




Ponderosa

2017 Directory

Shop Local

Yellow Pages and Available Online

Let  **Ponderosa** be your one-stop connection to all your local shops.



 **Ponderosa**
www.411cima.com



Print



Mobile



Online



TDD/TTY Emergency Calls:
Press the space bar until someone answers.

Dial 9-1-1

Poison Control

Emergency and Information **800-222-1222**

IN AN EMERGENCY THE FASTEST WAY TO GET HELP IS TO DIAL 9-1-1
EN CASO DE EMERGENCIA PARA RECIBIR ASISTENCIA MARQUE 9-1-1

NOTICE!

NOTICE!

DIALING 9-1-1 and Your Privacy

When reporting an emergency by dialing 9-1-1, your number (including a non-published number) and address may be automatically displayed on a viewing screen, regardless of whether you have Caller ID Blocking. This information enables the emergency agency to quickly locate you if the call is interrupted. If you do not wish to have your telephone number and address displayed, use the appropriate 7-digit emergency number. However, be aware that if you do, your number may be revealed to the emergency agency. To avoid this you need to have Caller ID "Complete Blocking" or press *67 to block transmission of your number.

¡Aviso!

Llamada 9-1-1 y su asunto privado

Cuando usted reporta una emergencia marcando el 9-1-1, su número (incluyendo número no-publicado) y domicilio puede ser automáticamente manifestado en un pantalla de televisor, aunque usted tenga Caller ID Blocking (bloqueo de su número). Esta información asiste a la agencia de emergencia para que rápidamente lo localice si su llamada es interrumpida. Si usted no desea que su número y domicilio sean manifestados entonces marque los 7 números necesarios de emergencia. Para evitar esto usted necesita tener Caller ID "Bloqueo Completo" o marque *67 para bloquear la transmisión de su número.

Telephone Directory 2017 Cover

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Emergency & Non-Emergency Numbers

Write in YOUR local numbers here:

Doctor: _____ Hospital: _____

Pharmacy: _____ Veterinarian: _____

Emergency Contact: _____

(Family or Friend)

California Poison Control System 1-800-222-1222
website: www.calpoison.org

For Non-Emergency Calls:

San Bernardino County Sheriff (Barstow Station): 760-256-4838

California Highway Patrol (CHP) 760-255-8750
(Barstow Dispatch)

Caltrans: (Road conditions): 1-800-427-7623

Website: <http://www.caltrans.ca.gov/cgi-bin/roads.cgi>

Caltrans QuickMap. Access real-time traffic information here.

<http://quickmap.dot.ca.gov>

Crisis Intervention Agencies

Barstow Counseling + Mental Health Center 760-255-5700
1841 E Main St, Barstow, CA 92311

American Red Cross (Desert to the Sea Region) 1-800-733-2767

Chapter Serving San Bernardino County

10600 Trademark Parkway, Ste 406

Rancho Cucamonga, CA 91730

Website: <http://www.redcross.org>

National Center for Missing and Exploited Children (NCMEC) 1-800-843-5678
(24-Hour Hotline) 1-800-THE-LOST

Website: <http://www.missingkids.com>

CDC – National Center for HIV/AIDS, Viral Hepatitis, STD and TB Prevention

1-800-CDC-INFO or 1-800-232-4636 • 24 Hours a Day / 365 Days a Year

(TTY for Deaf Callers and Hard of Hearing Callers) 1-888-232-6348

Website: <http://www.cdc.gov/nchhstp/>

Office for Victims of Crime Resource Center

English/Spanish. 1-800-851-3420

(TTY for hearing impaired) 1-301-240-6310

Providing Community Referrals for Victims of Crime

Website: <http://www.ojp.usdoj.gov/ovc/resourcecenter/index.html>

OR dial **911** when true emergency assistance is needed

All information is current at the time of publication. Ponderosa does not recommend or provide referral to any given agency or organization but offers this as a public service only.

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Automatic Redial	
Call Forwarding	
Busy Call Forwarding	
Delayed Call Forwarding	
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Information, Assistance & Referral Numbers

The listings below are just a sampling of available services. They are being provided for general information purposes and as a helpful reference guide. Please consult Directory Assistance if the agency you are seeking does not appear below.

Attorney General
 (State of California) 1-800-952-5225
 TTY/TDD (English) Dial 711 or 1-800-735-2929
 TTY/TDD (Spanish) Dial 711 or 1-800-855-3000
 Website:..... <https://oag.ca.gov>

Do Not Call Registry
 Register online: <https://www.donotcall.gov>
 Call Toll Free 1-888-382-1222
 Hearing Impaired..... 1-866-290-4236

Bureau of Automotive Repair,
 Dept. of Consumer Affairs..... 1-800-952-5210
 Website:..... <http://www.bar.ca.gov>

California Dept. of Insurance,
 Consumer Hotline 1-800-927-4357
 TTY 1-800-482-4833

Medical Board of California..... 1-800-633-2322

*Social Security Administration
 (National Number) 1-800-772-1213
 TTY 1-800-325-0778

*Supplemental Security
 Income (SSI) 1-800-772-1213
 TTY 1-800-325-0778
 Website:..... [*http://www.ssa.gov/](http://www.ssa.gov/)

California Public Utilities Commission
 505 Van Ness Ave., San Francisco 94102
 Utilities - Inquiries & Complaints - Electric - Gas - Water - Telephone..... 1-800-649-7570
 TDD For Speech & Hearing Impaired 1-800-229-6846
 Website: <http://www.cpuc.ca.gov/contactus>

All information is current at the time of publication. Please contact the organization or governmental agency for further information. Ponderosa does not recommend or provide referrals but offers this as a public service only.



Local Calls

Your Community	Your Local Calling Area	ZIP Codes
Cima	928	92323
Essex		92332
Gold Valley	928	
Ivanpah	928	
Lanfair Valley	928	
Nipton		92364
Pinto Valley	928	
Round Valley	928	

Surrounding Area Zip Codes

Your Community	ZIP Codes
Baker	89311
Barstow	92310
	92311
	92312
Las Vegas	89044, 89054, 89101-89139
	89140-89157, 89158-89166
	89169-89170, 89173
	89177-89180, 89183
	89185, 89191, 89193
	89195, 89199

Company Information

General Company Information 1-800-682-1878

By Internet – send comments or questions to: customercare@goponderosa.com

Visit our website for information at www.goponderosa.com

Payment Mailing Address: (Payment Only)

Ponderosa
PO Box 159
O’Neals, CA 93645

Payment online

<http://www.goponderosa.com/billing.html>

Mailing Address: (Business correspondence other than payment)

Ponderosa
PO Box 21
O’Neals, CA 93645

NOW ACCEPTING VISA, MASTERCARD, AUTOMATIC BANK DRAFT, CHECK.

To Establish New Service and to Make Changes to Your Existing Account

Contact your Customer Care Center:

Residence & Business
Orders & Billing Inquiries 1-800-682-1878

Engineering Department 1-800-682-1878

Repair Service

From Within our Area 6-1-1
From Outside the Area 1-800-682-1878

Time of Day 928-3396

Telecommunications Relay Service (TRS) 7-1-1

Directory Assistance

For Numbers Within Your Local Calling Area 4-1-1
For Numbers Outside Your Local Calling Area 1 + Area Code + 555-1212 *
800 Directory Assistance 1 + 800 + 555-1212

Cable Locating Service 1-800-227-2600

Call Before You Dig! or 8-1-1

* These calls are handled by your Long Distance Carrier.

**If you don't want to receive phone books in the future,
call us to OPT OUT: 1-800-682-1878**



Consumer Rights Information

Statement of Non-Discrimination

Ponderosa is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Dept. of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, the Americans with Disabilities Act-92, and the rules and regulations of the U.S. Dept. of Agriculture which provide that no person in the United States on the basis of race, religion, sex, color, national origin, age, or disability, shall be excluded from participation in, admissions or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordination of this organization's nondiscrimination compliance efforts is Chris Thorns, Human Resources Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or to the Secretary, U.S. Dept. of Agriculture, Washington, DC 20250; or the Administrator, Rural Utilities Service, Washington, DC 20250. Complaints must be filed after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Customer Rights

California State Attorney General's Office

Public Inquiry Unit:

Telephone: 1-800-952-5225
TTY/TDD (English) 711 or 1-800-735-2929
TTY/TDD (Spanish) 711 or 1-800-855-3000
Internet address: <https://oag.ca.gov>

California Identity Theft Registry

The California Identity Theft Registry is available to help victims of identity theft who are wrongly linked to crimes. The registry provides a centralized place that can be checked by police and other authorized persons to confirm that you are not wanted by law enforcement and that a mistaken criminal history was created in your name.

Identity Theft Hotline: **1-888-880-0240**
To Register: <https://oag.ca.gov/idtheft>

The Federal Trade Commission (FTC):

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

Telephone: 1-877-382-4357
Internet address: <https://www.ftc.gov/contact>

National Consumers League's Fraud Center (NCL):

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NCL also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

Telephone: 1-202-835-3323
Internet address: <http://www.fraud.org>

Federal Communications Commission (FCC):

Federal Communications Commission
Consumer Inquiries & Complaints Div.
445 12th St. SW
Washington, DC 20554

Telephone: 1-888-225-5322
TTY 1-888-835-5322
Internet address: .. <https://www.fcc.gov/contact-us>





Important Notice About the California LifeLine Program From Ponderosa

The California LifeLine Program (California LifeLine) helps consumers lower their phone bills by providing discounts to qualified households. For more information, go to www.californialifeline.com.

Consumers applying for the California LifeLine Program must be approved before receiving the California LifeLine discounts. If you apply to be in California LifeLine, you will pay the regular rates for basic home phone service until your application is approved. To help you pay the up-front costs of establishing your home phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator, you will be refunded the difference between the regular rates and the California LifeLine discounted rates for any applicable monthly service charges, service installation/ connection fee, service conversion fee, and deposits for basic home phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from Ponderosa. Otherwise, the refund will just be a credit on your account.

Discounted Services

You can choose from one of these two types of discounted basic home phone services:

- CA LifeLine Flat Rate Service (monthly, Unlimited Local Calling) **\$6.11**
- CA LifeLine Service Connection or Conversion Charge **\$10.00**
- CA LifeLine Toll Restriction or Blocking . . **FREE**
- CA LifeLine Deposit for Basic Home Phone Service **FREE**

You may also qualify for the California LifeLine discounts on a second telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. To get the 2nd California LifeLine discount, you must assert the Deaf and Disabled Telecommunications Program issued the TTY or provide a medical certificate indicating the need for TTY.

Enhanced Lifeline and Link-Up Program: This program is funded by the federal government. Residents of federally recognized tribal lands who qualify for Enhanced Lifeline may receive additional federal lifeline discounts of up to \$25 a month for basic home phone service and an additional Link-Up benefit of up to \$100. Applicants must still qualify by the same eligibility guidelines detailed below.

Eligibility Guidelines

Only one California LifeLine discount per household is allowed (except for TTY users). Households cannot get the discount from multiple phone companies. A household includes adults and children who are living together at the same address as one economic unit. An economic unit consists of all adults (persons at least 18 years old) contributing to and sharing in the household's income and expenses.

You can qualify for the California LifeLine discounts by either Method 1 (Program-Based) OR Method 2 (Income-Based). All applicants must submit copies of documentation showing their eligibility along with their application form to the California LifeLine Administrator before the response date. Applicants may use either the paper process or online process to submit their application form and any other required documentation.

Acceptable documentation of eligibility can include but is not limited to:

Program-Based Eligibility: The current or prior year's statement of benefits from a qualifying assistance program, a notice or letter of participation in a qualifying assistance program, program participation documents, or other official document demonstrating that you or one or more of your dependents or household members receives benefits from a qualifying assistance program.

Income-Based Eligibility: The prior year's state, federal, or tribal tax return, current income statements or paycheck stubs for three consecutive months within the calendar year, a statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation, a divorce decree, child support document, or other official documents.



California LifeLine Program



Method 1 Program-Based: At least one household member is enrolled in any of the following public assistance programs:

- CalFresh, Food Stamps, or Supplemental Nutrition Assistance Program (SNAP)
- Medicaid/Medi-Cal
- Supplemental Security Income (SSI)
- Women, Infants and Children Program (WIC)
- Federal Public Housing Assistance or Section 8
- National School Lunch Program (NSLP)
- Head Start Income Eligible (Tribal Only)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations
- Temporary Assistance for Needy Families (TANF)
 1. California Work Opportunity & Responsibility to Kids (CalWORKS)
 2. Stanislaus Work Opportunity and Responsibility to Kids (StanWORKS)
 3. Greater Avenues for Independence (GAIN)
 4. Welfare to Work (WTW)
- Low-Income Home Energy Assistance Program (LIHEAP)

Method 2 Income-Based: Your household's total annual gross income is at or less than the following annual income limits for your household size:

Household Size	Annual Income Limits
1-2 members	\$25,900
3 members	\$30,100
4 members	\$36,500

Add \$6,400 per person for each additional member after four people. Effective from 06/01/16 to 05/31/17

Applicants cannot be claimed as a dependent on another person's income tax return. The discounts can only be for the primary residence. Discounts are non-transferable.

Individuals who do not follow the one discount per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also be punished for giving false information to get the discounts. Penalties can include imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program.

How To Apply For The California LifeLine Discounts

If you think your household qualifies for the California LifeLine discounts, please contact Ponderosa's Business Office at 559-868-6000, or toll free 1-800-682-1878.

We will review the program and eligibility rules with you. We will then inform the California LifeLine Administrator to send you an application form. The California LifeLine Administrator will mail you an application form in a **PINK** envelope with a Personal Identification Number (PIN). You can apply online at www.californialifeline.com using your PIN or complete, sign, and mail the form and any required proof to the California LifeLine Administrator. The form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the form, or fail to provide requested documentation, you will not get the California LifeLine discounts and will continue to pay the regular rates.



How To Keep Your California LifeLine Discounts

Once you are a California LifeLine participant, you must renew your participation annually. The California LifeLine Administrator will mail you a renewal form in a **PINK** envelope with a Personal Identification Number (PIN). You can renew online at www.californialifeline.com using your PIN or complete, sign, and mail the form to the California LifeLine Administrator. If you do not renew before the response date or get approved, you will lose the California LifeLine discounts, will be



removed from the program, and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday to Friday.

If you believe your household no longer qualifies for the discounts or if your household is getting more than one discount by mistake, you must inform Ponderosa or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

De-Enrollment Rules

Your household may lose the California LifeLine discounts for any of the following reasons: 1) your household no longer qualifies, 2) your household is already receiving the discounts (except for TTY), 3) your household violates the California LifeLine program rules, and 4) your household fails to renew the discounts on an annual basis.



Helpful Information

For over 100 years of service, Ponderosa has had deep roots in the communities of Auberry, Big Creek, Friant, Lakeshore, North Fork, O'Neals, Prather, Shaver Lake, Tollhouse and surrounding areas. In 1992, the Cima exchange in San Bernardino County also became a part of our serving area. We are proud to say that our modern telecommunications network is capable of providing the services required by the Federal Communications Commission throughout our serving area. These services include: Single party services with free local usage and voice grade access to the public switched network utilizing modern signaling technology. Ponderosa also offers these services, in addition to toll blocking and service connections, at a discount to California LifeLine* customers. Each level of service provides access to Emergency 9-1-1 service, Operator services, Directory Assistance and a variety of Interexchange Toll Providers.

**California LifeLine is a program that provides discounted rates on basic residential service and installation charges available to qualified low income households. (See pages 7-9 for eligibility requirements)*

Monthly Rates for Basic Services

Single Party Residence Service	\$20.25
Single Party Business Service	\$30.05
Single Party California LifeLine* Service.	\$6.11

To Establish Service

To apply for new telephone service, please contact us at 1-800-682-1878.

Number Changes

The Telephone Company reserves the right to, and may at its discretion, change the subscriber's telephone number.



Bills for Service

Most bills are prepared monthly and are due and payable upon presentation. Charges for local service are billed one month in advance; long distance charges are from the previous month, and will appear on a separate page of your bill.

Attachments to Directories and Telephones

Devices and apparatus claimed to eliminate noise, destroy germs, etc., frequently interfere with satisfactory service and are prohibited.

The attaching to this directory of any index, cover, device, apparatus or other appliance containing advertising matter is prohibited.

Recording Conversations

Federal and state tariffs say that for a conversation to be legally recorded, one of these conditions must be met:

1. All parties must consent to be recorded, or
2. All parties must hear a "beep" tone about every 15 seconds.

(Exemptions apply to commercial broadcasting)

Unlawful Wiretapping

Federal law makes it a crime for anyone to wiretap or otherwise intercept a call without the consent of one of the parties involved. California law says all parties on the call must consent before anyone may record a conversation or before a person may eavesdrop or wiretap. (Exemptions apply to law enforcement agencies that meet all state and federal regulations.)





Public Telephones

Instructions are posted on or near telephone instruments. Please report any service difficulties or coin collection error to the operator. A charge will not be made on calls which are not completed.

Rules, Regulations and Tariffs

Copies of our rules, regulations and schedule of rates are available at our Customer Care Center and are open to public inspection. They are also on file with the California Public Utilities Commission or the Federal Communications Commission.

We are required to charge the rates that are listed in our tariffs. While our rates and charges are usually quoted accurately by our customer care representatives, please be advised that if the quoted rate and tariff are conflicting, the tariff rate will be charged.

Helpful Information for Understanding Your Monthly Telephone Bill

Ponderosa would like customers to have the most current information available on all aspects of their telephone service. To assist you in being an educated consumer, we have compiled descriptions of the federal and state regulated charges you see on your bill each month. If you have more questions after reviewing this information, please call our Customer Care Center.

The Monthly Charges

To fully understand your monthly statement, it is important to know why the charges are appearing on your bill and where the funds go that are collected each month. The monies are collected for federal and state funds and programs which help provide affordable and competitive telephone service for everyone. Funds help offset the cost of providing these services in rural areas, help schools, libraries and health care centers obtain advanced services such as Internet access, and for funding relay centers and special equipment that help assist hearing and speech-impaired persons to communicate over the national network. Other taxes fund emergency services when you need to dial 9-1-1 within the State of California and the county in which you live.

As both a local and long distance telecommunications provider, Ponderosa does not keep the monies collected each month for federal and state funded programs but is regulated by both the State of California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) to pass on these funds to the various agencies and programs established to provide telephone service to everyone. Ponderosa does receive a set percentage of some of these funds to help recover some of its costs in providing these services to you. The pool of monies collected and the percentage that are dispersed to the telecommunications providers (both local and long distance providers) are regulated by the appropriate governmental agencies.



Helpful Information



Basic Service

This is the dial tone that allows you to make and receive local (non-toll) calls. Local service is billed one month in advance. Basic service rates are determined by the type of service you apply for: Residential Service, California LifeLine Residential Service and Business Service.

Description of Taxes and Surcharges on Your Ponderosa Telephone Bill

The taxes and surcharge percentage rates below are effective at the time of this publication.

Federal Subscriber Line Charge (SLC) – Current rate \$6.50*

A flat monthly charge for residential and single-line business established by the FCC, it is applied directly to customers to help local telephone companies recover some of their costs in constructing and maintaining the local network. The Subscriber Line Charge (SLC) is also applied to multi-line business at the current rate of \$9.20 per line. These rates are subject to review and change by the FCC.



Access Recovery Charge (ARC) - Current rate: Residential and Single Line Business \$2.00 per month; Multi Line Business \$3.00 per month

The FCC issued revised rules which became effective December 29, 2011, and shifted a portion of Ponderosa's existing revenue recovery to a new rate element called "Access Recovery Charge" or "ARC." The "ARC" charge allows Ponderosa to recover from end user customers a limited portion of the revenues lost due to FCC mandated reductions in intercarrier billings. The effective date for customer billing of the "ARC" charge was July 3, 2012.



Federal Universal Service Charge (FUSC) – Current rate 16.7%*

The federal government established national programs to support universal telephone service in this country. The federal version of the Universal Service Fund assists with the costs of providing affordable service to low-income individuals and to residents living in the rural, high-costs areas of the country. The United States Congress has expanded this program to help the schools, libraries and rural health care providers to obtain the advanced services such as Internet access. All providers of telecommunications services contribute to the support of these programs. How it affects you, the individual end-user, is determined on the services you order and the number of telephone lines you have. The FUSC surcharge is applied on a percentage basis to the total of your interstate service charges.

**Please note that the rates and charges listed are current at the time of publication but are subject to change by the appropriate agency.*



Universal Telephone Service Surcharge

Initiated by the California Public Utilities Commission D. No. 87-07-090 to help fund the California LifeLine Telephone Service program in California. The current rate is 5.50%* and is applicable to end user telecommunications Intrastate tariffed services, both within the service area and between service areas. This includes Intrastate Intralata and Interlata toll/WATS/800 type services, directory advertising and detariffed services.



CA Relay Service and Communications Devices Funds

Initiated by the State of California to fund Telecommunications device programs for the Deaf and Disabled. The current rate is 0.50%* and is applicable to all end user telecommunications Intrastate tariffed services, both within the service area and between service areas. This includes Intrastate Intralata and Interlata toll/WATS/800 type services, directory advertising and detariffed services.

California High Cost Fund Surcharge A

Fund has been initiated to ensure the availability of basic local service, at affordable rates state wide. The seventeen small local telephone companies will utilize this fund to offer service in rural and other areas which cost more to service than urban areas of California. It is subsidized by the current rate of 0.35%.* It is applicable to all end user telecommunications Intrastate tariffed services, both within the service area and between service areas. This includes Intrastate Intralata toll/WATS/800 type services and detariffed services.



California High Cost Fund Surcharge B/ California Advanced Services Fund Surcharge

Fund has been initiated to ensure the availability of basic local service, at affordable rates state wide. The five largest local telephone companies will utilize this fund to offer service in rural and other areas which cost more to serve than urban areas of California. It is subsidized by the current rate of 0.300%*

The new California Advanced Services Fund (CASF) was instituted to promote universal service in unserved and underserved areas in the state by awarding funding to qualifying certificated applicant carriers. The funding will be used for projects that will (a) provide broadband services to areas currently without broadband access and (b) build out facilities in underserved areas. Funds shall be collected using an 0.164%* surcharge.

Helpful Information

Both the CHCF-B/CASF Surcharges are applicable to all end user telecommunications Intrastate tariffed services, both within the service area and between the service areas. This includes Intrastate Intralata toll/WATS/800 type services, and detariffed services.

California Teleconnect Fund Surcharge

This surcharge of 1.08%* has been established to fund discounts to qualifying schools, libraries and certain hospitals and nonprofit community based organizations, offering a reduction in service rates. The fund has been designed to help advance public use of the advanced telecommunications technologies and will help meet federal directives. The surcharge is applied to all end user telecommunications Intrastate tariffed services, both within the service area and between service areas. This includes Intrastate Intralata and Interlata toll/WATS/800 type services, and detariffed services.

State Regulatory Fee

This surcharge is to recover the costs for services rendered by the California Public Utilities Commission. The current rate is .23%* and applies to all intrastate customer billings excluding yellow page directory revenue.

Federal Excise Tax

3%* of the local service charges and long distance calls.



9-1-1 State Tax

.75%* of the local service charge and any long distance calls within the State of California. This is collected to provide the emergency service for all customers to dial 9-1-1 and reach an operator that will take the information and dispatch the proper agency.

**Please note that the rates and charges listed are current at the time of publication but are subject to change by the appropriate agency.*



Avoidance of Lawful Charges

Persons using unauthorized credit card numbers or unauthorized telephone numbers to avoid charges will be prosecuted. Anyone violating Section 502.7, California Penal Code, by attempting to avoid lawful charges for telephone service may be fined up to \$5,000 and imprisoned up to 5 years.

Obscene or Harassing Calls

Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his control may be fined or imprisoned or both. Federal Communications Act, Section 223; California Penal Code, Section 653m.

Special Service for the Disabled

Equipment available at no charge to those who have difficulty using the telephone! If a physical impairment makes it difficult for you or someone you know to use the telephone call The California Telephone Access Program (CTAP) at 1-800-806-1191.

CTAP will loan specialized equipment at no charge to people who have physical conditions that interfere with hearing, speaking, seeing, dialing or holding a

telephone. California Relay Service allows a hearing or speech impaired person to communicate with all other telephone users.

Features of the Relay Service include:

- 24-Hour Service, seven days a week
- Toll-free numbers to reach the Relay Service Provider of your choice
- No extra charge for using the Relay Service
- If long distance charges apply, they will be billed at the Hamilton or the long distance provider rates.

To make calls, the hearing or speech impaired caller uses a Telecommunications Device for the Deaf (TDD) which resembles a portable typewriter. The service will relay the caller's typed messages through specially trained personnel who will handle the calls. The system also works in reverse, allowing a person without TDD to call a person who uses TDD.

California Relay Service (CRS)

Hamilton Relay was awarded the California Relay Service (CRS) contract and began relaying your calls on June 2, 2010. This provider change did not require you to do anything different. You continued to dial the same relay number(s) you had been using. The only difference is that your call was routed to Hamilton Relay beginning June 2, 2010.

If you already have a Customer Profile, all your choices are applied to calls you make through Hamilton Relay. Any modality and language preferences from your 711 Choice Form will also apply to calls through this new CRS provider.

Please note: Starting June 2, 2010, toll charges began applying to all non-local relay calls. Please contact the providers' Customer Service to select your long distance carrier of choice.

What to Do

Call us to see if you qualify. A customer service representative will discuss your needs and explain how you can become medically certified to receive special services and equipment. This program is funded by a surcharge on all California telephone customers' bills. California Telephone Access Program administers the Trust Fund which pays for the equipment and the California Relay Service.

Telephone Access Program (Relay)

		To Reach Relay Provider, Dial:	Hamilton Relay Phone Numbers
E N G L I S H	All Callers	711	
	TTY	1-800-735-2929	1-800-855-7100
	Voice	1-800-735-2922	1-800-855-7100
	VCO (Voice Carry Over)	1-800-735-2929	1-800-855-7100
	HCO (Hearing Carry Over)	1-800-735-2929	1-800-855-7100
	STS (Speech to Speech)	1-800-854-7784	1-800-855-7300
	ASCII		1-800-855-7100
	Customer Service		1-877-632-9095

S P A N I S H	All Callers	711	
	TTY	1-800-855-3000	1-800-855-7200
	Voice	1-800-735-2922	1-800-855-7200
	VCO (Voice Carry Over)	1-800-855-3000	1-800-855-7200
	HCO (Hearing Carry Over)	1-800-855-3000	1-800-855-7200
	STS (Speech to Speech)	1-800-854-7784	1-800-855-7200
	ASCII		1-800-855-7200
	Customer Service		1-877-419-8440

How to Contact the California Telephone Access Program (CTAP) Call Center:

Tel Numbers

1-800-806-1191 (English)

1-800-949-5650 (Spanish)

1-800-806-4474 (TTY)

email: customercare@ddtpca.org

Mailing Address

P.O. Box 30310

Stockton, CA 95213

Now It's Even Easier to Reach the TRS

The Telecommunication Relay System is even easier to reach... just dial "7-1-1." Since October 1, 2001 the Federal Communications Commission (FCC) requires all telecommunication companies to provide three-digit 7-1-1 dialing for access to the Telecommunications Relay Service (TRS). Customers will be able to dial 7-1-1 for TRS assistance from any wireless, wire-line, or pay telephone.

TRS provides a communications link between people with hearing or speech disabilities using a Telecommunication Device for the Disabled (TDD) and

people who use voice telephone. Although existing 800 numbers will remain in effect, implementation of 7-1-1 dialing nationwide will make it easier to use TRS, especially if you are traveling from state to state.

How does the TRS work?

Either the TDD or voice telephone user can initiate the 7-1-1 call. By dialing 7-1-1, you will reach a TRS center communications assistant. The assistant sets up a connection between the TDD caller and the telephone user and "relays" the discussion by typing in the voice conversation and speaking the text message. All calls are handled with total privacy.

Now you can dial 7-1-1 to reach the TRS 24-hours-a-day, every day. There is no charge for dialing 7-1-1 and local calls are free. Long distance calls are billed as if you had dialed the number directly through TRS. You can also use the existing toll-free 800 numbers to reach the TRS. The 800 numbers to reach the TRS can be obtained on their website at <http://ddtp.cpuc.ca.gov> or TDD users may call 1-800-735-2929 or by calling Ponderosa Customer Care Center at 1-800-682-1878.

Please note that 7-1-1 is only to be used to reach the TRS. For EMERGENCIAS you should continue to use 9-1-1.

Ponderosa has tariff rules dealing with the limitation of its liability in connection with errors and omissions relating to telephone service. These rules do not apply to situations involving willful misconduct, fraudulent conduct or violations of law. There are special provisions dealing with gross negligence. If an error or omission has been made by Ponderosa in your listing in the telephone directory, you may be entitled to relief under these tariff provisions. In many instances you may be eligible for a credit allowance in accordance with tariff rules. This information notice summarizes the provisions of such rules. For complete information on the tariff provisions, please contact Ponderosa Customer Care Center. Thereafter, if you wish further information, you may call the California Public Utilities Commission in San Francisco or Los Angeles.

The purpose of telephone utility credit allowance and limitation of liability tariff rules is to relate the telephone company's responsibility for errors or interruptions to amounts not to exceed the pro rata charges for services rendered. The basic rule applicable to all telephone services is as follows:

Except as provided in Sections (1) and (2) of this rule, the liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the utility (including exchange, toll, private line, supplemental equipment, TWX, directory and all other services) shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect; provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omissions, interruption, delay, error or defect.



The specific form of rule applicable to interruptions in exchange telephone service is as follows:

The utility shall allow, for interruptions in exchange telephone service of 24 hours or more not due to conduct of the customer, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

Similar but not identical provisions apply to private line and other telephone services. For details of provisions covering allowances for interruptions in such other services you should call Ponderosa Customer Care Center.

For errors or omissions in listing or advertisements in telephone directories, allowances are provided as follows:

- A. For listings in telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred.
- B. For listings in telephone directories furnished at additional charge, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
- C. For advertisements in classified directories, an amount based upon pro rata abatement of the charge in such degree as the error or omission affected the advertisement.

For information on allowances available in the event of errors or omissions in information records or in TWX or other special directories, you should contact Ponderosa Customer Care Center.

Safety First

The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious.

Use Of The Telephone Near Water

The telephone should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause electrical shock.

Use Of The Telephone During An Electrical Storm

You should avoid using a telephone during an electrical storm in your immediate area; calls of an urgent nature should be brief. Although the telephone industry uses protective measures to limit abnormal electrical surges from entering your home, absolute protection is impossible. There is a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

Use Of The Telephone To Report A Gas Leak

If you think you have found a gas leak, you should not use a telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

Use of Coin Telephone — Warning

You should not use a coin telephone that has been vandalized. Please inspect the handset to be sure there are no exposed wires that could cause an electrical shock. If possible, contact telephone Repair Service 6-1-1 from another telephone to report the damaged instrument.

Telephone Use In Emergencies

Emergency Calls Only

After a disaster, especially earthquakes, there is usually a high volume of telephone calls. It is important that you limit phone calls to emergencies only. Do not call “9-1-1” or the police for confirmation of an earthquake. Listen to your local radio or television station for information.

Blocking

In cases of extreme congestion of the telephone network, Ponderosa and/or long distance carriers may institute blocking. Blocking prevents overloading the system by diverting some calls to recordings, allowing other calls to complete.

If you need to place an emergency call:

1. Make sure receivers of all extension phones are on the switchhook.
2. Stay on the line. You may not hear dial tone immediately; the delay could be as long as a minute or more.
3. Do not repeatedly depress the switchhook, as this will further delay your call.
4. If you receive a “fast busy” or “all circuits are busy” recording, hang up and try again.
5. If physical damage occurs in our equipment or facilities or your wiring, it may not be possible to complete your call.
6. 9-1-1 may be available where there is a power outage on your landline phone.

Out of Area Contact

It may be easier to call out of the disaster area during emergencies. Contact a friend or relative outside the immediate area and have this person relay messages to your other friends and relatives outside the disaster area to reduce calling in and out of the affected area.

In Working Order

Repair Service

Call our Repair Service at 6-1-1 for any problems you experience with your telephone line. Ponderosa will repair line problems on the telephone company side of the demarcation point, known as the Standard Network Interface. This outdoor Network Interface Unit is located where your telephone service enters your premise.

You Can Help

What's the purpose of the Network Interface Unit?

If you should report trouble and a visit to your premise is made, only to find that the problem is your telephone set(s) or customer/vendor provided and maintained inside wire, you will be charged for a service call. Therefore, advanced testing made by you at the "Telephone Network Interface" may determine if the problem you are experiencing is in your wiring or the telephone company's lines, saving you time and money.

How do you determine where the problem is?

Unplug a telephone that is a good working set. Locate the new housing marked "TELEPHONE NETWORK INTERFACE" on the outside of your home. This unit is named the Joslyn Model 7090 and looks like the pictured unit here. Using a screwdriver, unscrew the cover swing it to the left.



Inside you'll find a modular plug and jack like the ones found in your home along with instructions on how to test. Now you have disconnected your inside wiring and plugged your set directly into the telephone company lines.

Try the telephone. If the problem you experience in your home continues, try the test once more using a different telephone set (if available). If the problem still continues, contact the telephone company and report the problem.

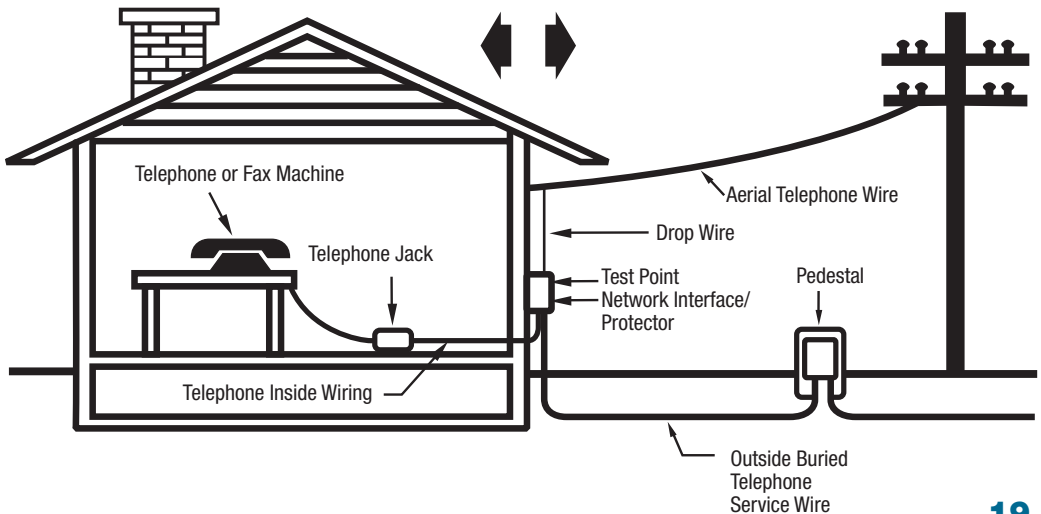
Once you have finished your test, unplug your set and securely reconnect the modular jack. Close the cover and screw the fastener down until the cover is snug and tight.

But remember, if Ponderosa is called and the trouble is located in your equipment, a service charge will be assessed.

If the customer's presence is required to perform a service connection or repair, the Utility will offer a four-hour period within which service or repair will commence.

Warning

Access to the telephone network is possible from the "Network Interface" device and as a result, it is feasible that unauthorized use may occur. To discourage the possibility of such use and the resulting toll charges, we recommend that you secure the device with a padlock. If you have any further questions regarding this Warning Notice please contact our Customer Care Center.



Three Convenient Ways To Pay Your Ponderosa Bill

Automatic Bank Draft

Discover the ease of automatic bill payment using Ponderosa Auto-Pay for all of your Ponderosa services. This service is free!

Credit Card

Using SmartHub, your personal online account, you can pay with a Visa or MasterCard and more:

- Receive new invoice notices by e-mail
- View your account status and invoices
- Set credit card payments for manual or automatic recurring status

Cash or Check

Once you receive your invoice, simply pay with a check by mail, or pay by cash or check in person at our business office in O'Neals.



1-800-682-1878
www.goponderosa.com





Call Before
You Dig!

Always call before you dig.

One free, easy call gets your utility lines marked and helps protect you from injury and expense.

Safe digging is no accident; Always call 811 before you dig!

www.call811.com



Ponderosa

9-1-1 & 6-1-1 Dialing

If your working residential telephone line becomes temporarily disconnected for non-payment, or for any other reason*, or if you have moved and not yet established a service agreement with Ponderosa, you will still have access to:

- **9-1-1 Emergency Service**
- **6-1-1 Repair Service**
- **6-1-1 Ponderosa Customer Care**



Ponderosa

*You must have a working telephone in a residence which had a previous working dial tone from Ponderosa.



Service Areas

California is divided into ten telephone service areas (also known as LATAs). Ponderosa's service area is called the Los Angeles Service Area, which includes the 760 area code territory.

Service Area Toll Calls

Calls between any two points in the Los Angeles Service Area other than local calls. These calls are chargeable.

Within Your Service Area:

To place a Direct-Dial Call:

- Within the 760 area, dial:
1 + area code + the telephone number
- Outside the 760 area, dial:
1 + area code + the telephone number

OR

- Dial the access code of any long distance company you want to use for local and service area toll calls, and then the number you are calling.

Note:

The charges for calls completed by a long distance company may differ by company.

Operator Assisted Calls

Long distance calls requiring an Operator are more expensive than dial direct or calling card calls.

Types of operator-assisted calls:

- Collect Calls
- Conference Calls
- Person - to - Person
- Station - to - Station
- Third Number Calls
- Time and Charges
- Some Calling Card Charges

To place an operator-assisted call:

0 + area code + telephone number

Outside Your Service Area

Equal Access Dialing:

Long distance companies are participating in "Equal Access," a program which allows you to choose which long distance company will handle your 1 + long distance calls outside your service area.



Long Distance Calling

To Place A Direct Dialed Call

Within the 760 area, but outside the **service area**, dial:

1 + area code + the telephone number...

Call will be handled by Interexchange Carrier.

Outside the 760 area, dial:

1 + area code + the telephone number...

Call will be handled by Interexchange Carrier.

Operator-Assisted Calls

0 + area code + telephone number...

Call will be routed to the Interexchange Carrier's Operator for handling.

To Reach The Operator, Dial

0... call will be routed to the local operator.

00... call will be routed to the Interexchange Carrier Operator.

Casual Dialing

You can use more than one long distance company to handle your long distance calls outside your service area. You can place these calls on a per-call basis with another long distance company by using company code dialing. This is done by dialing the Company's 7-digit company code (for example: 10-10XXX. XXX representing the three or four digits assigned to each long distance carrier), followed by 1 + area code + phone number. It may be necessary to make arrangements with some companies before using their company code. If you do not dial a company code, your pre-subscribed long distance company will handle these calls.

Ponderosa Long Distance

You have told us that you are tired of complicated calling plans, hidden fees in fine print contracts, fast-talking telemarketers and hard-to-reach billing agents. As a local company, our focus is on the customer and the communities we serve:

- **Local, one-touch customer care**
- **Single bill presentation**
- **Flexible calling plans to fit your needs**
- **No telemarketing**

To learn about current Ponderosa Long Distance promotions, please call Customer Care at 1-800-682-1878 or visit our website for more information.

www.goponderosa.com





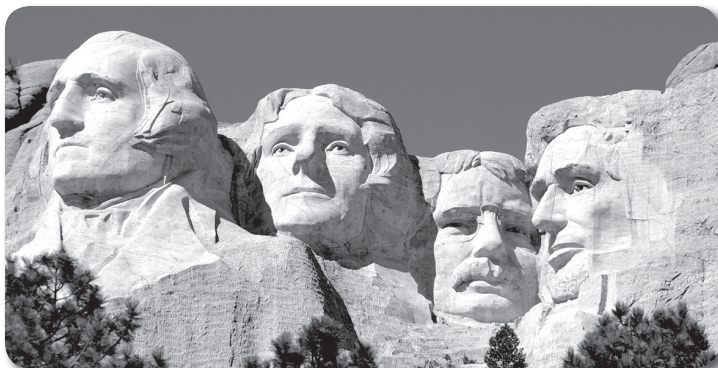
Agoura Hills..... 805/818	Chico 530	Folsom 530/916	Lake Forest 949
Alameda 510	Chino 909	Fontana 909	Lakewood 562
Alhambra 626	Chino Hills 909	Foster City 650	Lancaster 661
Aliso Viejo 949	Chula Vista 619	Fountain Valley 714	Lawndale 310
Altadena 626	Citrus Heights 916	Fremont 510	Lemon Grove 619
Anaheim 657/714	Claremont 909	Fresno 559	Lennox 424
Antioch 925	Clovis 559	Fullerton 657/714	Livermore 925
Apple Valley..... 760	Coachella 760	Garden Grove 530	Lodi 209
Arcadia 626	Colton 909 657/714	Lomita 310
Arcata 707	Concord 925	Gardena 310	Lompoc 805
Atascadero 805	Corona 951	Gilroy 408	Long Beach 310/
Atwater 209	Coronado 619	Glendale 818 424/562
Azusa..... 626	Costa Mesa 949	Glendora 626	Los Altos 650
Bakersfield..... 661	Covina 626	Goleta 805	Los Angeles 213/
Baldwin Park 626	Cudahy 323	Hacienda Heights.. 626 310/424
Banning 951	Culver City 310	Hanford 559	Los Banos 209
Barstow 760	Cypress 562/714	Hawthorne 310	Los Gatos 408
Bay Point..... 925	Daly City 650	Hayward 510	Lynwood 310
Bell..... 323	Dana Point 949	Hemet 951	Madera 559
Bell Gardens..... 323	Danville 925	Hesperia 760	Manhattan Beach.. 310
Bellflower..... 562	Davis 530	Highland 909	Manteca 209
Belmont 650	Delano 661	Hollister 714/831	Marina 831
Benicia 707	Diamond Bar 909	Huntington Beach . 714	Martinez 925
Berkeley 510	Downey 562	Huntington Park 323	Maywood 323
Beverly Hills 310	Duarte 626	Imperial Beach 619	Menlo Park 650
Brawley 760	Dublin 925	Indio 760	Merced 209
Brea 714	East Los Angeles... 323	Inglewood 310/424	Millbrae 650
Brentwood 925	East Palo Alto 650	Irvine 949	Milpitas 408
Buena Park 714	El Cajon 619/760	La Canada Flintridge... .. 818	Mission Viejo 949
Burbank 818	El Centro 760	La Habra 562	Modesto 209
Burlingame 650	El Cerrito 510	La Mesa 619	Monrovia 626
Calabasas 818	El Monte 626	La Mirada 714	Montclair 909
Calexico 760	El Portal..... 209	La Palma 714	Montebello 323
Camarillo 805	Elk Grove 916	La Puente 626	Monterey 831
Campbell 408	Encinitas 760	La Quinta 760	Monterey Park 626
Carlsbad 442/760	Escondido 760	La Sierra 951	Moorpark 805
Carmichael 916	Eureka 707	La Verne 909	Moreno Valley 951
Carson 310/562	Fair Oaks 916	Lafayette 925	Morgan Hill 408
Castro Valley 510	Fairfield 707	Laguna Beach 949	Mountain View 650
Cathedral City 760	Fallbrook 760	Laguna Hills 949	Murrieta 951
Ceres 209	Firestone Park 323	Laguna Niguel 949	Napa 707
Cerritos 562	Flintridge 818		National City 619

California Cities - Area Codes

Newark 510	Rancho Santa	San Rafael 415	Upper Lake..... 707
Newport Beach 949	Margarita 949	San Ramon 925	Vacaville 707
Norco 951	Redding 530	Santa Ana 714	Valencia..... 661/805
North Highlands ... 916	Redlands 909	Santa Barbara 805	Vallejo 707
Norwalk 562	Redondo Beach	Santa Clara 408	Venice..... 310
Novato 415 310/424	Santa Clarita 661	Ventura 805
Oakland 510	Redwood City 650	Santa Cruz 831	Victorville 442/760
Oakley 925	Reedley 559	Santa Maria 805	Villa Park..... 714
Oceanside 442/760	Rialto 909	Santa Monica 310	Visalia 559
Olinda 530	Richmond 510	Santa Paula 805	Vista 760
Ontario 909	Ridgecrest 760	Santa Rosa 707	Walnut 909
Orange 714	Riverside 951	Santee 619	Walnut Creek 925
Orangevale 916	Rocklin 916	Saratoga 408	Wasco 661
Orcutt 805	Rohnert Park 707	Seal Beach 562	Watsonville 831
Oxnard 805	Rosemead 626	Seaside 831	West Adams 323
Pacifica 650	Roseville 916	Simi Valley 805	West Covina 626
Palm Desert 760	Ross 415	South El Monte 626	West Hollywood ... 323
Palm Springs 760	Rowland Heights ... 626	South Gate 323	West Menlo Park... 650
Palmdale 661	Rubidoux 951	South Lake Tahoe . 530	West Point..... 209
Palo Alto 650	Sacramento 916	South Pasadena ... 626	West Sacramento... 916
Paradise 530	Salinas 209/831	South San Francisco ...	Westminster 714
Paramount 562	San Anselmo 415 650	Westport 707
Parkfield 805	San Bernardino 909	Spanish Ranch 530	White Rock..... 916
Pasadena 626	San Bruno 650	Spring Hill 530	Whittier 562
Perris 951	San Buenaventura . 805	Spring Valley 619	Windsor 707
Petaluma 707	San Carlos 650	Springville..... 559	Woodland 530
Pico Rivera 562	San Clemente 949	Stanford..... 650	Yorba Linda 714
Pittsburg 925	San Diego 619/858	Stanton 714	Yorkville..... 707
Placentia 714	San Dimas 909	Stockton 209	Yosemite 209
Pleasant Hill 925	San Fernando 818	Suisun City 707	Yuba City 530
Pleasanton 925	San Francisco 415/	Sunnyvale 408/669	Yucaipa 909
Pomona 909 628/650	Temecula 951	Yucca Valley..... 760
Port Hueneme 805	San Gabriel 626	Temple City 626	
Porterville 559	San Jose 408	Thousand Oaks 805	
Poway 858	San Juan Capistrano...	Torrance 310	
Quincy 530 949	Tracy 209	
Rancho Cordova ... 916	San Leandro 510	Tulare 559	
Rancho Cucamonga	San Lorenzo 510	Turlock 209	
..... 909	San Luis Obispo 805	Tustin 714	
Rancho Palos Verdes...	San Marcos 760	Twin Peaks..... 909	
..... 310	San Mateo 650	Union City 510	
Rancho Santa Fe ... 760	San Pablo 510	Upland 909	

REVISED 12/2016

Some Area Codes Listed by State



Georgia (GA)

Albany 229
 Atlanta . . . 404/678/770
 Augusta 706/762
 Macon 478
 Marietta 678/770
 Savannah 912

Hawaii (HI)

All Locations 808

Idaho (ID)

All Locations 208

Illinois (IL)

Aurora 331/630
 Bloomington 309
 Champaign 217
 Chicago . . . 312/708/773
 Cicero 708
 East St. Louis 618
 Joliet 708/815
 Northbrook 847

Indiana (IN)

Ft. Wayne 260
 Gary 219
 Indianapolis . . . 317/463
 Lafayette 765
 South Bend 574
 Terre Haute 812

Alabama (AL)

Birmingham 205
 Huntsville 256
 Mobile 251
 Montgomery 334

Alaska (AK)

All Locations 907

Arizona (AZ)

Flagstaff 928
 Glendale 623
 Phoenix 480/602
 Scottsdale 480
 Tucson 520

Arkansas (AR)

Fort Smith 479
 Jonesboro 870
 Little Rock 501
 Texarkana 870

California (CA)

Anaheim 657/714
 Bakersfield 661
 Burbank 818
 Concord 925
 Fresno 559
 Irvine 949
 La Jolla 858
 Long Beach . . . 310/562
 Los Angeles-business
 213
 Los Angeles-other . 323
 Modesto 209
 Monterey 831
 Oakland 510

Palm Springs 760
 Palo Alto 650
 Pasadena 626
 Redding 530
 Riverside 951
 Sacramento 916
 San Bernardino . . . 909
 San Diego 619/858
 San Francisco . . . 415/650
 San José 408
 San Mateo 650
 Santa Barbara 805
 Santa Monica 310
 Santa Rosa 707
 Stockton 209

Colorado (CO)

Colorado Springs . . 719
 Denver 303/720
 Fort Collins 970

Connecticut (CT)

Hartford 860/959
 New Haven 203
 Stamford 203

Delaware (DE)

All Locations 302

District of Columbia (DC)

All Locations 202

Florida (FL)

Boca Raton 561
 Daytona Beach 386
 Ft. Lauderdale . . 754/954

Ft. Myers 239
 Ft. Pierce 772
 Gainesville 352
 Jacksonville 904
 Key West 305/786
 Lakeland 863
 Melbourne 321
 Miami 305/786
 Orlando 321/407
 Pensacola 850
 Sarasota 941
 St. Petersburg 727
 SW of Jacksonville . 386
 Tallahassee 850
 Tampa 813



Some Area Codes Listed by State



Ponderosa

Iowa (IA)

Cedar Rapids 319
Des Moines 515
Mason City 641
Quad Cities 563
Sioux City 712

Kansas (KS)

Dodge City 620
Kansas City 913
Topeka 785
Wichita 316

Kentucky (KY)

Ashland 606
Bowling Green. 270/364
Frankfort 502
Lexington. 859
Louisville 502

Louisiana (LA)

Baton Rouge 225
Lafayette 337
New Orleans 504
Shreveport. 318
Southeast 985

Maine (ME)

All Locations 207

Maryland (MD)

Baltimore 410
Silver Spring 301

Massachusetts (MA)

Boston. 617/857
Cape Cod 508/774
Lowell 978
Lynn. 781
Springfield 413

Michigan (MI)

Ann Arbor 734
Detroit 313/734
Farmington Hills . . . 248
Flint 810
Grand Rapids 616
Kalamazoo. 269
Lansing 517
Macomb County
. 586/810
Muskegon 231
Pontiac 248

Saginaw. 989
Sault Ste. Marie. . . . 906

Minnesota (MN)

Bloomington 952
Brooklyn Park 763
Duluth 218
Minneapolis
. 612/763/952
Rochester 507
St. Cloud 320
St. Paul . . . 612/651/952

Mississippi (MS)

Biloxi 228
Jackson. 601/769
Tupelo 662

Missouri (MO)

Columbia. 573
Jefferson City 573
Kansas City 816
Sedalia 660
Springfield 417
St. Charles. 636
St. Joseph. 816
St. Louis 314/636

Montana (MT)

All Locations 406

Nebraska (NE)

Grand Island 308
Lincoln. 402/531
Omaha. 402

Nevada (NV)

Las Vegas 702/755
Reno 775

New Hampshire (NH)

All Locations 603

New Jersey (NJ)

Atlantic City 609
Camden. 856
Elizabeth 908
Hackensack. 201
New Brunswick. 732/848
Newark 973
Trenton 609

New Mexico (NM)

Albuquerque 505
Las Cruces 575
Roswell 575
Other areas 505

New York (NY)

Albany 518
Binghamton 607
Buffalo 716
Bronx. 718
Brooklyn 718/347
Long Island 718
Manhattan .212/646/917
New York City 212
. . . 347/646/718/917/929
Poughkeepsie 845
Queens 718

Rochester 585
Staten Island 718
Syracuse 315
White Plains. 914

North Carolina (NC)

Asheville 828
Charlotte 704/910
Durham 919
Fayetteville 910
Raleigh. 919/984
Rocky Mount 252
Winston-Salem 336

North Dakota (ND)

All Locations 701

Ohio (OH)

Akron. 234/330
Canton. 330
Cincinnati 513
Cleveland. 216/440
Columbus 380/614
Dayton. 937
Lorain. 440
Marion 220/740
Toledo 419

Oklahoma (OK)

Lawton. 580
Oklahoma City. 405
Tulsa 539/918



Some Area Codes Listed by State



Oregon (OR)

Astoria 503
Eugene 458/541
Portland 503/971
Salem 503

Pennsylvania (PA)

Allentown 610
Butler 724
Erie 814
Harrisburg 717
Philadelphia 215/
. 267/484/610
Pittsburgh 412/878
Scranton 570

Rhode Island (RI)

All Locations 401

South Carolina (SC)

Charleston 843/854
Columbia 803
Spartanburg 864

South Dakota (SD)

All Locations 605

Tennessee (TN)

Chattanooga 423
Clarksville 931
Jackson 731
Knoxville 865
Memphis 901
Nashville 615/629

Texas (TX)

Abilene 325
Amarillo 806

Austin 512/737
Beaumont 409
Bryan/College Station
. 979
Corpus Christi 361
Dallas 214/469/972
Del Rio 830
El Paso 915
Fort Worth 817
Galveston 409
Houston 281/
. 346/713/832
Laredo 956
Midland 432
Nacogdoches 936
San Antonio 210
Tyler 903
Waco 254
Wichita Falls 940

Utah (UT)

Logan 435
Ogden/Provo 801
Salt Lake City 385/801

Vermont (VT)

All Locations 802

Virginia (VA)

Arlington 571/703
Bristol 276
Charlottesville 434
Norfolk 757
Richmond 276/804
Roanoke 540

Washington (WA)

Bellevue 425
Olympia 360
Seattle 206
Spokane 509
Tacoma 253
Vancouver 360

West Virginia (WV)

All Locations 304

Wisconsin (WI)

Eau Claire 715
Green Bay 920
Kenosha 262
Madison 608
Milwaukee 414
Waukesha 262

Wyoming (WY)

All Locations 307

CANADA

Alberta

Calgary 403/587
Edmonton 780/587

British Columbia

Vancouver 236/604/778
Victoria 236/250/778

Manitoba

All Locations 204/431

New Brunswick

All Locations 506

Newfoundland

All Locations 709

Northwest Territory

All Locations 867

Nova Scotia

All Locations 902

Nunavut

All Locations 867

Ontario

Hamilton 289/365/905
Kitchener 519/226
London 519/226
Ottawa 343/613
Sault Sainte Marie
. 249/705
Thunder Bay 807
Toronto 416/437/647

Prince Edward Island

All Locations 902

Quebec

Laval 450/579
Montreal 438/514
Quebec 418/581
Sherbrooke 819/873

Saskatchewan

All Locations 306/639

Yukon

All Locations 867

REVISED 12/2016



Direct Dial Calls

Dial in sequence:

1. International Access Code (011)
2. Country Code
3. City Code
4. Local Telephone Number
5. “#” button (if touch calling, to save time)

Operator-Assisted Calls

For placing person-to-person, collect, calling card (without touch calling), or billing to a third number International Calls, dial the following in sequence*.

1. Access Code (01)
2. Country Code
3. City Code
4. Local Telephone Number
5. “#” button (if touch calling, to save time)

* After your call is placed, an operator will come on the line and ask for information such as the name of the person you are calling or your calling card number. After dialing any international call, please allow at least 45 seconds for the ringing to begin.

Additional Assistance

Dial “00” (Operator) if you need assistance:

- To obtain a telephone number you don’t know.
- To obtain a city code not listed in this section.
- For assistance in completing a call.
- For credit on a call where you had difficulty, such as reaching a wrong number.

How to use this chart

1. The bold number following the country name is the “country code.”
2. The number beside each city is the “City Code.”

Country	TD Code				
Afghanistan . . .	93+11.5	Bolivia	591 +3	Ecuador	593 +2
Albania	355 +8	La Paz2	Los Rios5
Durres	52	Bosnia and		Quito2
Tiranë	42	Herzegovina .	387 +8	Egypt	20 +9
Algeria	213 +8	Sarajevo	57	Alexandria3
Adrar	49	Brazil	55 +5	Cairo2
Bejaia	34	Brasilia	61	El Salvador . .	503 +1
American		Rio de Janeiro . .	21	Central Area 3,23,29	
Samoa	*684 -4	Sao Paulo	11	Fiji	679 +19
Argentina	54 +4	Cambodia . .	855 +14	Suva32,33, 34
Buenos Aires . . .	11	Phnom Penh . . .	23	Finland	358 +9
Cordoba351	Chile	56 +3	Helsinki9
Armenia	374 +10	Santiago2	France	33 +8
Ashtarak	32	Valparaiso	32	Bordeaux4
Yerevan	10	China	86 +14	Paris1
Aruba	297 +3	Beijing (Peking) .	10	Toulouse5
Australia	61 +17	Shanghai	21	French	
Davis	10	Colombia . . .	57 +2	Polynesia . . .	*689 -3
North East Reg. . .	.7	Bogota1	Germany	49 +8
South East Reg. .	.2	Cartagena5	Berlin	30
Austria	43 +8	Costa Rica . .	*506 +2	Dresden351
Innsbruck512	Croatia	385 +8	Frankfurt	69
Vienna1	Zagreb1	Munich	89
Bahrain	*973 +10	Cyprus	357 +9	Greece	30 +9
Belgium	32 +8	Nicosia	22	Athens	21
Antwerp3	Czech		Guatemala . .	502 +1
Brussels2	Republic . . .	420 +8	Jarry26
Belize	501 +1	Brno	54	Guyana	592 +4
Punta Gorda7	Prague3	Linden444
		Denmark . . .	*45 +8	Haiti	509 +2
				Comtel420
				Haitel510
				Honduras . . .	504 +1
				Tegucigalpa2
				Hong Kong . .	852 +15
				Hungary	36 +8
				Budapest1
				Iceland	354 +7
				Reykjavik5
				India	91 +12.5
				Delhi	11
				Mumbai (Bombay)	22
				Indonesia . . .	62 +14
				Jakarta	21
				Iran	98 +10.5
				Tehran	21
				Iraq	964 +10
				Baghdad1
				Israel	972 +9
				Haifa4
				Jerusalem2
				Tel Aviv3
				Italy	39 +8
				Bologna	51
				Naples	81
				Rome6
				Venice	41
				Ivory Coast . .	225 +7
				Yamoussoukro .	30
				<i>*No City Code Required</i>	

International Calling



Japan 81...+16

Tokyo.....3
Yokohama.....45

Kenya 254...+10

Nairobi.....20

Kuwait..... 965...+10

Jahrah.....477

Liberia..... *231.....+7

Libya 218.....+8

Tripoli.....21
Benghazi.....61

Liechtenstein 423 ..+8

Vaduz.....2

Luxembourg*352....+8

Malaysia 60...+15

Kuala Lumpur.....3

Mexico 52.....+1

Acapulco744
Cancun998
Mexico City55
Tijuana664

Mongolia ... 976...+14

Ulaanbaatar.....11

Netherlands.. 31.....+8

Amsterdam.....20
Rotterdam10

Netherlands 599.....+3

Bonaire.....717
Curacao.....9

New Caledonia687+18

Noumea.....23

New Zealand 64...+19

Auckland9
Wellington.....4

Nicaragua... 505.....+1

Managua2

Nigeria 234.....+8

Abuja9

North Korea 850...+16

Pyong Yang.....2

Norway 47.....+8

Oslo.....2

Pakistan 92...+12

Islamabad.....51
Sukkur71

Panama 507.....+2

Panama City.....2

Paraguay ... 595.....+4

Asuncion.....21

Peru 51.....+2

Lima.....1

Philippines ... 63...+15

Manila.....2

Poland..... 48.....+8

Krakow12
Warsaw.....22

Portugal 351.....+7

Lisbon.....21

Romania 40.....+9

Bucharest21

Russia 7...+10

Moscow.....495

Saudi Arabia966...+10

Riyadh11

Senegal 221.....+7

Dakar.....8

Serbia..... 381.....+8

Singapore..... 65...+15

Slovakia..... 421.....+8

Bratislava.....2

South Africa . 27.....+9

Cape Town21
Johannesburg ...11
Pretoria.....12

South Korea . 82...+16

Seoul.....2

Spain 34.....+8

Barcelona93
Madrid91

Sri Lanka..... 94...+12

Colombo.....11

Suriname... 597.....+4

Paramaribo.....4

Sweden 46.....+8

Stockholm8

Switzerland .. 41.....+8

Geneva22
Zurich43

Syria..... 963.....+9

Damascus11

Taiwan 886...+15

Taipei.....2

Thailand 66...+14

Bangkok.....2

Tunisia 216.....+8

Tunis.....1

Turkey 90.....+9

Ankara312
Istanbul Asya...216
Istanbul Avrupa212

Ukraine 380...+10

Kiev.....44

United Arab Emirates... 971...+11

Abu Dhabi.....2
Dubai.....4

United Kingdom.... 44.....+7

Cardiff.....29
Edinburgh131
Liverpool.....151
London20
Manchester161

Uruguay..... 598.....+4

Montevideo2

Vatican City.. 39.....+8

Venezuela 58.....+3

Caracas212

Vietnam..... 84...+13

Hanoi.....4

Yemen 967...+10

Sanaa1

**No City Code Required*

HOW TO MAKE DIRECT-DIAL CALLS



Example 1 : To call a number in Berlin, Germany dial:

011 + 49 + 30 + LOCAL NUMBER

Example 2 : To call a number in Singapore, (there is no city code), dial:

011 + 65 + LOCAL NUMBER



Discover the Convenience of Custom Calling

Ponderosa's custom calling services offer you the luxury of features so convenient, so affordable, your phone services will never be the same again. In fact, it will make managing your time a whole lot easier. Call 1-800-682-1878 for information and availability.

WOW! Exciting Products & Extreme Values for 2017

Call for more details or find feature descriptions and "How to Use Voice Features" online at www.goponderosa.com.

Classic Voice & Classic Voice Plus Feature Packages

This is the definition of extreme value! Enjoy 12 popular Custom Calling and CLASS voice features for only \$5.00 per month, or receive the same 12 features plus Calling Name ID for only \$6.50 per month! Services require a subscription to Ponderosa wireline service and a compatible digital telephone.

On-Demand Telephone Conference Calling with Web Portal Administrator

Self-administer your conference calls online, anytime, from anywhere through your personal web portal. There's no reservation, or monthly subscription charge. You will be billed \$.03 per-minute per conference line on your next statement. Call us to set up your conferencing web portal today! Conference administration requires a subscription to Ponderosa wireline service, a digital telephone and a compatible device with Internet access.

Call Waiting

In the past, if friends tried to call while you were already on the phone, all they got was a busy signal. But now, with Call Waiting, you'll be able to receive incoming calls when you're already on the line. It's great for a home with teenagers, and especially valuable in case of an emergency.

Call Forwarding

There are some calls you just can't miss. At the same time, you can't spend your whole day sitting by the phone. With Call Forwarding, wherever your travels lead, you'll keep in touch. It actually allows you to transfer your calls to another telephone number! If you have a small business, you can forward your home calls to the office or your office calls to home.

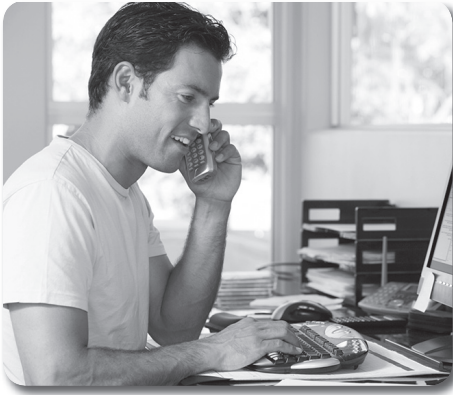
Three-Way Calling

With only one phone line, trying to speak to two people at once can be a real adventure. Unless, of course, you have Three-Way Calling. It's a convenient feature that allows you to add a third party to your two-way conversation. Whether you're talking to family and friends or business customers, Three-Way Calling eliminates the hassle of call backs and second-hand messages.

One of the best things about Custom Calling Services is the price. For only a few dollars a month, your phone will guide you into exciting, new territory, and make your life a little easier. To order or learn more about Custom Calling Service, please call.

	Activate	Deactivate		Activate	Deactivate
Call Trace	*57		Cancel Call Waiting		*70
Selective Call Rejection	*60		Call Forwarding	*72	*73
Priority Ringing	*61		Speed Calling-Short List (8)	*74	
Selective Call Acceptance	*64		Speed Calling-Long List (30)	*75	
Automatic Redial Last Number	*66	*86	Anonymous Call Rejection	*77	*87
Caller ID Block	*67		Delayed Call Forwarding	*92	*93
Busy Call Forwarding	*90	*91	Selective Call Forwarding	*63	
Automatic Call Return	*69	*89	3-Way Calling	Flash or Switchhook	

Using Your Services



The Ponderosa CLASS Services Advantage

As a Ponderosa customer, you may be interested to know you enjoy a bit of a technological edge. For example, with Ponderosa's Custom Local Area Signaling Services (CLASS) calling features, your services will work on calls within the Ponderosa Service Network*, and with many phone numbers outside our network that are on an SS7 supported network. Such as Fresno. Call 1-800-682-1878 for information, pricing and availability.

**Where network is available.*

Which CLASS Services can I choose from and what do they do?

Anonymous Call Rejection

If you have Caller ID, you know that some of the calls you receive are labeled "Private." With Anonymous Call Rejection**, your phone will automatically reject all incoming calls labeled "Private." Callers receive a message which says you don't accept blocked telephone numbers and suggests they remove Blocking and try again.

Call Return (*69)

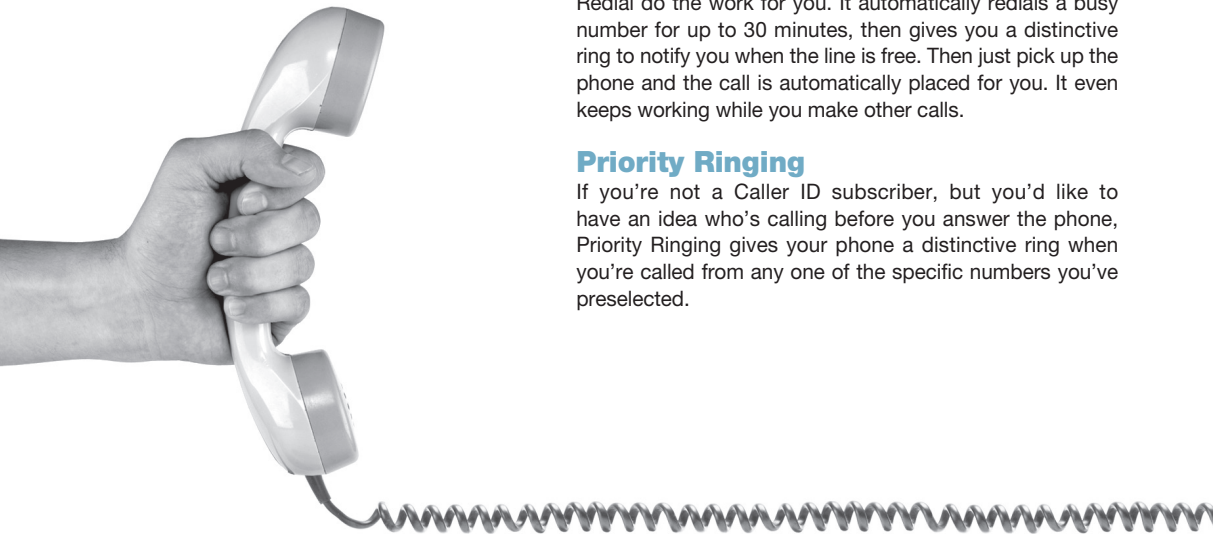
It's practically an unwritten law; the longer your phone rings, the more likely it will stop ringing at the precise moment you finally reach it. With Call Return, your phone instantly redials the calls you just miss. Simply enter a code and your phone automatically returns the call you last received!

Automatic Redial (*66)

When there's a busy line you just can't reach, let Automatic Redial do the work for you. It automatically redials a busy number for up to 30 minutes, then gives you a distinctive ring to notify you when the line is free. Then just pick up the phone and the call is automatically placed for you. It even keeps working while you make other calls.

Priority Ringing

If you're not a Caller ID subscriber, but you'd like to have an idea who's calling before you answer the phone, Priority Ringing gives your phone a distinctive ring when you're called from any one of the specific numbers you've preselected.





Selective Call Acceptance

Sometimes there are only specific people you want to hear from. Selective Call Acceptance goes a step beyond Priority Ringing by allowing only those calls you preselect. When your service is turned “on,” other callers will receive a courteous message letting them know you’re not receiving calls at that time.

Selective Call Forwarding

If you’re going to be leaving the house and you want specific calls forwarded to the number where you’ll be, Selective Call Forwarding allows you to forward only the calls you choose.

Selective Call Rejection

Okay, let’s admit it: there are some people we just don’t want to talk to. With Selective Call Rejection you can specifically select those numbers you’d rather not hear from. When your service is turned “on,” anyone calling from those numbers will receive a brief message letting them know you’re not receiving calls at that time.

* *Where network is available.*

** *Requires Caller ID.*

Caller ID

Know who is calling you before you answer the phone! Caller ID allows the calling party’s phone number to be displayed, and Calling Name ID allows the calling party’s name and/or phone number to be displayed on a Caller ID or Calling Name ID compatible phone or device at your home or office (unless the calling party has requested call blocking on their number). When a blocked number calls, “Private” will be displayed on your equipment. You can choose to answer or not. Please contact your Customer Care Center to order this feature.

Centrex

Manage multiple location offices or home offices with ease and provides sophisticated features without the additional equipment expense and maintenance. Great for businesses of all sizes. Centrex is a Central Office base software that allows PBX and Key system features without the hardware. Please call one of our Customer Service Representatives today to find out more about what Centrex can do for your business!



Anonymous Call Rejection

Refuse calls from those who have blocked their numbers.

How it works:

When you've turned this service "on" your phone will automatically reject incoming calls labeled "private." Callers will hear a message that says you do not accept blocked phone numbers and suggests they remove blocking and try again. All other calls will ring through as usual.

To "turn on" the service:

1. Lift the handset and listen for dial tone.
2. **Press *77.**
3. Listen for a confirmation tone or announcement. Hang up.

To "turn off" the service:

1. **Press *87.**
2. Listen for a confirmation tone or announcement. Hang up.

Note:

- You will not be notified when or how many calls have been rejected.
- Will not refuse calls displayed as "unknown" or "out of area."

Automatic Call Return

Easily dial your last caller — even if you didn't answer.

How it works:

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing *69. This service is available to you on-demand, as a pay-per-use service for \$.75 per activation up to a maximum monthly charge of \$6.00, or by subscription service for \$3.50 per month for unlimited access.

How to use:

1. Lift the handset and listen for a normal dial tone.
2. If you were already on the phone and ignored a call waiting tone, press and quickly release the "switchhook."
3. **Press *69.** Your call will go through like a normal call.

If the line is busy:

4. Hang up. Your phone will keep trying the line for up to 30 minutes.
5. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
6. Lift the handset to automatically place the call.

To cancel your Automatic Call Return request:

1. **Press *89.**
2. Listen for the confirmation tone or announcement. Hang up.

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.
- Can be used on a pay-per-use basis or set up with unlimited use.

Automatic Redial

Get through to busy numbers as soon as they're free.

How it works:

You can save time dialing busy numbers over and over when you use. Set your phone to redial for you using *66. Your phone rings you as soon as the line is free, and automatically connects you. This service is available to you on-demand, as a pay-per-use service for \$.75 per activation up to a maximum monthly charge of \$6.00, or by subscription service for \$3.50 per month for unlimited access.

How to use:

1. When you hear a busy signal, press and release the "switchhook." Listen for a special tone.
2. **Press *66.** Hang up.
3. Your phone will check the number for up to 30 minutes.
4. A special callback ring alerts you if the line becomes free (some phones ring normally).
5. Lift the handset to automatically place the call.

To cancel your Redial request:

1. Lift the handset and listen for a normal dial tone.
2. **Press *86.**
3. Listen for a confirmation tone or announcement. Hang up.

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.
- Can be used on a pay-per-use basis or set up with unlimited use.



Call Forwarding

Let your calls follow you to another number.

How it works:

You can program your calls to ring at another number.

To “turn on” the service:

1. Lift the handset and listen for dial tone.
2. **Press *72.**
3. Listen for the confirmation tone, followed by dial tone.
4. Dial the number where you want your calls forwarded. Dial the number exactly as if you are calling directly. See note. (You can use Speed Calling Codes here if you have this feature.)
5. Listen for the confirmation tone, followed by dial tone. Hang up.

To “turn off” the service:

1. Lift the handset and listen for dial tone.
2. **Press *73.**
3. Listen for the confirmation tone, followed by dial tone. Hang up. Your Call Forward is now “off,” and calls will ring normally on your phone.

To change the “forward to” number:

1. Turn off Call Forward.
2. Repeat steps 1-5 above to turn on Call Forward, entering the new “forward to” number.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial “1” plus the area code. Or if you have speed calling, you may dial one of your codes instead.
- This service works only from the phone with Call Forwarding. To program Call Forwarding from a remote location, see remote call forwarding.



Busy Call Forwarding

When your line is busy, your callers can reach someone else.

How it works:

Whenever you’re on the phone, you can be sure your callers can talk with someone else or can leave a message for you. Easily turn it on or off, or change the forwarding number — anytime.

To “turn on” the service:

Please read the notes before beginning.

1. Lift the handset and listen for dial tone.
2. **Press *90.**
3. Listen for the confirmation tone, followed by dial tone.
4. Dial the number where you want your calls forwarded. Dial the number exactly as if you are calling directly. See note. (You can use Speed Calling Codes here if you have this feature.)
5. You’ll hear a confirmation tone, followed by a dial tone, to let you know your Busy Call Forwarding is in effect.

To “turn off” the service:

1. Lift the handset and listen for dial tone.
2. **Press *91.**
3. Listen for the confirmation tone, followed by dial tone, then hang up. Busy Call Forwarding is now “off.”

To change the “forward to” number:

1. Turn off Busy Call Forwarding (see directions above).
2. Repeat steps above to turn on Busy Call Forwarding, entering the new “forward to” number.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial “1” plus the area code. Or if you have speed calling, you may dial one of your codes instead.
- When you subscribe to Ponderosa Voice Mail this feature is already configured to your voice mail service. If you wish to change the “forward to” number, please contact Ponderosa during business hours.
- If you ordered this feature online as part of Classic Voice or Classic Voice Plus packages, please call Ponderosa to set up your service during business hours.



Delayed Call Forwarding

Whenever you can't answer, forward your calls to someone who can.

How it works:

If you can't get to the phone, you can be sure that your calls won't go unanswered. You can easily change the forwarding number.

To "turn on" the service:

1. Lift the handset and listen for dial tone.
2. **Press *92.**
3. Listen for the confirmation tone, followed by dial tone.
4. Dial the number where you want your calls forwarded. (Dial the number you wish to forward to exactly as if you are calling directly.)
5. You'll hear a confirmation tone, followed by dial tone, to let you know Delayed Call Forwarding is in effect.

To "turn off" the service:

1. Lift the handset and listen for dial tone.
2. **Press *93.**
3. Listen for the confirmation tone, followed by dial tone, then hang up. Your Delayed Call Forwarding is now "off."

To change the "forward to" number:

1. Turn off Delayed Call Forwarding (see directions above).
2. Repeat the steps above to turn on Delayed Call Forwarding, entering the new "forward to" number.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead.
- Service will not work concurrently with Voice Mail service.

Remote Access to Call Forwarding

From any location — turn on, turn off, or change your forwarding number.

How it works:

You can use a touch-tone telephone at another location to change your Call Forwarding on your home or business phone.

To access your telephone's Call Forward service remotely:

1. Lift the handset of any touch-tone phone and listen for dial tone.
2. Dial the Call Forwarding access number XXX - (your prefix) - 5900:
_____ .
3. Centrex subscribers (only):
Dial the Call Forwarding access number
XXX - (your prefix) - 9500.
4. After the line rings, dial your ten-digit phone number that has Call Forwarding service.
5. Dial your Personal Identification Number (PIN)
_____ then **press #**.
6. You are now ready to change your Call Forwarding.

Proceed with one of the four Call Forwarding functions: Call Forwarding, Busy Call Forwarding, Delayed Call Forwarding and Selective Call Forwarding.



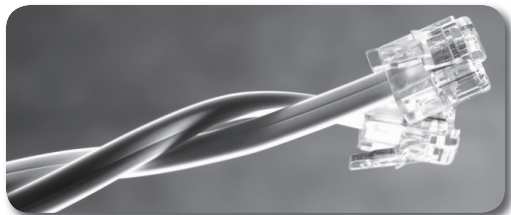


Selective Call Forwarding

Decide which callers should follow you to another number.

How it works:

You can program up to 10 numbers on your phone to forward only those calls to another number. When your service is turned “on,” calls from numbers in your forward list will be re-routed to your “forward-to” number. All others will ring at your phone as usual.



How to use:

1. Lift the handset and listen for dial tone.
2. Press *63.
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the voice instructions. Turn the feature ON (if it is currently off). Press 3. To turn the feature on for the first time you must first add a number to the list:

To add a number to your forward list:

1. Press #.
2. Follow the voice instructions.

To add the last caller to your forward list:

1. Press #01#.

To hear the phone numbers on your list:

Press 1. After the list is read, voice instructions will follow.

To remove a number from your list:

Press *. Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

Press 0.

Note:

- You must add a “forward to” number to your list before activating the service for the first time, you will receive voice instructions.
- Service is compatible with Remote Call Forwarding.
- Centrex subscribers (only): To change your forwarding number, please call Customer Care during business hours for assistance.

Call Waiting

You'll know when another caller is trying to reach you.

How it works:

You can use your telephone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears a normal ringing.

To answer a waiting call:

1. When you're on the phone, a special tone (“beep”) tells you a second call is waiting.
2. Simply press and quickly release the “switchhook” on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

If you choose not to answer the incoming call:

1. You'll hear a special tone to remind you of the waiting call.

To alternate between callers:

1. Simply press and quickly release the “switchhook.” While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up.
2. Your phone will ring.
3. When you answer, you'll be connected with the remaining caller.

To “turn off” Call Waiting before making a call:

1. Lift the handset and listen for dial tone.
2. Press *70.
3. Listen for the confirmation tone, followed by dial tone.
4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Calling Waiting tone. Other callers will hear a busy signal.
5. After you hang up, Call Waiting automatically “turns on” again.

To “turn off” Call Waiting during a call:

1. Press and release the “switchhook.” This will place your active call on hold.
2. Press *70.
3. Listen for the confirmation tone.
4. Press and release the “switchhook” to reconnect to the call on hold.
5. After you hang up, Call Waiting automatically “turns on” again.

Note:

- This service will interact with 3-Way Calling.
- The “switchhook” is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

Caller ID and Calling Name ID

See the caller's identity before you answer the phone.

How it works:

When you receive a call with Caller ID you will see the calling party's phone number; and with Calling Name ID you will see the calling party's name and/or phone number on the display screen of your phone or device (unless the calling party has requested call blocking on their number).

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The name and/or telephone number of the person calling you will automatically appear on your display screen or Caller ID unit.
3. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Note:

- Subscription to Caller ID requires the purchase of a digital display telephone or an add-on display unit.
- If the word "Private" appears on your screen, the caller may have blocked the display of their number by pressing *67 before placing the call. You can choose whether or not to answer the call.
- If "unknown name," "unknown number," "out of area," or "0" appears, the caller is in an area that does not support Caller ID services.

Call Trace

Identify harassing callers through the phone company.

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company. This is available on-demand, as pay-per-use service for \$3.00 per Call Trace, up to a maximum billing charge of \$15 per month.

How to use:

1. When you get a nuisance call. Hang up. (Call Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.)
2. Lift the handset and listen for a normal dial tone.
3. **Press *57.** Hang up.
4. The number you traced will be recorded at the phone company.

Note:

- If you decide to follow up on the matter, you are required to contact your local law enforcement authority to file a complaint, and then the phone company will provide the traced call to the local law enforcement authority. Traced call information cannot be provided directly to the subscriber. There are government regulated privacy and procedure details associated with implementing Call Trace. Please contact Customer Care for pricing and instructions.





Priority Ringing

You'll know when someone special is calling.

How it works:

When you make a list of up to 10 special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

How to use:

1. Lift the handset and listen for dial tone.
2. **Press *61.**
3. Listen for an announcement telling you whether the feature is currently on or off. Follow the voice prompt to choose from the following options:

To turn your service on or off: **Press 3.**

To add an entry: **Press #.**

To delete an entry: **Press *.**

To review the list: **Press 1.**

To hear the options announcement again: **Press 0.**

Note:

If the Priority Call list is empty, you must add an entry to the list before activating the service.

If you delete all entries in the Priority Call list and hang up, the service is automatically deactivated, if it was previously active.

Caller ID Complete Blocking and Selective Blocking

Block and unblock your number display to others.

Caller ID Complete Blocking

Your caller ID is shown as "private" to others until you choose to reveal your Caller ID.

How it works:

If you have requested Complete Blocking from your Telephone Company you do not need to dial a code to block your number each time. Your number will always appear as "private." There may be times you wish to have your number appear on an individual basis, as in the case where the number you are calling does not accept calls from blocked or unknown numbers. When this occurs you will hear a message instructing you to dial *82 before placing your call again.

How to use:

To unblock your number on an individual basis:

1. Lift the handset and listen for dial tone.
2. **Press *82** to reveal your Caller ID.
3. Dial the number you wish to reach.

Caller ID Selective Blocking

Your Caller ID is revealed to others until you choose to block your Caller ID.

How it works:

If you have requested Selective Blocking from your Telephone Company you can dial *67 before placing your call to block your number selectively when you do not want to reveal your Caller ID, and your number will appear as "private" for that one call only. For each subsequent call you place in which you wish to block your Caller ID you must enter the blocking code before you dial.



How to use:

To block your number on an individual basis:

1. Lift handset and listen for dial tone.
2. **Press *67** to block your Caller ID.
3. Dial the number you wish to reach.

Selective Call Acceptance

Decide which calls you'll take.

How it works:

You can program your phone to accept only those calls from a special list of up to 10 people. When your service is "turned on," your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

To "turn on" the service:

1. Lift the handset and listen for dial tone.
2. **Press *64.**
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list. Follow the voice prompt to choose from the following options:

To turn your service on or off: **Press 3.**

To add and entry: Press #, dial the number as you normally would, then **press #.**

To delete an entry: Press *, dial the number as you normally would, then **press *.**

To review the list: Press 1.

Note:

- If the Selective Call Acceptance list is empty, you must add an entry to the list before activating the service.
- If you delete all entries in the Selective Call Acceptance list and hang up, the service is automatically deactivated, if it was previously active.



Selective Call Rejection

Don't let unwanted calls disturb you.

How it works:

You can program up to 10 numbers on your phone to reject calls from any number you place in the preselected rejection list. When your service is turned "on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

1. Lift the handset and listen for dial tone.
2. **Press *60.**
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.

To turn your service on or off: **Press 3.**

To add and entry: Press #, dial the number as you normally would, then **press #.**

To store the last number that called into the rejection list: Dial #01#.

To delete an entry: Press *, dial the number as you normally would, then **press *.**

To review the list: Press 1.

Note:

- If the Selective Call Rejection list is empty, you must add an entry to the list before activating the service.
- If you delete all entries in the Selective Call Rejection list and hang up, the service is automatically deactivated, if it was previously active.



Speed Calling 8 and Speed Calling 30

Quickly dial eight of your most frequently called numbers.

How it works:

You can enter up to 8 one-digit speed dial telephone numbers or 30 two-digit speed dial telephone numbers — local or long distance — into your Speed Calling list. Then, you can reach those people by dialing just one or two digits.

To activate Speed Calling:

1. For Speed Calling 8 **Press *74.**
For Speed Calling 30 **Press *75.**

To program your Speed Calling list:

1. Lift the handset and listen for dial tone.
2. **Press *74** for speed calling 8 or ***75** for speed calling 30.
3. Listen for dial tone.
4. For Speed Calling 8 dial a one-digit speed code. (Choose any number, 2 through 9.) For Speed Calling 30 dial a two-digit speed code (Choose any number, 20 through 49.)

5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include “1” plus the area code.)

6. Press the # key.

7. Listen for the confirmation tone. Hang up to complete the entry.

To call someone on your Speed Calling list:

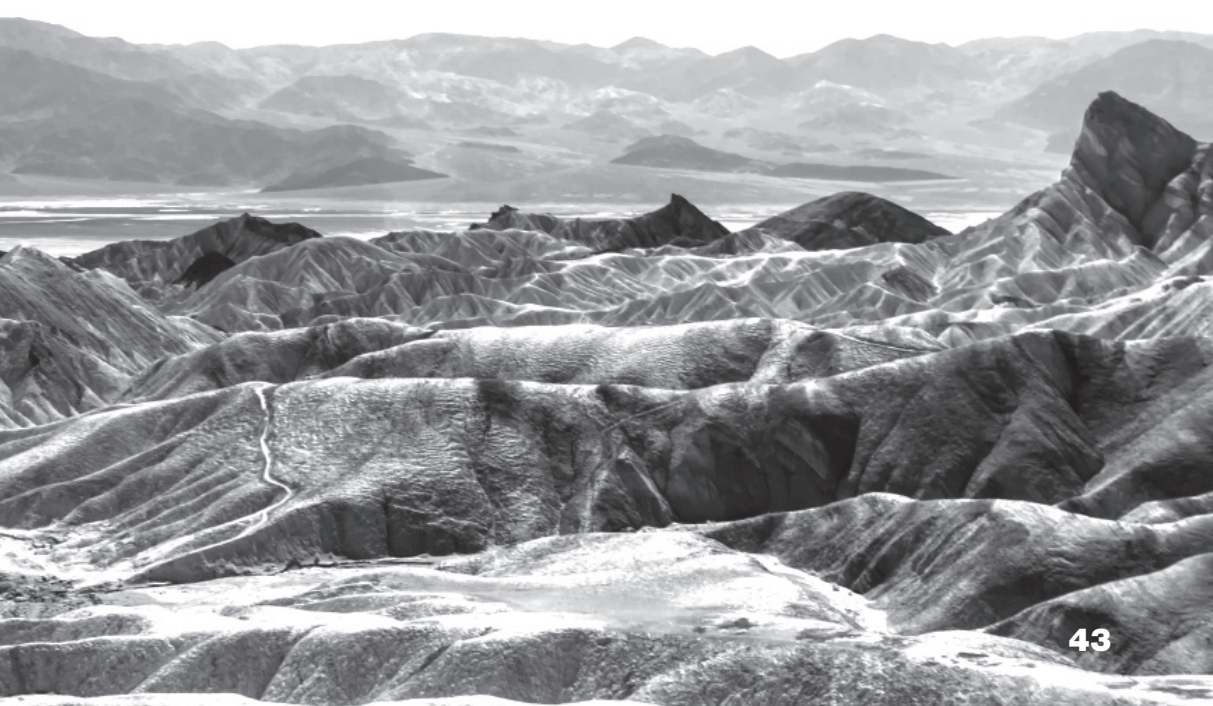
1. Lift the handset and listen for dial tone.
2. Dial the speed code, then **press the # key.**

To review your Speed Calling list:

1. Lift the handset and listen for dial tone.
2. **Press *78** for speed calling 8 or ***79** for speed calling 30.
3. You will hear an announcement of the numbers on your Speed Calling list.

To change your Speed Calling list:

1. Lift the handset and listen for dial tone.
2. **Press *74** for speed calling 8 or ***75** for speed calling 30.
3. Listen for dial tone.
4. Dial the one-digit speed code you wish to change.



Warm Line

Be prepared for emergency situations.

How it works:

Help is not far away — even when you can't dial the phone. Your telephone can automatically dial an emergency number for you.

To use:

1. Lift the handset and wait 30 seconds.
2. The pre-designated number is automatically dialed. This number is:
_____.

To prevent automatic dialing:

1. Begin dialing within 30 seconds after lifting the handset.

Note:

- You must select the telephone number to be dialed when you sign up for Warm Line service. To change this number, contact your local telephone company. Service can be set to dial within 2-30 seconds.



Three-Way Calling

Talk with two people in different places — at the same time.

How it works:

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues.

To add a third person to the call:

1. Press and quickly release the "switchhook" to place the first person on hold.
2. Listen for dial tone.
3. Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead.)
4. When the third person answers, you can talk privately before making it a three-way conversation.
5. To make the three-way connection, press and quickly release the "switchhook." You can now talk with both people at the same time.

To cancel the three-way connection:

1. If the third person did not answer or you wish to disconnect them, just press and quickly release the "switchhook." You'll be reconnected to the person holding.
2. Or, if either of the two people hang up, you can continue talking with the remaining person.

To end the call completely:

1. Simply hang up.

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.



Celebrating Our Heritage

The Bigelow family story is the story of the Central San Joaquin Valley and the determined pioneers who tamed the rough and tumble territory in the late 1800s. This telephone business was founded by Harmon Bigelow and is one of a handful of companies surviving 100 years in the Central Valley that is still family-owned and operated.

In 1900, young Harmon secured a contract to transport U.S. mail from Madera to Fresno Flats and O'Neals with just two horses and a small spring wagon. The need for transportation services for the foothill and mountain communities grew and a stageline business was born.

The telephone business started when Harmon's wife Leota ordered two phones from a mail order catalog so she could speak with her mother who lived a mile away. Harmon grew the telephone network from a family convenience to an essential communications tool for the stageline, ultimately extending to the surrounding foothill communities.

Throughout the years there have been relatively few family leadership transitions. When Harmon died, he passed the reins to his son Jesse until the early 1980s when tragedy struck the family. Jesse Bigelow, Robert Bigelow and Bob Silkwood (who married Jesse's daughter Luanne) passed away within an 18-month span. This left the family leadership to Jesse's only daughter, Luanne Silkwood, who remains the chairperson of Ponderosa today.

When asked for the secret to enduring a century of family ownership, Luanne responded, "Ponderosa Telephone is not just a business, it is 5 generations of a rural American family lifestyle that must be preserved for future generations. In business, I am only as successful as the people I surround myself with. With the talents of my managers and employees, a continued flexible mindset from family leadership, plus commitment to our customers, Ponderosa will continue to thrive."

Ponderosa Telephone celebrated 100 years of family-owned business in 2008.

Explore a detailed historic journey at www.goponderosa.com/centennial/

Exploring The Mojave National Preserve

In 1994, the Mojave National Preserve was established through the California Desert Protection Act. It is more than just a desert – it is a diverse natural wonder capable of hosting seasonal temperatures and sustaining rare desert plant and animal life. Summer temperatures range from 90 to 105 degrees, while the winter carpets the Mojave with snow as temperatures dip into the 20s. Blankets of beautiful wildflowers awaken the barren desert in March and April.

The geology of the Mojave National Preserve is amazing, with mountain ranges, great mesas, cactus gardens, cinder cones, domes, lava flows, majestic sand dunes, and the largest Joshua tree forest. But don't be fooled by its sparse landscape. Birds, lizards, bighorn sheep, jack rabbits, roadrunners, gila monsters, bobcats, and desert tortoises are seen during daylight hours, but there are many other animals who come out only at night to avoid the blistering heat. Bats, owls, mountain lions, foxes, skunks, and others are most active when the sun goes down.

It's a good idea to fill up on food and gas before entering the Mojave National Preserve. Restaurants and gas stations are available in the towns of Baker, Nipton, Primm, Fenner and Ludlow. Kelbaker Road, a 56-mile paved road that connects Kelso and Baker and stretches from I-15 north of Baker to I-40 east of Ludlow, has some interesting places to see along the way. Drive 34 miles south of Baker on Kelbaker Road and you'll find the Kelso Depot Visitor Center. The center has been restored to its original 1924 appearance, houses exhibits on desert ecology and history, and is now the main information center for the Mojave National Preserve. Towering over 600 feet high, the mighty Kelso Dunes can be found 8 miles south of the Kelso Depot. When quantities of sand with the right moisture content slides down the steep slopes, the dunes produce a "booming" or "singing" sound.

Instead of driving south of Baker, try going about 26 miles east to the paved Cima Road, which connects I-15 with the town of Cima. This road traverses the Shadow Valley, home to one of the world's largest Joshua tree forests. The Cima Dome rises 1,500 feet above the desert and can be viewed from the Teutonia Peak Trailhead or Cedar Canyon Road. Obviously, the Mojave National Preserve has much to offer, and plenty of unique photo opportunities await you.

For more information, visit <http://www.nps.gov/moja/planyourvisit/index.htm>

Mojave Desert Heritage & Cultural Association

Mission

To research and conserve the natural and cultural history of the Mojave Desert region for the purpose of preserving and sharing these resources in perpetuity.

A celebration of the 100th Anniversary of the Goffs Schoolhouse was celebrated in October 2014.

For additional information, contact:

Mojave Desert Heritage & Cultural Association (MDHCA)

37198 Lanfair Road G-15
Essex, CA 92332-9786

e-mail: info@mdhca.org
www.mdhca.org

Mr. Hugh E. Brown,
Executive Director





NATIONAL DO NOT CALL REGISTRY

National Do Not Call Registry

The National Do Not Call Registry is open for business, putting consumers in charge of the telemarketing calls they get at home. The Federal government created the national registry to make it easier and more efficient for you to stop getting telemarketing calls you don't want. You can register online at:

WWW.DONOTCALL.GOV

or

call toll-free, 1-888-382-1222

and

(TTY 1-866-290-4236)

from the number you wish to register. Registration is free. The Federal Trade Commission, the Federal Communications Commission, and the states are enforcing the National Do Not Call Registry. Placing your number on the registry will stop most, but not all, telemarketing calls.

This site has information for you – whether you're a consumer interested in signing up for the National Do Not Call Registry, or a telemarketer or seller interested in learning more about your responsibilities related to the Telemarketing Sales Rule.

Cell Phones

You may place your personal cell phone number on the National Do Not Call Registry. The registry has accepted cell phone numbers since it opened for registrations in June 2003. There is no deadline to register a home or cell phone number on the Registry.

You may have received an email telling you that your cell phone is about to be assaulted by telemarketing calls as a result of a new cell phone number database; however, that is not the case. Federal Communications Commission regulations prohibit telemarketers from using automated dialers to call cell phone numbers.



2017 Calendar

2017

JANUARY						
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Call Forwarding

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FEBRUARY 2017

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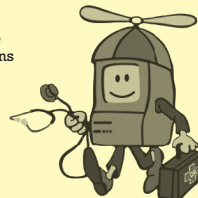
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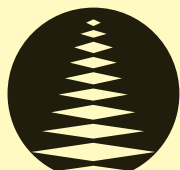
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Local channels included at no extra cost
in over 99% of the U.S.

HD at no additional cost
With SELECT™ Package or above.

Bundle and save with DIRECTV


DIRECTV


INTERNET


PHONE

Additional Telco equipment and service fees apply. Eligibility based on service address. Ask how!

Call 1-855-522-5328

ALL DIRECTV OFFERS REQUIRE 24-MONTH AGREEMENT. New residential DIRECTV customers only (equipment lease required). Credit approval required. Credit card required (except MA & PA). Pro-rated ETF fee (up to \$480) and Equipment Non-Return fees apply. Visit directv.com/legal or call 1-800-531-5000 for details. **HD**: HD television req'd. Number of HD channels based on TV plan. Eligibility for local channels based on service address. Not all networks available in all markets. ©2016 AT&T Intellectual Property. All Rights Reserved. AT&T, GLOBE logo, DIRECTV, and all other DIRECTV marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



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& Receive

FREE
Equipment

FREE
Installation

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offer is based on qualification and subject to change without notice. restrictions apply

Telephone Companies

PONDEROSA TELEPHONE

47671 Road 200 O'Neals.....800-682-1878
See Our Display Ad Page 16

Telephone Directory Advertising

> See Advertising-Directory & Guide

Telephone Service-Long Distance

> See Long Distance Telephone Services

Telephone & Television Cable Contractors

DIRECTV Toll Free Dial 1 & Then855-522-5328
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Television-Cable, CATV & Satellite

ALL AMERICAN DISH855-747-4990
See Our Display Ad This Page

I've missed more than 9000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed.
~Michael Jordan~

DIRECTV



No Equipment to Buy! No Start-Up Costs!

HD at no additional cost
Local channels included (in over 99% of the U.S.)
INCLUDED Professional Installation (up to 4 rooms)
directv.com

Hardware and programming available separately.
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Existing Customers	800 531-5000
New Business Accounts	877 847-0602

United States Government Offices

> See Government Offices-U.S.

Website Directories

> See Advertising-Directory & Guide

Website Services

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BUSINESS PROFILE VIDEO

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- Huge Music Library
- Tell A Story



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Print Mobile Online
Connecting Buyers and Sellers®

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2017

JANUARY

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FEBRUARY

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2018

JANUARY

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FEBRUARY

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MARCH

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APRIL

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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DECEMBER

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