

# State of Emergency

When the Governor of California, or the President of the United States, issues a State of Emergency in a county in which Sierra Telephone provides service, and Sierra Telephone's ability to deliver telephone service has been impacted, Sierra Telephone shall implement the following procedures demonstrating compliance with the protections listed in the California Public Utilities Commission Decision No. 19-08-025:

1. A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding Features, and Messaging Services.
2. A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding Features, and Messaging Services.
3. A waiver for the service charge for installation of service at the temporary or new permanent location of the Customer and again when the Customer moves back to the original premises.
4. A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the Customer has an Inside Wire plan.
5. A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan Customers upon their return to their permanent location.
6. A waiver of the fee for one jack and associated wiring for non-plan Customers upon their return to their permanent location.

For more information about Decision No. 19-08-025, visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov)