

## CA PUC Protections Notice Letter - D.19-08-025

The following serves as notice to all Intellectrace, Inc. customers.

D.19-08-025 mandates the following protections to our customers if a disaster affected area is covered by an emergency declaration by the Governor of California or President of the United States.

Intellectrace, Inc. has established the following protections per D.19-08-025.

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

Intellectrace, Inc. has established a special webpage on our website describing the disaster relief protections in both English and Spanish. We are informing our customers of the availability of these measures and have sent this through email as an attachment to their invoice.