telemarketing calls. For those consumers who registered their telephone numbers after August 31, 2003, the registration takes 90 days to become effective, so those consumers can complain about calls that they receive three months or more after their registration.

Complaints that involve rules other than the Do-Not-Call list (for example, the rule limiting telemarketing calls to 8:00 a.m. to 9:00 p.m.) can be filed at any time.

You can file a complaint by e-mail ([donotcall@fcc.gov](mailto:donotcall@fcc.gov)), telephone 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY.

### How to File a Complaint with the FCC ~ Continued If Mailing a Complaint,

Send it To:

Federal Communications Commission  
Consumer & Governmental Affairs Branch  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
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
- As much specific information as possible, including the identity of the telemarketer or company contacting you, the date on which 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), go to [www.fcc.gov/cgb/consumerfacts/tcpa.html](http://www.fcc.gov/cgb/consumerfacts/tcpa.html). For information about unwanted faxes, go to [www.fcc.gov/cgb/consumerfacts/unwantedfaxes.html](http://www.fcc.gov/cgb/consumerfacts/unwantedfaxes.html).

**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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