

IMPORTANT INFORMATION ABOUT PINNACLES TELEPHONE SERVICE

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

	<u>Monthly Rates</u>	<u>One-Time Charges</u>
Single Party Residential Service	\$ 20.25	\$ 47.25
Single Party Business Service	\$ 30.25	\$ 47.25
Single Party Universal LifeLine Service (ULTS)*	\$ 6.11	\$ 10.00

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. This \$6.50 charge is paid entirely by the federal lifeline program.

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; 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. Discounted basic service rates, 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. All this is made available for those that qualify for Universal LifeLine Service.

For additional details on any of the services, please contact our business office at 389.4500.