

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

APPROVED

CONTRACTS

- A. Each contract for telephone service will contain substantially the following provision:

"This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction."

SUBSCRIBERS' BILLS

- A. Regular Bills

1. Each regular bill for telephone service, except special bills and bills rendered on an annual basis, will contain on the face or back thereof the following statement:

"You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent 22 calendar days thereafter. Failure to pay charges (i.e., basic flat rate single line service charges including all mandated surcharges and taxes) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued."

(C)

- B. Annual Bills

1. Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent 30 calendar days thereafter. Failure to pay charges (i.e., basic flat rate single line service charges including all mandated surcharges and taxes) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued."

- C. Special Bills

1. Each special bill for telephone service will contain on the face or back thereof the following statement:

"You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent three calendar days thereafter. Failure to pay charges (i.e., basic flat rate single line service charges including all mandated surcharges and taxes) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued."

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(Continued)

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SUBSCRIBERS' BILLS

D. Disputed Bills

Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

Questions About Your Bill

If you believe there is an error on your bill or have questions about your service, please call TDS Telecom customer support at 1-888-CalITDS. If you are not satisfied with TDS Telecom's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online: Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday), Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or To Speech-to-Speech	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized utility changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online at www.cpuc.ca.gov.

(L) Text shown here now appears on Cal. P.U.C. Sheet No. 1161-T of this Rule.

(To be inserted by utility)
Advice Letter No.: 266

Decision No.:

Issued by
Joel Dohmeier
NAME
Vice-President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: November 1, 2018
Effective: November 1, 2018
Resolution No.: CSD-5

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SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

APPROVED

SUBSCRIBERS' BILLS (Continued)

(L)

D. Deposit Receipts

1. Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statements:

"This deposit may be applied to unpaid balances where services have been discontinued by the Utility because of nonpayment of bills."

"In case of a cash deposit, for the period the deposit is held by the Carrier, the customer will receive simple interest at the rate established by the state."

"No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held."

E. Contents on Customer Bills

Telephone bills shall, at a minimum, contain the following information:

- (a) Billing Utility's name;
- (b) Period of service covered by the bill (excluding services for which back billing is permitted);
- (c) Time or date in which payment is due;
- (d) Late payment charge (if applicable); and date after which it may be applied;
- (e) How to pay;
- (f) Utility's toll free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the customer has agreed to communicate via electronic media where the customer may send a billing inquiry or complaint in writing.

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(L) Text shown here previously appeared on Cal. P.U.C. Sheet No. 1160-T of this Rule.

(To be inserted by utility)

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Decision No.:

Issued by

Joel Dohmeier

NAME

Vice-President

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