

California Public Utilities Commission Emergency Disaster Relief Program

The California Public Utilities Commission (“CPUC”) issued a Decision Adopting an Emergency Disaster Relief Program for Communications Service Provider Customers (D.18-03-111).

The emergency disaster relief program is designed to ensure that communications service provider customers who experience a housing or financial crisis due to a disaster keep vital services and receive support in the wake of a disaster.

The CPUC’s adopted emergency disaster customer relief protections shall apply to facilities-based and non-facilities-based landline providers (*e.g.*, 9-1-1/E9-1-1 providers, LifeLine Providers, providers of voice-over-internet protocol, Carriers of Last Resort, and other landline providers that do not fall into the aforementioned groups), and wireless providers’ (*e.g.*, those that provide access to E9-1-1 and/or LifeLine services, specifically those that are facilities-based wireless providers and those that are non-facilities-based wireless providers such as resellers and mobile virtual network operators).

These customer protections shall apply to both residential and small business customers. The definition of residential and small business customers is “a separate account number for voice service, or bundle of services, including voice, and includes small business (5 lines or less) and residential customers”.

Pursuant to CPUC Decision 18-03-111 Landline providers shall provide the following mandated protections to their customers who are in a disaster-affected area under a covered emergency declaration by the governor of California or President of the United States:

- (a) waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features and messaging services;
- (b) waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding, call forwarding features, and messaging services;
- (c) waiver of 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 premises;
- (d) waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an inside wiring plan;
- (e) waiver of the fee for up to five free jacks and associated wiring for inside wiring plan customer upon their return to their permanent location; and
- (f) waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

In the event of a declared disaster in the state of California, TPx will honor the following:

- Waiver of the service charge for installation and service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
- One-time activation fees for establishing remote call forwarding, remote access to call forwarding, call forwarding features and messaging services;
- One month of the monthly rate for the features listed above will be waived. The waiver may appear as a credit where it has been billed in advance.

TPx does not provide the following service:

- Jacks and associated wiring at any locations.
- TPx does not provide Lifeline Service.

For additional information related to the CPUC's Emergency Disaster Relief Program, including the Disaster-Only 2-1-1 Service Dialing Implementation, please visit:

<https://www.cpuc.ca.gov/General.aspx?id=6442460982>