

## IMPORTANT INFORMATION ABOUT PONDEROSA TELEPHONE SERVICE

Ponderosa is a technology service provider offering Voice and Internet services, including the following basic local telephone service offerings:

	<u>Monthly Rates</u>	<u>New Installation</u> <u>**Additional Charges may apply</u>
Single Party Residential Service	\$20.25	\$41.50**
Single Party Business Service	\$30.05	\$41.50**
Single Party California LifeLine Service*	\$ 6.11	\$10.00
Single Party Federal Enhanced LifeLine and Link-up* (Available to customers who live on Indian reservations)	\$ 0.00	\$10.00

In addition to the monthly rates listed above, a \$6.50 Federal Subscriber Line Charge (SLC) and a \$2.50 Access Recovery Charge (ARC) applies to residential and single party business lines. For a business with more than one line the (SLC) is \$9.20 and \$3.00 for the (ARC). The \$6.50 (SLC) charge for LifeLine customers 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 above rates include the following:

- Local calling and the ability to receive unlimited incoming calls
- Touch calling 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 telephone relay service
- Free access to the business office
- Free access to the California Relay Service by dialing 7-1-1

The rates and charges listed are current at the time of publication and are subject to change by the appropriate agency. For additional details on any of the services, please contact our Customer Care Center at 1(559)868-6000 or toll-free at 1(800)682-1878.

\* These are state and federal funded programs, which provide discounted service to low-income residential customers who meet the eligibility rules established by the California Public Utilities Commission and the Federal Communications Commission. Discounted basic service rates, discounted one-time installation charges or change charges and free Toll Blocking, and two lines if your household has a disabled member that uses a TTY are made available for those that qualify for California LifeLine Service and Federal Enhanced LifeLine and Link-up Service.

\*\* Additional Charges may apply depending upon service request and service location.

