

## IMPORTANT INFORMATION ABOUT PINNACLES TELEPHONE SERVICE

Pinnacles Telephone Co. provides a wide variety of products and services including the following basic service offerings:

	Monthly <u>Rates</u>	One-Time <u>Charges</u>
Single Party Residential Service	\$ 25.00	\$ 47.25
Single Party Business Service	\$ 35.85	\$ 47.25
Single Party Universal LifeLine Service (ULTS), Full LL Support *	\$ 5.00	\$ 10.00
Single Party Universal LifeLine Service (ULTS), Reduced LL Support *	\$ 6.35	\$ 10.00

In addition to the above monthly rates, a \$6.50 Federal Subscriber Line Charge (SLC) applies to residential single party line. There is a \$6.50 Federal SLC and a \$3.00 Access Recovery Charge (ARC) applies to business single party line. Lastly, there is \$9.20 Federal SLC and a \$3.00 ARC for a business with more than one line.

The LifeLine \$6.50 (SLC) charge is paid entirely by the federal LifeLine program. The service is not transferable and only eligible customers may enroll in the program. The program is limited to one discount per household. The ARC is not billed to LifeLine customers. The federal LifeLine program provides \$9.25 in support to LifeLine customers who subscribe to voice service and a qualifying broadband service. LifeLine customers who subscribe to “voice only,” or voice service with a non-qualifying broadband service receive \$5.25 in federal lifeline support.

**The above rates include the following:**

- Local calling and the ability to receive unlimited incoming calls;
- Touch tone capability;
- Access to operator services, directory assistance, and long distance service providers;
- Voice grade access to the public switched network;
- Free access to emergency 9-1-1- and 800 or 800-like toll free services;
- One free directory listing;
- One free white page telephone directory;
- Free toll blocking for ULTS;
- Free access to the telephone relay service;
- Free access to the business office;
- Free access to 811 (Call before you dig), and
- Free access to the California Relay Service by dialing 711.

\* This is a state and federally funded program, which provides discounted service to low-income residential customers who meet the eligibility rules established by the California Public Utilities Commission. A discounted basic service rate, discounted one-time installation charges or change charges, free toll blocking, and two lines if your household has a disabled member that uses a TTY is made available for those that qualify for Universal LifeLine Service.

- If you remove your Wireless handset from your home, other family members in your household may not be able to reach 911 emergency services.
- Also, wireless service may experience interruptions due to weather conditions, terrain or gaps in service coverage.

For additional details on any of the services, please contact our business office at 831-389-4500.