

Rule No. 29
STATE OF EMERGENCY

APPROVED

When the Governor or the President of the United States issues a State of Emergency proclamation in a county in which the Company serves, and the Company's ability to provide service has been impacted, the Company shall implement the following procedures demonstrating Compliance with the protections listed in Decision No. 19-08-025:

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- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features, and Messaging Services.
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features, and Messaging Services.
- 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.
- 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.
- 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.
- A waiver of the fee for one jack and associated wiring for non-plan customers upon their return to their permanent location.

(To be inserted by utility)

Advice Letter No.: 349

Decision No.: 19-08-025

Issued by

Joel Dohmeier

NAME

Vice-President

TITLE

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

Date Filed: October 14, 2019

Effective: October 15, 2019

Resolution No.: