

INTRASTATE LONG DISTANCE SERVICE

TARIFF SCHEDULES

Applicable to

LONG DISTANCE TELEPHONE SERVICE

of

PONDEROSA CABLEVISION D/B/A PONDEROSA LONG DISTANCE

(Name of Utility)

P.O. Box 21, O' Neals, California 93645

(Mailing Address)

O' Neals, Madera County

(City or Town and/or County)

These tariff schedules have been regularly filed with the California Public Utilities Commission and are the effective rates and rules of this Utility.

Service will be furnished in accordance with these tariff schedules and no officer, employee or representative of the Utility has any authority to waive, alter or amend these tariff schedules or any part thereof in any respect.

Advice Letter No. 1

Decision No. D01-01-024

Issued By

E. L. Silkwood

President

Date Filed February 9, 2001

Effective _____

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

List of Effective Sheets

The following sheets listed below are effective as of date shown.

| <u>Sheet</u> | <u>Revision</u> | |
|--------------|--------------------------|-----|
| Title | Original | |
| 1 | 25th Revised | (T) |
| 2 | 2nd Revised | |
| 3 | 3rd Revised | (T) |
| 4 | 2nd Revised | |
| 5 | Original | |
| 6 | Original | |
| 7 | Original | |
| 8 | 3rd Revised | |
| 9 | Original | |
| 10 | Original | |
| 11 | Original | |
| 12 | Original | |
| 13 | 1 st Revised | |
| 14 | 2nd Revised | |
| 14.1 | Original | |
| 14.2 | Original | |
| 15 | 2nd Revised | |
| 16 | 2nd Revised | |
| 16.1 | 1 st Revised | |
| 17 | 2nd Revised | |
| 18 | Original | |
| 19 | Original | |
| 20 | Original | |
| 21 | Original | |
| 22 | Original | |
| 23 | Original | |
| 24 | Original | |
| 25 | 1 st Revised | |
| 26 | 3rd Revised | (T) |
| 27 | 18 th Revised | |
| 28 | 5th Revised | (T) |

(To be inserted by the utility)

Advice Letter No. 36

Decision No. _____

Issued by

Kristann Silkwood Mattes

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed March 18, 2019

Effective March 22, 2019

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE
 TABLE OF CONTENTS

| <u>Subject</u> | <u>Sheet No.</u> | |
|---|------------------|-----|
| Title..... | Title | |
| List of Effective Sheets..... | 1 | |
| Table of Contents..... | 2 | |
| 1. Preliminary Statement | 4 | |
| 1.1 <u>Service Area Map</u> | 4 | |
| 1.2 <u>Tariff Information and Use</u> | 5 | |
| 1.2.1 <u>Tariff Page Format</u> | 5 | |
| 1.2.2 <u>Tariff Section Numbering</u> | 6 | |
| 1.2.3 <u>Tariff Revision Coding and Explanation</u> <u>of Symbols</u> | 7 | |
| 1.3 <u>Abbreviations</u> | 8 | |
| 1.4 <u>Application of Tariff</u> | 8 | |
| 1.5 <u>Basic and Optional Service Choices for Intrastate End Users</u> | 8 | |
| 1.6 <u>Employee Identification</u> | 8 | (N) |
| 2. General Regulations | 9 | |
| 2.1 <u>Definitions</u> | 9 | |
| 2.2 <u>Undertaking of the Company</u> | 11 | |
| 2.2.1 <u>Scope</u> | 11 | |
| 2.2.2 <u>Limits of Liability</u> | 11 | |
| 2.2.3 <u>Temporary Suspension for Repairs</u> | 12 | |
| 2.2.4 <u>Errors in Transmitting, Receiving Messages</u> | 12 | |
| 2.2.5 <u>Facilities of Other Companies</u> | 13 | |
| 2.2.6 <u>Service Application</u> | 13 | (N) |
| 2.2.7 <u>Establishment and Re-establishment of Credit</u> | 13 | (T) |
| 2.2.8 <u>Deposits and Advance Payments</u> | 13 | (T) |
| 2.2.9 <u>Confirmation of Service</u> | 14 | (N) |
| 2.2.10 <u>Service Cancellation</u> | 14 | (N) |
| 2.2.11 <u>Notices</u> | 14.1 | (T) |
| 2.2.12 <u>Bill Format</u> | 14.2 | (N) |
| 2.2.13 <u>Computation of Bills</u> | 14.2 | (N) |
| 2.2.14 <u>Rendering and Payment of Bills</u> (See paragraphs (C) and (G) for mandatory charges) | 15 | (T) |
| 2.2.15 <u>Disputed Bills</u> | 16 | (T) |
| 2.2.16 <u>Reason for Discontinuance of Service</u> | 16.1 | (T) |
| 2.2.17 <u>Service Termination</u> | 17 | (N) |
| 2.2.18 <u>Restoration of Service</u> | 17 | (T) |
| 2.2.19 <u>Information to be Provided to the Public</u> | 17 | (T) |

| | | |
|---|--|--|
| (To be inserted by the utility) Service Letter No <u>21</u> Decision No. <u>04-05-057</u> | Issued by <u>E. L. Silkwood</u> <small>NAME</small> <u>President</u> <small>TITLE</small> | (To be inserted by Cal. P.U.C.) Date Filed <u>August 13, 2004</u> Effective <u>December 6, 2004</u> Resolution No. _____ |
|---|--|--|

INTRASTATE LONG DISTANCE SERVICE

TABLE OF CONTENTS

| <u>SUBJECT</u> | <u>SHEET NO.</u> | |
|--|------------------|-----|
| 2. <u>General Regulations</u> (Cont'd) | | |
| 2.3 <u>Release of Information</u> | 18 | |
| 2.3.1 Credit Information and Calling Records | 18 | |
| 2.3.2 Legal Requirements for Refusal or Discontinuance of Service | 21 | |
| 2.4 <u>Use</u> | 24 | |
| 2.4.1 Unlawful and Abusive Use | 24 | |
| 2.4.2 Use of Service | 24 | |
| 2.5 <u>Competitive Promotional Offerings</u> | 24 | |
| 2.6 <u>Contracts or Agreements</u> | 25 | |
| 3. <u>Message Telecommunications Service ("MTS")</u> (All optional) | 26 | |
| 3.1 <u>Description of Service</u> | 26 | |
| 3.2 <u>Rate Design</u> | 26 | |
| 3.2.1 MTS Long Distance Service | 26 | |
| 3.2.2 Calling Card Service | 26 | |
| 3.2.3 Directory Assistance | 26 | |
| 4. <u>Taxes and Surcharges</u> (All mandatory) | 27 | |
| 4.1 <u>Applicable Surcharges</u> | 27 | |
| 5. <u>Rates</u> (All optional) | 28 | |
| 5.1 <u>Message Telecommunications Service ("MTS")</u> | 28 | |
| 5.1.1 Basic MTS - Long Distance | 28 | (T) |
| 5.1.2 MTS - Long Distance "Plus" | 28 | (T) |
| 5.1.3 Ponderosa Unlimited Calling - "US 50" | 28 | (N) |
| 5.1.4 Calling Card Service | 28 | (L) |
| 5.1.5 Directory Assistance | 28 | (L) |

(L) Calling Card Service moved from 5.1.2 to 5.1.4
 (L) Directory Assistance moved from 5.1.3 to 5.1.5

(To be inserted by the utility)

Advice Letter No 36

Issued by

 E. L. Silkwood

(To be inserted by Cal. P.U.C.)

Date Filed March 18, 2019

NAME

Decision No.

 President

Effective March 22, 2019

TITLE

Resolution No.

INTRASTATE LONG DISTANCE SERVICE

1 Preliminary Statement

This Schedule contains all effective rates and rules together with information relating to intrastate long distance telecommunication services in the State of California provided by Ponderosa Cablevision d/b/a Ponderosa Long Distance, hereinafter referred to as the "Company" or the "Utility".

The Company provides intrastate long distance telecommunications services between points in California. Services are available 24 hours per day, seven days a week.

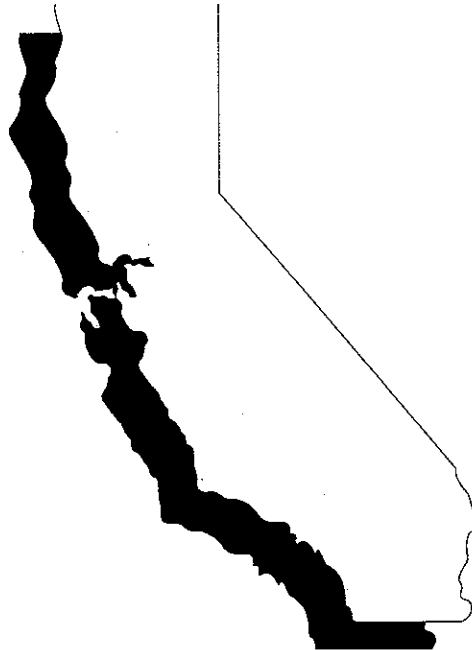
The Company has been granted authority by the California Public Utilities Commission ("CPUC") to provide intrastate service within the State of California.

(D)
|
(D)

1.1 Service Area Map

The Company has been granted authority by the CPUC to provide intrastate telecommunications services within the State of California.

Map of California



(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Decision Letter No. 23

E. L. Silkwood

Date Filed March 24, 2005

NAME

Decision No. 05-01-058

President

Effective May 3, 2005

TITLE

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

(N)

1. Preliminary Statement (Cont'd)

1.2 Tariff Information and Use

1.2.1 Tariff Page Format

(A) Page Numbering

Page numbers are located in the upper right corner of each tariff page. Pages are numbered sequentially. When a new page must be added between existing pages, a decimal and number is added to the page number to sequentially number the new page. For example a new page between existing pages 20 and 21 would be numbered 20.1. A new page added between pages 18.1 and 18.2 would be numbered 18.1.1.

(B) Page Revision Numbering

Page Revision Numbers are located in the upper right-hand corner of each tariff page. This number is the most recent page revision on file with the California Public Utilities Commission (CPUC). Due to Notice Periods, and changes in Effective Dates, the most recent page on file with the CPUC may not be in effect. Consult the Effective Date on a specific page and Check Sheets to determine if that page is in effect.

(C) Date Filed

The Date Filed in the lower right corner of each tariff page is the date that page was filed with the CPUC.

(D) Effective Date

The Effective Date in the lower right-hand corner is the date the page is scheduled to go into effect (at 12:01 a.m. on that date).

(E) Advice Letter No.

The number of the Advice Letter filing is shown in the lower left corner of each tariff page.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

1. Preliminary Statement (Cont'd)

1.2 Tariff Information and Use (Cont'd)

1.2.1 Tariff Page Format (Cont'd)

(F) Decision No.

If a Decision is rendered in regard to the Advice Letter, it is shown in the lower left corner beneath the Advice Letter No.

(G) Resolution No.

If a Resolution is rendered in regard to the Advice Letter, it is shown in the lower right corner beneath the Effective Date.

1.2.2 Tariff Section Numbering

An alpha-numeric numbering plan is used to number tariff regulations and rates. Each level is subordinate to and dependent on its next higher level. An example of the numbering sequence follows:

6.
6.2
6.2.1
6.2.1(B)
6.2.1(B)(2)
6.2.1(B)(2)(a)

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

1. Preliminary Statement (Cont'd)

1.2 Tariff Information and Use (Cont'd)

1.2.3 Tariff Revision Coding and Explanation of Symbols

Revisions to this tariff are coded through the use of symbols. These symbols appear in the right margin of the page. The symbols and their meanings are:

- (C) To signify changed listing, rule or condition which may affect rates or charges
- (D) To signify discontinued material, including; listing, rate, rule or condition
- (I) To signify increase
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate or condition
- (N) To signify new material including listing, rate, rule or condition
- (R) To signify reduction
- (T) To signify change in wording of text, but no change in rate, rule or condition

Other marginal codes are used to direct the reader to a footnote for specific information. Codes used for this purpose are lower case letters of the alphabet, i.e., x, y and z. These codes may appear beside the page revision number or in the right margin opposite specific text.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

Preliminary Statement (Cont'd)

1.3 Abbreviations

ANI - Automatic Number Identification
CHCF - California High Cost Fund
CIC - Carrier Identification Code
IC - Interexchange Carrier
LATA - Local Access and Transport Area
MOU - Minutes of Use
MTS - Message Telecommunications Service
NPA - Numbering Plan Area
NTS - Non-Traffic Sensitive
NXX - Three Digit Central Office Code
SWC - Serving Wire Center

1.4 Application of Tariff

This tariff schedule contains regulations, rates, and charges applicable to intrastate service by the Company within California, as shown on the map filed on Sheet 4 herein, as authorized by the CPUC.

- (A) Individual call charges will be rounded up and billed at the next full penny.
- (B) All billing is monthly. Invoices are payable upon receipt.
- (C) All billing includes complete call details.

1.5 Basic and Optional Service Choices for Intrastate End Users

The long distance service offerings contained in this tariff are all optional. Customers may choose the long distance company of their choice. The Company does not offer basic access line service or functional equivalents. Each rate plan shown is offered independent of all other rate plans. The long distance services can be added, changed, or canceled at any time by calling the business office at 1-800-682-1878.

The services are described in Section 3 and the rates are shown in Section 5 for business or residential customers.

If the customer uses the services and incurs charges, the Taxes and Surcharges in Section 4 are mandatory. The following other charges are mandatory if incurred:

| | <u>Sheet No.</u> |
|---|------------------|
| Insufficient Funds Special Handling Charge | 15 |
| Late Payment Charge | 15 |
| Federal Excise Tax | N/A |
| Emergency Telephone Users Surcharge (9-1-1 Tax) | N/A |

1.6 Employee Identification

Each authorized Company employee is issued an identification card in a distinctive format having a photograph of the employee. The employee is required to present the card upon requesting entry into any building or structure on the premises of an applicant or customer.

(N)
|
(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Service Letter No. 21

E. L. Silkwood

Date Filed August 13, 2004

Decision No. 04-05-057

President

Effective December 6, 2004

TITLE

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations

2.1 Definitions

Additional Period - The unit of time used for measuring and charging for time in excess of the initial period.

Authorization Code - A multi-digit code which enables customers to access the Company's network and enables the Company to identify customer's use for proper billing. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on his or her account.

Authorized User - An individual, organization, or other entity which has been allowed to use the authorization code of a customer.

Business Customer - An individual, organization, or other entity whose location is where activities are of a business, trade, or professional nature.

Bill to Third Party - A billing arrangement by which a call may be charged to an authorized station other than the station originating the call or station where the call is terminated.

Calling Card - A billing arrangement by which a call may be charged to an authorized carrier's calling card account.

Coin Sent Paid - Calls originating from a coin telephone paid for by depositing coins in the pay telephone.

Collect Call - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.

Company-Specific Holiday - Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and President's Day.

Conversation Minutes - For billing purposes calls are billed based on Conversation Minutes, which begins when the called party answers, as determined by answer supervision, and ends when either party disconnects.

Customer - A firm, company, corporation, individual or other entity that contracts for service under this tariff and that is responsible for the payment of charges as well as compliance with the Company's regulations pursuant to this tariff.

Customer Dialed Direct Station-to-Station - That service where the person originating the call dials the telephone number desired, completing the call without the assistance of an operator and the call is billed to the originating number.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.1 Definitions (Cont'd)

Day - From 8:00 a.m. up to but not including 5:00 p.m. local time at the originating terminal on Monday through Friday, excluding Company-specific holidays as defined by these rules.

Delinquent or Delinquency - An account for which payment has not been paid in full by the due date.

Evening - From 5:00 p.m. up to but not including 11:00 p.m. local time at the originating terminal on Monday through Friday, excluding Company-specific holidays as defined by these rules.

Initial Period - The minimum unit of time for which a rate is charged for a connection between given points.

Local Access and Transport Area (LATA) - A defined geographic area within which the local telephone company may provide telephone services and/or facilities.

Message Telecommunications Services (MTS) - Long distance telecommunications service offered pursuant to this tariff.

Night/Weekends/Holidays - From 11:00 p.m. up to but not including 8:00 a.m., and 8:00 a.m. Saturday up to but not including 11:00 p.m. Sunday, Holidays 8:00 a.m. up to but not including 11:00 p.m., local time at the originating terminal. Holidays include: Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and President's Day.

Residential Customer - An individual whose location is not used for business purposes.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.2 Undertaking of the Company

2.2.1 Scope

The Company undertakes to provide Intrastate Message Telecommunications Service in accordance with the terms and conditions set forth in this tariff.

2.2.2 Limits of Liability

- (A) The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
- (B) In the event an error or omission is caused by the gross negligence of the Company, the Company shall be limited to and in no event exceed the sum of \$2,000.
- (C) The Company's liability, for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services furnished by the Company, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.
- (D) The Company is not liable for any act or omission of any other communications utility which furnishes a portion of a service.
- (E) The Company is not liable for damages associated with service which it does not furnish.
- (F) The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | <u>Date Filed February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.2 Limits of Liability (Cont'd)

(G) The Company shall in no event be liable for interruptions, delays, errors, or defects in transmission, or failure to transmit when caused by acts of God, fire, war, riots, government authorities, or other causes beyond its control.

2.2.3 Temporary Suspension for Repairs

Repairs or changes to facilities used by the Company may require the Company to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will a) give the customers who may be affected reasonable notice as circumstances will permit, b) prosecute the work with reasonable diligence, and c) if practicable, make such suspension or interruption of service at times that will cause the least inconvenience.

The Company shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

2.2.4 Errors in Transmitting, Receiving Messages

(A) The Company shall not be liable for errors in, receiving or delivering messages by transmitting telephone over the facilities used by the Company and connecting utilities.

(B) The Company shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone or telecommunication devices for the deaf (TDDs) over the facilities of the underlying carrier, connecting utilities or through the California Relay Service.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

2. General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.5 Facilities of Other Companies

Certain services are offered by the Company subject to the availability of suitable facilities from the Local Exchange Utility. In order to provide such service(s), the Company will incur charges and/or liabilities in the Local Exchange Utility's Access Tariff. Such service(s) will not be provided if facilities cannot be obtained from Local Exchange Utility because of a condition, over which a customer has control (e.g. hazardous locations, etc.), violates a regulation in the Local Exchange Utility's Access Tariff.

2.2.6 Service Application

The Company may not deny service for failure to provide a social security number. Where a customer applicant chooses not to provide a social security number, the Company may request other identification information sufficient to enable the Company to verify the customer's identity and run a credit check.

(N)

When the Company denies an application for a telecommunications service subject to Commission jurisdiction, the Company shall inform the customer applicant of the reasons within 10 days thereafter. The Company's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.

(N)

2.2.7 Establishment and Re-Establishment of Credit

(T)

The Company reserves the right to examine the credit record and check the references of all applicants and customers.

The Company may examine the credit profile/record of any applicant prior to accepting the service order or customer's deposit. These shall not in themselves obligate the Company to provide services or to continue to provide service if a later check of applicant's credit record demonstrates that, in the opinion of the Company, provision of service is contrary to the best interest of the Company.

A carrier may require a deposit to establish or re-establish service if and only if an applicant for service is unable to demonstrate acceptable credit to the satisfaction of the carrier. Failure to provide a social security number shall not be cause for requiring a deposit. A carrier may not require for its own benefit a deposit for services provided by another carrier, or refuse to accept a deposit in lieu of demonstrating satisfactory credit.

(N)

(N)

2.2.8 Deposits and Advance Payments

(T)

(A) The amount of deposit required to establish-or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service, if less than two months. This amount may be a cash deposit, a noncancellable letter of credit, or a combination of these, at the option of the Company.

(L)

(L)

(N)

(L) Material now shown on Sheet 14.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No 21

E. L. Silkwood

Date Filed August 13, 2004

NAME

Decision No. 04-05-057

President

Effective December 6, 2004

TITLE

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

2. General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.8 Deposits and Advance Payments (Cont'd)

(B) (Cont'd)

If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a noncancellable letter of credit, or a combination of these, at the option of the Company. If the additional deposit is not paid within seven days, service shall be temporarily discontinued without further notice.

(C) Upon discontinuance of telephone service, the Company will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised. The Company shall refund deposits not later than 120 days after service is discontinued.

(D) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest. The Company shall refund deposits not later than 120 days after service is discontinued.

(E) The Company will compute simple interest on deposits at the rate of 7 1/2 percent per month for each full month deposits are held. Such interest will be paid at the time the deposit is returned.

(F) No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor if the deposit is held less than full month increments.

2.2.9 Confirmation of Service

For services offered on a tariffed basis, the Company shall provide the customer with a written confirmation of the order at the point of sale for in person transactions, and, for any other transactions, not later than seven (7) days after it is accepted. The confirmation shall be in a minimum of 10-point type, for each service ordered.

(C)

2.2.10 Service Cancellation

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within thirty (30) days after the new service is initiated. This rule does not relieve the customer from payment for pay per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer canceled.

(D)
(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 23

E. L. Silkwood

Date Filed March 24, 2005

Decision No. 05-01-058

President

Effective May 3, 2005

TITLE

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

(N) (L)

2 General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.11 Notices (T)

(A) Notices from the Company to a customer shall be in writing by one (C) or a combination of bill inserts, notices printed on bills, or separate notices sent by first class mail. In each case, an electronic notice may be substituted where the customer has agreed to receive notice in that manner. Notice by first class mail is complete when the document is deposited in the mail; and electronic notice is complete upon successful transmission (as defined in Cal. Civil Code § 1633.15(b)). Every notice in whatever form shall be legible and printed in the equivalent of 10-point or larger type.

(B) The Company shall notify all affected subscribers at least 25 days in advance of every proposed change in its subscribers' tariffed service agreements or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions. The customer notice shall present in a clear and conspicuous manner the following statement: "Your Rates, Terms or Services Have Changed", and shall describe the current and proposed rates, terms or conditions, as appropriate. Where required by D.02 01-038 (or General Order 96-B, when issued), the notice must also describe the reason for the proposed change to a rate or charge and state the impact of the change in dollar and percentage terms. (C)

(C) Notices from a customer to the Company may be given verbally by the customer or any authorized agent or by written communications mailed to the Company's business office. (L)

(D) The Company shall notify each affected customer at least 30 days (N) in advance whenever it requests Commission approval for a transfer of customers, as defined. The notice shall follow the requirements where applicable of General Order 96-Series and/or Public Utilities Code § 2889.3; describe the proposed transfer in straightforward terms; explain that the transfer is subject to Commission approval; identify the transferee; describe any changes in rates, charges, terms, or conditions of service; state that customers have the right to select another company; and provide a toll-free customer service telephone number for responding to customers' questions. Customer notices of transfers requested by application shall also comply with the Rules of Practice and Procedure and any rulings of the presiding officer during the course of the formal Commission proceeding.

In customer notices of transfers, certificated carriers shall use the name that appears on their Certificate of Public Convenience and Necessity, and any fictitious business names under which the service is offered.

(N) (N)

(L) Material previously shown on Sheet 14.

(N)

| | | |
|--|---|--|
| <small>(inserted by the utility)</small> | Issued by | <small>(To be inserted by Cal. P.U.C.)</small> |
| Advice Letter No <u>21</u> | <u>E. L. Silkwood</u> | Date Filed <u>August 13, 2004</u> |
| Decision No. <u>04-05-057</u> | <small>NAME</small> <u>President</u> <small>TITLE</small> | Effective <u>December 6, 2004</u> |
| | | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

2 General Regulations (Cont'd)

(N)

2.2 Undertaking of the Company (Cont'd)

2.2.11 Notices (Cont'd)

(T)

(C) The Company shall notify each affected customer at least 25 days in advance of every request to the Commission to withdraw service. The notice must describe the proposed withdrawal and proposed effective date, state that customers have the right to choose another company, and provide the company's toll-free customer service telephone number for responding to customers' questions.

2.2.12 Bill Format

(A) The telephone bill shall, at a minimum, contain the following information:
(1) billing carrier's name
(2) period of service covered by the bill (excluding services for which backbilling is permitted);
(3) payment due date;
(4) late payment charge (if applicable) and date after which it may be applied;
(5) how to pay; and,
(6) the carrier's toll-free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the subscriber has agreed to communicate via electronic media, where the subscriber may send a billing inquiry or complaint in writing.

(B) The telephone bill shall include the following statement in clear, readable type:
If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-888-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at 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"). The California Public Utilities Commission consumer protection rules are available online, at www.cpuc.ca.gov.

2.2.13 Computation of Bills

Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No 21

E. L. Silkwood

Date Filed August 13, 2004

Decision No. 04-05-057

NAME
President
TITLE

Effective December 6, 2004

ccng

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.14 Rendering and Payment of Bills

- (A) Billing periods are monthly. The billing date is dependent on the billing cycle assigned to the customer.
- (B) Bills are due and payable upon receipt. The total invoiced amount must be paid within fifteen (15) days of the invoice date. The Company shall give customers written notice that after five (5) calendar days from such notice, or after such longer period as the Company provides, customer's right to continued use of the service shall be suspended until all payments have been made in full and the Company shall have the right to take such steps as are necessary to terminate customer's access to the service. (C)
- (C) The Company shall credit payments effective the business day payments are received by the Company or its agent. The date after which late charges may accrue, shall not be earlier than twenty-two (22) days after the date the bill was mailed. Any authorized late payment penalty may not exceed 1.5% per month on the balance overdue. Customers shall not be liable for late payment charges on disputed amounts that are resolved in the customer's favor. (C)
- (D) Bills may be paid by mail or in person at the business office or duly authorized collector of the Company. All charges for services are payable only in U.S. currency. Payments may be made by cash, check, money order or cashiers check.
- (E) The Company is not responsible for local telephone charges incurred by the customer in gaining access to the Company's network.
- (F) A bill shall not include any previously unbilled charge for service furnished prior to three (3) months immediately preceding the date of the bill, except charges for collect calls, credit card calls, third-party calls, and "Error file" calls (those which cannot be billed, due to the unavailability of complete billing information to the Company) which shall have a five-month backbilling period. This limitation on backbilling does not apply in cases involving fraud.
- (G) Payments returned for insufficient funds/closed accounts will incur a \$7.50 special handling fee.
- (H) Where a customer is offered and agrees to an alternative payment plan, the Company must provide confirmation of the terms in writing if the customer so requests.

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Decision Letter No. 23

E. L. Silkwood

Date Filed March 24, 2005

Decision No. 05-01-058

NAME
President
TITLE

Effective May 3, 2005

long

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

2 General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.15 Disputed Bills

- (A) All disputed charges for any telecommunications service are subject to a rebuttable presumption that charges are unauthorized unless there is:
 - (1) A record of affirmative customer authorization;
 - (2) A demonstrated pattern of knowledgeable past use; or
 - (3) Other persuasive evidence of authorization.
- (B) In the case of a billing dispute between a customer and the Company, the Company shall investigate the charge(s) the customer has informed the Company are in question, and shall reach a determination and communicate it to the subscriber within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute.
- (C) When a customer and the Company fail to agree on a bill for service and the disputed bill is not paid within fifteen (15) days after presentation, the Company will notify the customer in writing:
 - (1) That in lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission (CPUC) the amount claimed by the Company to be due.

The addresses of the CPUC are:

| | | |
|-------------------------|----|-----------------------|
| State Building | or | State Office |
| 505 Van Ness Avenue | | 107 S. Broadway |
| San Francisco, CA 94102 | | Los Angeles, CA 90012 |
| Tel: (415) 703-1170 | | Tel: (213) 897-2975 |
| TDD: (213) 897-0426 | | TDD: (415) 703-2032 |

- (D) That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
- (E) That upon receipt of the deposit the Commission will notify the Company, will review the basis of the billed amount, and will advise both parties of its finding and disburse the deposit in accordance therewith.
- (F) That service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.

(D)

| | | |
|---|-----------------------|--|
| <small>inserted by the utility)</small> | Issued by | <small>(To be inserted by Cal. P.U.C.)</small> |
| Advice Letter No <u>23</u> | <u>E. L. Silkwood</u> | Date Filed <u>March 24, 2005</u> |
| | <small>NAME</small> | |
| Decision No. <u>05-01-058</u> | <u>President</u> | Effective <u>May 3, 2005</u> |
| | <small>TITLE</small> | |
| | | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

2 General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.15 Disputed Bills (Cont'd)

(F) (continued)

That failure of the subscriber to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of subscriber's service without further notice.

That, if before completion of the Commission's review, additional bills become due which the subscriber wishes to dispute, subscriber shall also deposit with the Commission the additional amounts claimed by the Company to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of subscriber's service.

(G) The Company may not disconnect service to a customer before five (5) calendar days after the date the Company notifies the customer in writing of the results of its investigation. In no event shall the Company disconnect service prior to the due date shown on the bill. (C)

2.2.16 Reason for Discontinuance of Service

(A) Customer Request

Customers may have service discontinued by giving notice of their desire on or before its effective date.

(B) Nonpayment of Bills

Service may be denied to the customer providing the bill has not been paid and the customer has been given due notice as described in 2.2.17. The Company will not initiate service denial on any Saturday, Sunday or legal holiday or at any time during which business offices are not open to the public.

The notice and disconnection requirements of 2.2.14 do not apply where the customer's acts or omissions demonstrate an intention to defraud the Company, or threaten the integrity or security of the Company's operations or facilities. Examples include:

- (C) Abandonment of service.
- (D) Fraudulent or unauthorized use.
- (E) Violation of Company tariffs.

(D)

| | | |
|--|--|--|
| <small>(To be inserted by the utility)</small> | Issued by | <small>(To be inserted by Cal. P.U.C.)</small> |
| Advice Letter No. <u>23</u> | <u>E. L. Silkwood</u> <small>NAME</small> | Date Filed <u>March 24, 2005</u> |
| Decision No. <u>05-01-058</u> | <u>President</u> <small>TITLE</small> | Effective <u>May 3, 2005</u> |
| | | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

2 General Regulations (Cont'd)

2.2 Undertaking of the Company (Cont'd)

2.2.17 Service Termination

The Company shall provide notices in writing to customers whose payments are overdue not less than five (5) calendar days prior to terminating service for nonpayment. Each termination notice shall include the following: (C)

- (A) The Company's name
- (B) The name and address of the customer, and the telephone number(s) associated with the delinquent account.
- (C) Information sufficient for the customer to identify what service(s) are to be terminated, and the delinquent amount(s).
- (D) The time or date by which payment, or arrangement for payment, must be made to avoid termination.
- (E) A toll-free telephone number to reach a Company service representative who can provide customer assistance.
- (F) The telephone number of the Commission's Consumer Affairs Branch where the customer may direct inquiries.

If the notice is sent via text message to the device to be terminated, the terminating company will be deemed to have complied with this rule if it provides the information in (A) through (F), above.

2.2.18 Restoration of Service

If service is restricted or disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due which include charges for service and facilities during the period of suspension and which may include a service restoral fee. If the customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check.

2.2.19 Information to be Provided to the Public

A copy of this tariff schedule and advice letters will be available for public inspection in the Company's business office during regular business hours.

be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 23

E. L. Silkwood

Date Filed March 24, 2005

Decision No. 05-01-058

NAME
President
TITLE

Effective May 3, 2005

long

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information

2.3.1 Credit Information and Calling Records

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case No. 10206, requires that each communications company, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "B" of that decision as a part of the regulations in the Company's tariff schedules. Accordingly, Appendix "B" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein:

"APPENDIX B"

Release of Credit Information and Calling Records¹

(A) DEFINITIONS

(1) Credit Information

A customer's credit information is the information contained in the customer's company account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: non-published customer information, or customer's name, address, and telephone number as listed in the telephone directory.

(2) Calling Records

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records and pen registers are examples of call records.

Note 1: Per Decision No. 93361, this rule shall not apply in instances involving the issuance of federal subpoenas which have not, in fact, been authorized by a federal judge or magistrate.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | Issued By | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information (Cont'd)

2.3.1 Credit Information and Calling Records (Cont'd)

(B) Release of Subscriber Credit Information and Calling Records

A customer's credit information and/or calling records shall be released by a telecommunications company only under the following circumstances:

- (1) Upon receipt of a search warrant obtained pursuant to California or federal law; or of a federal grand jury subpoena or a federal agency subpoena; or
- (2) Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedure Section 1985.3, or successor provisions, as they then exist, have been followed. The Company shall not produce the records if there has not been compliance with CCP Section 1985-3. The Company shall abide by all orders to quash protective orders and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
- (3) Upon receiving permission of the customer to release the information.

(C) Notification to the Customer

- (1) Except as provided below, the customer whose credit information or calling records are requested by judicial subpoena or search warrant shall be notified by the Company by telephone the same day that the subpoena or search warrant is received (only one attempt by telephone is necessary). Telephone notification, whether successful or not, shall be followed by written notification within twenty-four hours after the receipt of the subpoena or warrant.
- (2) Both oral and written notification shall state that a judicial subpoena or search warrant was received for credit information or calling records for the specified dates and telephone numbers, and provide the name of the agency making the request.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | <u>Date Filed February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information (Cont'd)

2.3.1 Credit Information and Calling Records (Cont'd)

(D) Deferral of Notification

- (1) Notification to the customer will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued. Upon making return to the court to a subpoena, the Company shall request instruction from the court whether it should notify the customer of its receipt of the subpoena before divulging the information or records requested.
- (2) The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
- (3) Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
- (4) Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the customer.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information (Cont'd)

2.3.1 Credit Information and Calling Records (Cont'd)

(E) Exception to Procedure for Release of Credit and Calling Records

The procedure set forth above does not apply where the party making the request is a collection agent working for the Company on the customer's account, or is an independent telephone company or other common carrier/interexchange carrier.

(F) Retention of Records

Records of requests for credit information and calling records, other than from the Company's employees, shall be retained for a period of at least one year from the date on which the customer is notified in writing of the request. A copy of the letter of notification which was sent to the customer shall also be retained for a like period of one year.

2.3.2 Legal Requirements for Refusal or Discontinuance of Service

California Public Utilities Commission's Decision No. 91188, in Case No. 4930, requires that each telecommunications company operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "B" of that Decision as a part of the rules in the Company's tariff schedules. Accordingly, Appendix "B" of Decision No. 91188, Case No. 4930, is quoted herein:

"APPENDIX B"

- "1. Any telecommunications company operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | <u>Issued By</u> | <u>Date Filed February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information (Cont'd)

2.3.2 Legal Requirements for Refusal or Discontinuance of Service (Cont'd)

to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result."

- "2. Any person aggrieved by an action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
- "3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the subscriber the communications utility shall promptly restore such service.
- "4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result, and (2) the burden of persuading the

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | Issued By | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.3 Release of Information (Cont'd)

2.3.2 Legal Requirements for Refusal or Discontinuance of Service (Cont'd)

Commission that the service should be refused or should not be restored.

- "5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or subscriber in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or subscriber may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
- "6. At the expiration of 15 days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or subscriber, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a compliant proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or subscriber. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.
- "7. Each contract for communications service, by operating law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any applications for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as considerations for the furnishing of such service.
- "8. The term "person", as used herein, includes a subscriber to communications service, an applicant for such service, a corporation, a company, a copartnership, an association, a political subdivision, a public officer, a government agency, and an individual.
- "9. The term "communications utility", as used herein, includes a "telephone corporation" and a "telegraph corporation" as defined in Division 1 of the California Public Utilities code.

(N)

| | | |
|--------------------------------|-----------------------|------------------------------------|
| | Issued By | Date Filed <u>February 9, 2001</u> |
| Advice Letter No. <u>1</u> | <u>E. L. Silkwood</u> | Effective _____ |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Resolution No. _____ |

INTRASTATE LONG DISTANCE SERVICE

(N)

2. General Regulations (Cont'd)

2.4 Use

2.4.1 Unlawful and Abusive Use

The service provided under this tariff shall not be used for an unlawful purpose or used in an abusive manner.

Abusive use includes:

The use of the service of the Company for a call or calls, anonymous or otherwise, in a manner that would frighten, abuse, torment, or harass another.

2.4.2 Use of Service

Intrastate Message Telecommunications Service may be used to transmit communications of the customer in a manner consistent with the terms of this tariff and the policies and regulations of the California Public Utilities Commission.

2.5 Competitive Promotional Offerings

From time to time the Company may offer certain special promotions to its customers. These offerings may be limited to certain dates, times and locations. Such offerings will not be less than one day nor more than one year.

(N)

| | | |
|--------------------------------|------------------------------------|--|
| Advice Letter No. <u> 1 </u> | <u>Issued By</u> E. L. Silkwood | Date Filed <u>February 9, 2001</u> |
| Decision No. <u>D01-01-024</u> | <u>President</u> | Effective <u> </u> |
| | | Resolution No. <u> </u> |

INTRASTATE LONG DISTANCE SERVICE

General Regulations (Cont'd)

2.6 Contracts or Agreements

Contracts or written agreements for communications service will not be required as a condition precedent to services except:

- (A) As may be required by conditions as set forth in the Company's regular Schedules and Rules approved or accepted by the California Public Utilities Commission.
- (B) In the case of "special" or "custom services" where the Company, at the request of a subscriber, furnishes service or facilities at rates or under conditions other than those filed in its currently effective tariff schedules.
- (C) No Company initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition, the change being made in that term or condition and the following statement: "The terms of your contract have changed, and you may terminate it within 30 days from the effective date of the change without penalty." If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A company may not use this contract change provision to change term-contract rates or charges. (N)
- (D) Service agreements or contracts may not incorporate other information by reference, except for (1) terms and conditions from Commission approved tariffs, (2) information contained in referenced material (e.g., brochures) written in a minimum of 10-point type that is provided simultaneously with the service agreement or contract, and (3) information that is used with formulae identified in the agreement or contract in order to calculate the applicable rate or charge, where all necessary components are readily available from the Company at no charge. In each case, reference to specific terms and conditions is permitted provided that the specific document (tariff section or other publication) containing such terms and conditions is cited in the service agreement or contract, an Internet web site address where the specific document can be found is provided, and printed copies of the referenced document are available on request at no charge. If the formulae are used to establish a rate in a term contract, that rate shall not change during the duration of the contract. (N)

Each such contract or agreement shall contain a provision indicating the understanding of the parties that: This contract or agreement shall not become effective until authorization of the California Public Utilities Commission is first obtained.

| | | |
|--|--|--|
| <small>(To be inserted by the utility)</small> | Issued by | <small>(To be inserted by Cal. P.U.C.)</small> |
| Advice Letter No <u>21</u> | <u>E. L. Silkwood</u> <small>NAME</small> | Date Filed <u>August 13, 2004</u> |
| Decision No. <u>04-05-057</u> | <u>President</u> <small>TITLE</small> | Effective <u>December 6, 2004</u> |

INTRASTATE LONG DISTANCE SERVICE

3. Message Telecommunications Service ("MTS")

3.1 Description of service

- (A) MTS in an intrastate long distance service that utilizes switched access facilities to both originate and terminate the call. The customers who have selected Ponderosa Long Distance as their primary interexchange carrier will have their line(s) programed by the local telephone company to automatically route 1+ calls to the Company's network.
- (B) Customers may terminate MTS calls to all locations within the state of California. Ponderosa's Calling Card Service, is available to MTS customers.

3.2 Rate Designs

3.2.1 Message Telecommunications Service (MTS) - Long Distance

- (A) Basic MTS-Long Distance is a measured non-distance sensitive, non-time of day sensitive calling plan for business and residential customers and casual callers. Rates for MTS-Long Distance are set forth in Section 5.1.1 following.
- (B) MTS-Long Distance "Plus" is a measured non-distance sensitive, non-time of day sensitive discount calling plan for business and residential customers. Rates for MTS-Long Distance "Plus" are set forth in Section 5.1.2 following.
- (C) Ponderosa Unlimited Calling - "US 50" is a flat-rate discount calling plan available to residential customers only. This plan is not intended to be used to conduct business or used for internet dial-up and/or high volume data transfers. If it is determined that the plan's use is non-residential in nature or used for internet dial-up and/or high-volume data transfers, the customer will be notified and the plan will be discontinued. Rates for Ponderosa Unlimited Calling - "US 50" are set forth in Section 5.1.3, following. (N)
- (D) All business and residential usage rates will be applied in one minute increments. Any portion of a one minute increment will be rounded upward to the next increment. (T)

3.2.2 Calling Card Service

- (A) Customers may utilize MTS from remote locations for originating and terminating calls in California. At the customer's request, the Company will issue such calling cards necessary to provide the service.

Calling Card service is available to the Company's Customers at the rates set forth in 5.1.4 following. (T)

3.2.3 Directory Assistance

- (A) Direct Dial Long Distance Directory Assistance is available to customers of the Company's switched service. Directory Assistance provides the calling party with the requested telephone number. The charge applies to each call regardless of whether Directory Assistance is able to furnish the requested telephone number. Up to two requests may be made on each Directory Assistance Call.

(To be inserted by the utility)
Advice Letter No. 36

Issued by
Kristann Silkwood Mattes
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed March 15, 2019

Effective March 22, 2019

Resolution No. _____

INTRASTATE LONG DISTANCE SERVICE

3.2 Rate Designs (Cont'd)

3.2.3 Directory Assistance (Cont'd)

- (B) A credit allowance for a Directory Assistance call will be provided if the customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.
- (C) Handicapped Exemption - Handicapped customers who qualify for exemptions from Directory Assistance charges due to visual or other physical disabilities will be required to submit a written letter of verification to the Company.

4. Taxes and Surcharges

4.1 Applicable Surcharges

In addition to the charges specifically pertaining to the Company's services, certain federal, state and local surcharges, taxes and fees will be applied. These surcharges, taxes and fees are calculated based upon the amount billed to the end user for the Company's intrastate services. Such charges include, but are not limited to, the surcharges and fees ordered by the California Public Utilities Commission and set forth below:

Pursuant to Resolution T-16901, the rates for these Public Program surcharges may be found in the tariffs of Pacific Bell (d.b.a. SBC California).

(N)
|
(N)

- (A) CPUC Reimbursement Fee (T)
- (B) Universal Lifeline Surcharge (T)
- (C) California Relay and Communications Devices Surcharge (T)
- (D) California High Cost Fund - A (T)
- (E) California High Cost Fund - B (T)
- (F) California Teleconnect Fund (T)

| | | |
|-----------------------------------|-----------------------|---|
| (To be inserted by the utility) | <i>Issued by</i> | (To be inserted by Cal. P.U.C.) |
| Advice Letter No <u>22</u> | <u>E. L. Silkwood</u> | Date Filed <u>January 31, 2005</u> |
| | NAME | |
| Decision No _____ | <u>President</u> | Effective <u>January 1, 2005</u> |
| | TITLE | |
| | | Resolution No <u>T-16901</u> |

INTRASTATE LONG DISTANCE SERVICE

5. Rates

5.1 Message Telecommunications Service ("MTS")

5.1.1 Basic MTS-Long Distance

(A) Intrastate Service for Business and Residential Service

- First 60 seconds \$0.109
 - Each additional minute \$0.109

5.1.2 MTS-Long Distance "Plus"

(A) Intrastate Optional Rate Plan for Business and Residential Service

- First 60 minutes \$0.00
 - Each additional minute \$0.089
 Monthly Subscription Charge \$4.20

5.1.3 Ponderosa Unlimited Calling - "US 50"

(A) Intrastate Optional Rate Plan for Residential Service Only

- Unlimited direct-dialed minutes
 Monthly Subscription Charge \$7.00

(N)
 |
 (N)

5.1.4 Calling Card Service

(T)

The following Card surcharge and per-minute usage rates apply to all intrastate Business and Residence Calling Card calls.

(A) Calling Card Surcharge

- Per customer dialed call \$1.00

(B) Usage Rate

(1) Calling Card Service
 - Per minute of use \$0.25

5.1.5 Directory Assistance

(T)

(A) - Per direct dialed call \$0.95

(To be inserted by the utility)

Advice Letter No. 36

Decision No. _____

Issued by

Kristann Silkwood Mattes

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed March 18, 2019

Effective March 22, 2019

Resolution No. _____