

Consumer Rights and Responsibilities

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Consumer rights

How to complain

Should you have a complaint or dispute with Pacific Bell, please contact our Business Office. The Business Office number is printed on your telephone bill. Complaints or disputes are handled as quickly as possible. Results of our investigation are reported to you promptly. Should corrective action be required, that action is taken as soon as possible.

If you are dissatisfied with the decision or explanation of the Service Representative you first talk to, please ask to speak to a supervisor. If your problem is still not resolved, ask to speak to the next level of management. Handling your problem is as important to us as it is to you.

If you have a problem we want to know about it. We promise to take care of it as quickly as possible. As a last resort you may get in touch with the California Public Utilities Commission whose address is:

For Northern California
State Building
San Francisco, California 94102

For Southern California
State Office Building
107 South Broadway
Los Angeles, California 90012

How to get credit for loss of service

If you have reported that you are unable to make or receive calls and your phone is out of service for more than twenty-four hours, you are entitled to a credit on your next bill for the local service charges. Call your Service Representative.

Tariffs

Pacific Bell tariffs, showing rates, rules, and regulations for telephone service and facilities as approved by the California Public Utilities Commission and the Federal Communications Commission are available for inspection in some of our Public Offices.

Consumer responsibilities

Customer-provided equipment

Under the Federal Communications Commission's (F.C.C.) Registration Program you may supply your own telephone equipment and connect it directly to the nationwide network. Before connecting your own telephone equipment you are responsible for:

- Informing the Telephone Company of your intention to use this equipment.
- Providing the F.C.C. Registration Number and Ringer Equivalence. This information should be located somewhere on the equipment.
- Ordering a telephone outlet from Pacific Bell if necessary.

You are responsible for the connection, operation, maintenance, and repair of this equipment, and should arrange for these services through the supplier, if needed. This equipment cannot be connected to coin telephone service.

Yield a party line in an emergency

State Law requires you to yield a party line immediately when told the line is needed for an emergency. It is also unlawful to take over a party line by stating falsely that the line is needed for an emergency. The penalty for either offense shall be a fine of not more than \$500, or imprisonment for a term not exceeding 6 months, or both.

Check your phone bill for accuracy

You should review your phone bill for accuracy when you receive it. If you have questions, or find any discrepancies on your bill, contact your Business Office.

Consumer information

Our employees carry company identification cards.

Each Pacific Bell employee is issued an identification card bearing his or her signature. If you have reason to question the identity of any telephone employee seeking to enter your home or place of business, ask to see his or her Telephone Company identification card.



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How to handle obscene or harassing calls

We're very concerned any time a telephone customer gets an annoying call.

There are, in general, the following types of annoying calls:

1. Indiscriminate or thoughtless "Sales" or "Survey" calls.
2. Nuisance calls designed to irritate you.
3. Abusive, harassing, threatening, or obscene calls.

Here are some suggestions on how to handle such calls:

1. Use the telephone on your terms. Don't talk to anyone unless you want to.
2. Don't answer questions on the phone you wouldn't answer if they were asked by a stranger on the street.
3. Find out who is calling; ask for the name of the person and the company he or she represents. Instruct your children or babysitter never to talk on the phone to someone they don't positively recognize. Teach them to ask for the caller's number so someone can call back later.
4. Hang up if the caller does not say anything.
5. If the calls are abusive, harassing, threatening, or obscene, call your local Telephone Company Business Office. If the calls involve serious threats, also call the Police Department. We will work with you and, if necessary, the police to eliminate the problem.

Recorded message calls

Calls using a recorded message must be preceded by a live person who: (1) identifies the caller and (2) states the nature and duration of the call and (3) asks you whether you are willing to listen and (4) disconnects if you are unwilling to listen to the recorded message. If you receive a recorded message which fails to do all of the above, and wish to make a complaint, call your local Business Office.

There are Federal and State Laws prohibiting abusive, harassing, threatening, or obscene calls. Where there is sufficient evidence, we are permitted to discontinue the phone service of anyone making such calls. In addition, the callers are subject to be fined, imprisoned, or both, by Federal and/or State authorities. Federal Communications Act, Section 223; California Penal Code, Section 653m.



Fraudulent callers are subject to prosecution

For your protection, new testing equipment and procedures enable Pacific Bell to detect and investigate fraudulent calls.

Persons using unauthorized Calling Card numbers or unauthorized telephone numbers to avoid charges will be prosecuted under California Penal Code Section 502.7, and may be subject to fines up to \$500 and imprisonment not to exceed six (6) months, or both, and in certain cases may be subject to fines up to \$5000, and imprisonment not to exceed one (1) year.

Recorded calls require a beep tone

When you hear a "beep" tone at about 15-second intervals during a phone conversation, it indicates that the conversation is being recorded. If you hear the "beep" tone and do not want a record made of what you are saying, ask the person to whom you are talking to disconnect the machine. When the recorder is disconnected, the signal is no longer heard. With limited exceptions, use of a recorder without a "beep" tone warning device is contrary to Pacific Bell's tariffs and is not permitted.

Unlawful wiretapping is subject to prosecution

It is a crime under Federal Law for any person, including a telephone subscriber, to wiretap or otherwise intercept a telephone call, unless that person has first obtained the consent of one of the parties actually participating in the call. Under California State Law the consent of all the parties participating in the call must be obtained before any person may record a telephone conversation or before a person who is not a party to a call may eavesdrop on or wiretap the call. Properly authorized law enforcement officers can engage in interceptions without the consent of either party when proceeding under court orders issued pursuant to applicable provisions of Federal Law or California State Law.

Under Federal Law, the penalty for illegal wiretapping can be imprisonment for five (5) years, a \$10,000 fine, or both. Under California State Law, the penalty can be imprisonment for one (1) year, a \$2500 (or in certain cases \$10,000) fine, or both.

Rates

Rates and practices included in this directory are based upon those in effect, the date this directory was printed.

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