



# Residential Account Application

New Install    Reconnect    Transfer of Ownership

## APPLICANT INFORMATION

Applicant Legal Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mobile Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Government Issued ID: \_\_\_\_\_  
Attach Copy

Co-Applicant Legal Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mobile Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Government Issued ID: \_\_\_\_\_  
Attach Copy

Service Address: \_\_\_\_\_ City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Mailing Address:      Same as above      Other

City/Zip: \_\_\_\_\_ New Construction APN: \_\_\_\_\_ Have you had service with us before?      Yes      No

Previous Address: \_\_\_\_\_ City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Do you or any person living in your household have any special needs?:      Yes      No

## RESIDENCE INFORMATION

Own      Rent      Landlord Name/Contact Number: \_\_\_\_\_

**Permission from your Landlord is required in order to install any NEW telephone jacks or wiring at a rental property.**

## PRIVACY DISCLOSURE

Sierra Tel is committed to protecting your privacy, and we want to take this opportunity to inform you about your rights and options with respect to your account information. Your account contains basic personal information, such as your name, address, and telephone number, as well as information about your calling patterns, services and features. Some of this information is referred to as Customer Proprietary Network Information, or CPNI. Sierra Tel is bound by federal and state law to protect your account information, and we manage your account to ensure its security so that your information remains confidential. Furthermore, if your telephone number has been designated as unpublished and unlisted, Sierra Tel will remain committed to protecting the confidentiality of your telephone number and ensures that your telephone number will not be disclosed to unaffiliated third parties or listed in telephone directories.

In order to promote and market new and/or existing products, services and product packages to you, we would like to share your account information, including information protected under federal and state law, with our Sierra Tel corporate family of affiliates. This proposed sharing of account information will not reduce any of the protections applied to your account to prevent that information from disclosure to unaffiliated third parties. You have a right to restrict disclosure of your account information, and you are under no obligation to consent to this proposed sharing. However, if you choose to not give your consent, we will be unable to use your information to offer you new products and services.

Please note that your consent to allow sharing of your account information with our affiliates will remain valid until you express a desire to restrict such disclosure. You may change your decision at any time by contacting Sierra Tel. Sierra Tel's privacy policies are set forth in detail in the Subscriber Privacy Policy and the Website Privacy Policy & Terms of Use, both of which are available on Sierra Tel's website. For more information on Sierra Tel's privacy policies or to exercise any of your rights relating to these policies, please contact us by calling toll-free at 1-877-658-4611, e-mailing us at [privacy@sierratel.net](mailto:privacy@sierratel.net), or sending any correspondence to Sierra Tel, Attention: Customer Care Manager, P.O. Box 219, Oakhurst, CA 93644.

May Sierra Tel share your account information with its affiliates for the purpose of offering you information about affiliate products and services?

**Allow Sharing**      **Don't Allow Sharing**



# Telephone Service Request

## DIRECTORY PUBLISHING

I wish to Publish this telephone number in the print Directory & 411 (Directory Assistance) I wish to be Non-Published

List my city                  List my street address                  Name (As it will appear in the Directory)

<p><b>The following telephone features are free of charge at time of install. Select blocking options below.</b></p> <p>Incoming collect calls</p> <p>Incoming 3rd party billing calls</p> <p>900 numbers</p> <p>International calls</p> <p>Name and telephone number on outgoing calls</p>	<p><b>Optional Features</b>    <a href="#">See Price List</a></p> <p>Inside Wire Maintenance Plan</p> <p>Incoming Caller ID</p> <p>Privacy Package</p> <hr/> <p><b>Included at no additional charge upon request</b></p> <p>Economy Voice Mail</p> <p>Call Waiting</p> <p>Call Forwarding</p>
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## LONG DISTANCE PROVIDER - PIC (Primary Interexchange Carrier)    LPIC (Local Primary Exchange Carrier)

I designate <u>Sierra Tel Long Distance</u> as my agent for Preferred Carrier	One Rate	Unlimited
	\$0.10/minute	\$14.95/month

Other Carrier    \_\_\_\_\_                  \_\_\_\_\_                  \_\_\_\_\_                  \_\_\_\_\_

Carrier Name                  PIC                  Carrier Name                  LPIC

**Before you will be able to use your new long distance provider, you must contact them to establish an account.**

I decline to select a preferred long distance carrier at this time. I understand that current setup charges will apply if I select a long distance carrier at a later date.

## HOW TO AVOID BEING SLAMMED (PIC FREEZE)

Slamming illegally changes your long distance carrier without your authorization. In order to avoid having your long distance carrier changed without your consent, Sierra Telephone can establish a Preferred Interexchange Carrier (PIC) freeze on your account. A PIC freeze prevents a change in your long distance carrier selections without your express written or verified authorization. This service is provided at no cost to you and you may remove it at any time.

\_\_\_\_\_ I request Sierra Telephone to place a PIC freeze on my account  
Initial

## CALIFORNIA LIFELINE DISCOUNT PROGRAM

The California LifeLine Program provides discounts on basic home phone service to qualified households. For more information, view the attached Lifeline documentation.

I would like to apply for the California LifeLine Program

I live on Tribal Land                  Tribal Number: \_\_\_\_\_

Transfer Previous Lifeline Telephone Number: \_\_\_\_\_

## ROBOCALL PREVENTION

\_\_\_\_\_ I certify that I will not use Sierra Tel services to originate illegal traffic and understand that doing so may result in the termination of services.

**Initial**



### INTERNET PLANS & PRICING

Pricing does not include the cost of a telephone line.

Pricing does not include taxes and surcharges.

Service availability and Internet speed will depend on location.

All Internet services are subject to a one-time \$75.00 setup charge.

A modem/router is required to utilize the service. Monthly modem rental is \$5.95.

Plans	Download Speed	Upload Speed	Internet	Data Only
Bronze	8 Mbps	800 Kbps	\$49.95 per month	\$69.95 per month
Silver	12 Mbps	2 Mbps	\$59.95 per month	\$79.95 per month
Gold	20 Mbps	2 Mbps	\$69.95 per month	\$89.95 per month
Platinum	25 Mbps	5 Mbps	\$79.95 per month	\$99.95 per month
Ultra	50 Mbps	25 Mbps	\$89.95 per month	\$114.95 per month
Maxx	100 Mbps	50 Mbps	\$129.95 per month	\$154.95 per month
Maxx 200	200 Mbps	100 Mbps	\$199.95 per month	\$224.95 per month
Maxx 500	500 Mbps	100 Mbps	\$449.95 per month	\$474.95 per month

### INTERNET PLAN

Internet Plan Selection: \_\_\_\_\_ I agree to the terms of service located at <https://sierratel.com/internet/internet-terms-conditions/>  
 \_\_\_\_\_ Initial

For additional High Speed Plan availability and pricing, please visit our website: [www.sierratel.com](http://www.sierratel.com) or call our office at 877-658-4611.

### WHOLE HOME Wi-Fi

Whole Home Wi-Fi is an additional service that extends the Wi-Fi signal. \$10.00 Per month - First two mesh network units.  
 Add Whole Home Wi-Fi \$ 5.00 Per month - Each additional mesh network unit.  
 \$99.00 One-Time Setup Charge.

### AFFORDABLE CONNECTIVITY PROGRAM (ACP)

ACP is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare, and more. This benefit provides a discount of up to \$30.00 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. The ACP benefit is limited to one monthly internet discount per household. For more information, visit [affordableconnectivity.gov](http://affordableconnectivity.gov)

I would like to apply for the Affordable Connectivity Program      I live on Tribal Land      Tribal Number: \_\_\_\_\_

### PAYMENT POLICY

You are responsible for payment of authorized charges on your bill. Your payment is DUE when you receive your bill and becomes DELINQUENT TWENTY-TWO (22) calendar days thereafter. Failure to pay charges for basic flat rate single line service charges, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5, including all mandated surcharges and taxes (i.e. the charges designated with an \* on your telephone bill) may result in a disconnection of telephone service. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. Other action to collect unpaid accounts may also be taken. If your service is disconnected for non-payment, you must pay the delinquent amount plus a 1.5% late fee and a charge to reconnect your service. You may also be required to pay a deposit. This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction.

**Telephone Reconnection Charge: \$23.37**

**Internet Reconnection Charge: \$25.00**

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# SIERRA TEL Personal Account Password Setup

Account Number: \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Co-Applicant Name: \_\_\_\_\_

Federal privacy laws require that all Sierra Tel employees verify your identity before discussing your account details, or making changes to your account. When you contact us, we will require the account password that you have selected below. If you are unable to provide this password, we will instead ask you the back-up security question. If you are not able to be authenticated, you will be required to visit our office to present a valid Government issued photo identification, before receiving account details.

**Choose a master account password:** \_\_\_\_\_

**Applicant: Choose ONE authentication question from the choices below.**

- |   |  |
|---|--|
| What is the name of your favorite childhood friend? | What was the name of your kindergarten teacher?              |
| Where did you meet your spouse/significant other?   | What is the name of the street that you lived on as a child? |
| What was your childhood nickname?                   | What was the name of your first stuffed animal?              |
| Where did you go on your first date?                | In what city was your first job?                             |

**Answer:** \_\_\_\_\_

**Co-Applicant: Choose ONE authentication question from the choices below.**

- |   |  |
|---|--|
| What is the name of your favorite childhood friend? | What was the name of your kindergarten teacher?              |
| Where did you meet your spouse/significant other?   | What is the name of the street that you lived on as a child? |
| What was your childhood nickname?                   | What was the name of your first stuffed animal?              |
| Where did you go on your first date?                | What was the name of your first pet?                         |

**Answer:** \_\_\_\_\_

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Thank you for your business!*

# IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM SIERRA TELEPHONE

The California LifeLine Program (California LifeLine) provides discounts on phone services to qualified residential households. This consumer program of the California Public Utilities Commission helps to lower consumers' phone bills. Consumers must be approved before receiving the California LifeLine discounts. For more information on program eligibility, go to: [www.cpuc.ca.gov/LifeLine](http://www.cpuc.ca.gov/LifeLine).

## HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, please contact a Sierra Telephone Business Office: **Oakhurst 1-559-683-4611, Mariposa 1-209-966-3636, or toll-free 1-877-658-4611**. We will review the program and eligibility rules with you and we will inform the California LifeLine Administrator to mail you an application form in a **PINK** envelope with a Personal Identification Number (PIN). You can apply online at [www.californialifeline.com](http://www.californialifeline.com) using your PIN, or you can complete, sign, and mail the application form and any required proof of eligibility to the California LifeLine Administrator. The application form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the completed application form, or fail to provide the required documentation, you will not receive the California LifeLine discounts and you will continue to pay the regular rates for your phone service.

If you apply to be in California LifeLine, you will pay the regular rates for your phone service until your application is approved. To help you pay the up-front costs of establishing your 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 your 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 Sierra Telephone. Otherwise, the refund will just be a credit on your account.

## ELIGIBILITY GUIDELINES

You can qualify for the California LifeLine discounts by either Program-Based **OR** Income-Based. Qualifying by Program-Based means that you or another person in your household is enrolled in a public assistance program such as Medicaid/Medi-Cal, CalFresh, Supplemental Security Income, or other programs. Qualifying by Income-Based means that your household's total annual income is at or less than 150% of the Federal Poverty Guidelines.

**Program-Based:** at least one household member is enrolled in any of these 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 (NSL)
- Head Start Income Eligible (Tribal Only)
- Tribal TANF
- Federal Veterans and Survivors Pension Benefit Program
- Food Distribution Program on Indian Reservations
- Bureau of Indian Affairs General Assistance
- Temporary Assistance for Needy Families (TANF)
  1. California Work Opportunity & Responsibility to Kids (CalWORKs)
  2. Stanislaus County 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)

**Income-Based:** your household's total annual gross income is at or less than these annual income limits for your household size:

Household Size	Annual Income Limits
1-2 members	\$32,500
3 members	\$37,700
4 members	\$45,900
Add \$8,200 per person for each additional member after four people. Effective from 06/01/2023 to 05/31/2024	

### **ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED**

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Only one California LifeLine discount per household is allowed, except for TTY users, in which case a second phone line may be discounted. Households that do not follow the California LifeLine one discounted service 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. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another.

California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from Sierra Telephone to another California LifeLine provider, then Sierra Telephone will charge retail rates for you to continue using your phone service.

### **HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS**

You must renew your California LifeLine 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](http://www.californialifeline.com) using your PIN, or you can complete, sign, and mail the form to the California LifeLine Administrator. You can also renew by phone by contacting the California LifeLine Administrator. If you do not renew before the response date, you will lose the California LifeLine discounts and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 1-877-858-7463 or 1-888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday through 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 Sierra Telephone 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 if your household no longer qualifies, is already receiving the discounts (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

For more information please go to [www.californialifeline.com/en/eligibility\\_requirements](http://www.californialifeline.com/en/eligibility_requirements).

Telephone Services	Monthly
Lifeline Service Rate (Must Apply & Qualify)**	\$ 5.85 - 7.85
Enhanced Lifeline Service Rate (Must Apply & Qualify)**	\$ -
Residential Per Line Rate	\$ 26.50
Business Per Line Rate	\$ 43.25

### Voice Mail Plus Package\*\*\*

Economy Voice Mailbox  
 Call Waiting  
 Call Forwarding

Long Distance Service	Monthly
Sierra Tel Long Distance 1 Rate Plan .10/per minute	\$ -
STLD Unlimited Nationwide Long Distance	\$ 14.95

Custom Calling Packages*	Monthly
Residential or Business Custom Calling Package8	\$ 5.86
Residential Caller ID Package3	\$ 10.06
Residential Advanced Calling Package8	\$ 12.96
Residential Advanced Calling Package30	\$ 13.58
Business Caller ID Package3	\$ 12.35
Business Advanced Calling Package8	\$ 16.98
Business Advanced Calling Package30	\$ 17.90

Privacy Packages*	Monthly
Residential or Business Privacy Package	\$ 10.49
Residential or Business Privacy Plus Package	\$ 16.30
Residential Privacy Savings Package	\$ 17.90
Business Privacy Savings Package	\$ 21.61

Calling Services/Features	Monthly
Three-Way Calling	\$ 4.63
Speed Call 8	\$ 3.40
Residential or Business Caller ID	\$ 8.02
Residential or Business Call Trace	\$ 4.90
Residential Call Return	\$ 4.20
Residential Repeat Dialing	\$ 4.20
Business Call Return	\$ 6.05
Business Repeat Dialing	\$ 6.05

\* Please ask your Customer Care Associate which calling features are included in these packages.  
 \*\* Please ask your Customer Care Associate for details regarding this service.  
 \*\*\* Included with Residential or Business Telephone Service at no additional charge upon request.

Voice Mail Services	Monthly
Voice Mail Announcement	\$ 6.95
Standalone Voice Mail Announcement	\$ 6.95
Standalone Economy Voice Mail	\$ 3.95
Select Voice Mail	\$ 3.95
Standalone Select Voice Mail	\$ 9.95
Voice Mail Tree	\$ 9.95
Standalone Voice Mail Tree	\$ 4.95
Economy Plus Voice Mail	\$ 3.95
Standalone Economy Plus	\$ 3.95
<b>Miscellaneous Services</b>	Monthly
Inside Wire Maintenance	\$ 2.37
Residential - Directory Additional Listing	\$ 0.75
Business - Directory Additional Listing	\$ 1.00
Residential or Business - Directory Joint User Listing	\$ 4.00
Residential or Business - Call Forward No Answer	\$ 0.00
Residential Call Forward Remote Access	\$ 0.00
Business Call Forward Remote Access	\$ 0.00
Residential or Business - Distinct Ring3 with Custom Calling Pkg	\$ 3.00
Residential or Business - Distinct Ring6	\$ 6.00
Remote Call Forwarding	\$ 20.00
Residential or Business - Anonymous Call Rejection	\$ 1.54
Residential or Business - Selective Call Rejection	\$ 3.70
Residential Toll Denial	\$ 2.50
Business Toll Denial	\$ 3.00





## LOCAL CALLING AREAS

YOUR EXCHANGE	YOUR AREA CODE	FROM YOUR PREFIX	TO YOUR LOCAL CALLING AREA
Coarsegold	559	641,642,658,683,692	641,642,658,683,689,692,868,877
Raymond	559	689	641,642,658,683,689,692,
Mariposa	209*	742,966	742,966

\* All calls made from a 209 area code must comply with 11 digit dialing, 1 + 209 + XXX-XXXX.  
This includes local dialing within 209 area code.

This institution is an equal opportunity provider and employer.