

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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(x) correction to revision number

*New or revised page.

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

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Advice Letter No. 374a

Harry H. Baker
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Date Filed July 1, 2009

Decision No. _____

President
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Effective July 1, 2009

Resolution No. T-17202

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.1 GENERAL INFORMATION

4.1.1 APPLICABILITY

Applicable to eligible residence customers for Universal LifeLine Telephone Service (T)
 (ULTS), also known as California LifeLine Service, furnished pursuant to the Moore
 Universal Telephone Service Act, Federal Lifeline and Link-Up Programs, the
 Enhanced Federal Lifeline and Expanded Link-Up Support applicable to eligible
 residents of tribal lands, which consists of qualifying low-income consumers residing
 on reservations, and in accordance with General Order 153.

4.1.2 TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed
 as part of the tariff schedules.

4.2 RATES AND CHARGES*

MONTHLY
RATE

A. Access Line Service

1. Local Flat Rate Service

- | | |
|--|--------|
| a. Individual Access Line | \$5.47 |
| b. Two-Party Access Line | 3.23 |
| c. Qualifying residents of tribal lands
Individual or Two-Party Access Line | 1.00** |

2. Toll Blocking/Toll Restriction No Charge

3. F.C.C. End User Access Charge No Charge

*The difference between the rates and charges in this schedule and the regular tariffed
 rates and charges is recovered from the California ULTS Fund, the Federal Lifeline
 Program, and the Federal Link-Up Program.

**Rates include changes required by F.C.C. Order No. 00-208, the Enhanced Federal Lifeline
 and Expanded Link-Up Support for eligible residents of tribal lands, consisting of qualifying
 low-income consumers residing on reservations, effective October 1, 2000.

(Continued)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

	<u>S&E CODE</u>	<u>NON-RECURRING CHARGE</u>
B. Service Connection and Change/Conversion Charges* - Applicable to all grades of service		
1. Connection of Primary Residence Access Line*		
a. Each ULTS Service Connection		
(1) Service Order Charge	SOC	\$ 9.37**
(2) Network Access Charge	NAC	No Charge***
2. Change/conversion in class, type, or grade of service* to connect to ULTS		
a. Each change/conversion		
Service Order Charge	SOC1	9.37**
b. Each change to add or remove toll restriction		
Service Order Charge	SOC1	No Charge

*Subject to limitations as set forth in Special Conditions 4.3 following.

**In accordance with General Order 153, Sections 8.1.1.1 and 8.1.3.1, as adopted in C.P.U.C. Decision No. 05-12-013, dated December 1, 2005, the ULTS connection charge and the ULTS conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular tariffed service connection or service conversion charge for the installation or conversion of a single residential telephone connection. There shall be no limit to the number of times that a ULTS customer may pay the non-recurring ULTS charge for service conversion.

***In accordance with C.P.U.C. Decision No. 94-09-065, Utilities that assess a separate central office activity charge are not authorized to impose that charge or any similar charge for service to ULTS customers.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: (T)

1. The residence at which the service is requested is the customer's principal place of residence in California.

A residence as defined in General Order 153, Section 2.1, adopted in C.P.U.C. Decision No. 00-10-028, dated October 10, 2000, is that portion of an individual house, building, flat or apartment (a dwelling unit) occupied entirely by a single family or individual functioning as one domestic establishment. A room or portion of a dwelling unit occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of ULTS. (T)

2. The customer and the members of the customer's household collectively have one, and only one, ULTS line, except as provided for in accordance with General Order 153, Sections 5.1.5 and 5.1.6, adopted in C.P.U.C. Decision No. 00-10-028, dated October 10, 2000.
3. The customer's eligibility meets either the income-based criterion or the program-based criterion.
4. Income-Based Limits and Requirements

Income-based criterion allows a customer to enroll in ULTS based on his/her household income, i.e. members of the customer's household collectively earn no more than the following amount of annual income:

<u>Household Size</u>	ULTS Income Limits <u>Effective 6/1/09-5/31/10</u>
1,2	\$24,000
3	28,200
4	34,000
Each Additional Member	5,800

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Resolution No. T-17202

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued (T)

4. Income-Based Limits and Requirements - Continued

- a. The income used to determine eligibility for the ULTS program shall be based on total household income, defined in General Order 153, Section 2.1, adopted in C.P.U.C. Decision No. 05-12-013, dated December 1, 2005, as all revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.
- b. For households with self-employed members, the "income from self-employment" shown on IRS Form 1040, Schedule C, Line 29 shall be used in the determination of whether a household is eligible to participate in the ULTS program.
- c. Borrowed money shall not be considered as income when determining eligibility for the ULTS program.
- d. Funds transferred from one account to another, such as from a savings account to a checking account, shall not be considered as income when determining eligibility for the ULTS program, even if such funds are used for living expenses.
- e. The customer must provide income documentation substantiating his/her household income. Acceptable income documents are:
 - (1) Prior year's state, federal, or tribal tax return
 - (2) Current income statement from an employer or paycheck stub for three consecutive months worth of the same type of statements within the last 12 months
 - (3) Statements of benefits from Social Security, Veteran's Administration
 - (4) Statement of benefits from retirement/pension, Unemployment/Workmen's Compensation
 - (5) A divorce decree
 - (6) Child support document
 - (7) Other official documents

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued (T)

5. Program-based criterion allows a customer to enroll in ULTS based on the customer's or a member of the household's participation in any of the means-tested programs approved by the Commission. Approved means-test programs are:

- a. Medicaid or Medi-Cal
- b. Supplemental Nutrition Assistance Program (SNAP)
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance or Section 8
- e. Low Income Home Energy Assistance (LIHEAP)
- f. Temporary Assistance for Needy Families (TANF)

Also known in California as:

California Work Opportunity and Responsibility For Kids (CalWORKs)
Stanislaus Work Opportunity and Responsibility for Kids (StanWORKs)
Welfare to Work (WTW)

Greater Avenues for Independence (GAIN)

- g. National School Lunch's free lunch program (NSL)
- h. Tribal TANF
- i. Bureau of Indian Affairs General Assistance
- j. Head Start Income Eligible (Tribal Only)
- k. Healthy Families Category A
- l. Women, Infants, and Children Program (WIC)

6. No person who is claimed as a dependent on another person's income tax return shall be eligible for ULTS.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued (T)

7. A household shall be eligible to receive two ULTS lines if:

- a. The household meets all ULTS eligibility criteria set forth in 4.3.A.1. through 4.3.A.6. preceding,
- b. The household has a disabled member who has immediate and continuous within the household to a teletypewriter (TTY) device, and
- c. The TTY is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY is submitted.

8. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a household.

9. A customer denied ULTS eligibility for not being a member of a program listed in 4.3.A.5 following, who can demonstrate membership in a county-equivalent means-test program can appeal the denial decision with the Commission Consumer Affairs Branch (CAB). (N)

10. Customers will incur regular tariff rates and charges until completion of the ULTS certification process.

11. Customers will be converted to ULTS service upon the Utility receiving confirmation of the customer's eligibility from the Commission or California LifeLine administrator.

12. Once certified, the Utility will apply the ULTS discount to the customer's next bill retroactively to the application date and if the net credit is at least \$10.00, the customer may request a refund check from the Utility. (N)

(Continued)

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Resolution No. T-17202

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued (T)
- 13. Customers that verbally certify they meet the ULTS income limits and have proof of income, or participate in an approved public program will receive a certification form in the mail from the Commission's certifying agent for completion and submission. (T)
- 14. The completed certification form must be returned and received by the Commission's certifying agent by the due date indicated on the form. (T)
- 15. Any customer who fails to return the ULTS form or otherwise qualify for ULTS by the certification date shall have their application rejected. (T)
(T)
(D)

(D)
- 16. The Utility shall not knowingly enroll a customer into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a customer to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)
- 17. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services. (T)
- 18. The Utility must inform the customer that he or she may opt to receive the instruction form for completing the certification form in Braille (English Only), or the instructions and the form in large print. (T)
- 19. If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within a 30-day period. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence is within a 30-day period. (T)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

B. Federal Enhanced Lifeline and Expanded Link-Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands

1. Description

The following Enhanced Lifeline and Expanded Link-Up program benefits and qualification standards apply to all eligible residents of tribal lands, which consists of qualifying low-income consumers residing on reservations. The term "reservation" means any federally recognized Indian tribe's reservation, Pueblo, Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688), and Indian allotments as the same are from time to time defined by the U.S. Department of the Interior, Bureau of Indian Affairs.

2. Qualifications

In addition to the qualification standards set out in Section 4.3.A preceding for Enhanced Lifeline and Expanded Link-Up program participants, eligible residents of tribal lands, which consists of low-income consumers residing on reservations, may qualify for these programs if they participate in any one of the following federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for needy families; Head Start (only those meeting its income qualifying standard); or National School Lunch Program's free lunch program. Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

3. Lifeline and Link-Up Benefits

Additional federal Enhanced Lifeline support will be provided to reduce the qualifying customer's basic monthly service rate to \$1.00 per month, inclusive of the federal End-User Common Line charge. Up to \$70.00 in additional federal Expanded Link-Up support will be provided to pay 100% of the charges between \$60.00 and \$130.00 for both service connection and line extension charges in connection with commencing telecommunications service to the qualifying customer's principal place of residence.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- C. ULTS is available to eligible customers subscribing to the flat rate residence individual and two-party line service. (T)
- D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows:
1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
 2. Access to all interexchange carriers offering service in the ULTS customer's local exchange.
 3. Ability to place calls.
 4. Ability to receive free unlimited incoming calls.
 5. Free touch-tone dialing.
 6. Free unlimited access to 9-1-1/E9-1-1.
 7. Access to local directory assistance (DA). Each utility shall offer to its ULTS customers the same number of free DA calls that the utility provides to its non-ULTS residential customers.
 8. Access to foreign Numbering Plan Areas.
 9. ULTS rates and charges.
 10. Customer choice of flat-rate local service or measured-rate local service. The 17 smaller LECs identified in D.96-10-066 do not have to offer ULTS customers the choice of flat or measured-rate local service, unless the smaller LEC offers this option to its non-ULTS residential customers.
 11. Free provision of one directory listing per year as provided for in Decision No. 96-02-072.
 12. Free white pages telephone directory.
 13. Access to operator service.
 14. Voice grade connection to the public switched telephone network.
 15. Free access to 800 or 800-like toll-free services.

(D)
|
(D)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows: -
Continued

- 16. Access to telephone relay services as provided for in Pub. Util. Code § 2881 et seq. (T)
- 17. Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries. (T)
- 18. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold. (T)
- 19. Free access to toll-blocking service. (T)
- 20. Free access to toll-control service, but only if (a) the utility is capable of offering toll-control service, and (b) the ULTS customer has no unpaid bill for toll service. (T)
- 21. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS. (T)
- 22. Free access to the California Relay Service via the 7-1-1 abbreviated dialing code. (T)

E. ULTS is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Services are excluded from this offering. (T)

F. Discounted Non-Recurring Charges

- 1. Service Connection Charge
 - a. The ULTS connection charge is applicable to all qualifying households residing at the same address. (T)
 - b. The ULTS connection charge is applicable at any time a qualifying household:
 - (1) establishes ULTS,
 - (2) re-establishes ULTS at the same residence at which ULTS was previously provided, regardless of reason for disconnect,
 - (3) establishes ULTS at a new residence, or
 - (4) switches ULTS from one utility to another.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

F. Discounted Non-Recurring Charges - Continued

1. Service Connection Charge - Continued

c. Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.

d. Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that low-income households with a disabled member may qualify for ULTS connection charges on two residential telephone connections.

2. Service Change/Conversion Charge

The ULTS change/conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (measured to flat rate service or vice versa), or grade of service (one to two party service or vice versa) including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS customer may pay the ULTS change/conversion charge to effect a change in the class, type or grade of service. The discounted charge excludes adding services not covered under the ULTS program.

a. No conversion charge may be assessed on an applicant or claimed from the ULTS fund if a customer fails to qualify for ULTS.

(N)

b. No conversion charge can be assessed on a customer or claimed from the ULTS fund if a customer is removed from the ULTS program (either voluntarily or involuntarily).

(N)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

G. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced Service Connection Charges. The Utility will bill the customer in 12 equal installments.

H. Deposits

1. Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

Each applicant will be required to establish credit for non-basic services in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment of Credit for Residence Service, Section B. The Utility may elect to offer toll blocking/toll restriction to the applicant in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

2. Re-Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to re-establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

A customer or applicant whose service has been discontinued for non-payment of bills will be required to re-establish credit in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit. The Utility may elect to offer toll blocking/toll restriction to the applicant or customer in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

H. Deposits - Continued

3. Service Reinstatement

The Utility may require a ULTS customer to pay any overdue basic ULTS rates and charges, or make payment arrangements, before ULTS is reinstated to a ULTS customer's line at the same address or new address.

4. Other than previously stated, establishment or re-establishment of credit shall be in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit.

I. Any payment received from ULTS customers will be applied first to the balance due on deniable local service non-recurring and recurring charges, including mandated surcharges and taxes, and the remaining amount will be applied to long distance/toll service and other charges at the Utility's discretion, unless the customer directs otherwise. (T)

Disconnection of ULTS service is prohibited for non-payment of toll charges. (T)

Other than stated above, ULTS service shall be subject to the conditions set forth in Schedule Cal. P.U.C. A2, Rule 11, Discontinuance and Restoration of Service. (T)

J. Customers who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Commission's enrollment and certification process. A Service Order Charge as shown in Rates 4.2. B.1.a.(1) or B.2.a. is applicable. The ULTS discount will not be applied retroactively to the date of removal.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- K. Each ULTS customer is subject to the annual verification process. The certifying agent will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

Any ULTS customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by date specified by the certifying agent shall be removed from the ULTS program.

Upon notification from the certifying agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- L. Recipients of ULTS service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for ULTS and/or a second ULTS line. (T)

Upon receipt of notification, the Utility will change the ULTS service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- M. The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program.

Upon notification from the Commission or the Commission's agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

The Commission or the Commission's agent may bill the ineligible customer for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- N. The Utility will annually mail to all residence customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the availability, terms, and conditions of ULTS. (T)
- O. In addition to the rates and conditions specified herein, all rules, regulations, charges, and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.
- P. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariff rates and charges. (T)
- Q. ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service. (T)
- R. Each ULTS customer shall be eligible for one or two ULTS lines as set forth in General Order 153, and ULTS customers may subscribe to additional non-ULTS lines. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges.

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