

WIRELINE RESIDENTIAL & BUSINESS WAIVERS: The following are charges that may be waived for eligible customers impacted by the wildfires:

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A 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 original premises.
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan.
- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location.
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

To confirm your eligibility please call one of the customer care numbers listed below:

- Residential customers: 800-288-2020
- Small Business: 800-321-2000
- Enterprise Customer Care: 877-937-5288, prompt 4. Customers will need a tracking number, an asset ID number, or a ticket number.