

VOLCANO TELEPHONE COMPANY



Decision No. D-23-02-008

NOTICE OF INCREASE IN ACCESS LINE RATES

On February 3, 2023, the California Public Utilities Commission (“CPUC”) issued a final decision in CPUC proceeding A.21-11-006, increasing rates for customers of Volcano Telephone Company (“Volcano Telephone”). The final decision is identified as D.23-02-008, and is available at this link: <https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=501932328>. Based on this decision, effective March 1, 2023, basic residential service rates will increase from \$24.00 to \$27.50, not including federal and state surcharges, fees and taxes. Basic business service rates will increase from \$34.00 to \$38.95, not including federal and state surcharges, fees and taxes. Business and residential basic rates will also be restructured to include Call Waiting, Call Forwarding (Variable, Busy, Busy-Extended and Delayed), and Economy Voice Mailbox services at no additional charge.

In December of 2021, Volcano Telephone notified customers that it had filed an application with the CPUC requesting to increase its basic residential rate from \$24.00 to \$25.00, not including federal and state surcharges, fees and taxes, and to increase its basic business rate from \$34.00 to \$35.00, not including federal and state surcharge, fees and taxes.

The CPUC held a Public Participation Hearing on April 13, 2022 to take comments from customers regarding Volcano Telephone’s application. On May 23, 2022, the CPUC’s Public Advocates Office proposed a 14.58% percent increase in Volcano Telephone’s residential and business rates and the inclusion of all custom calling features and voice mail at no additional charge. The CPUC’s decision adopted Cal Advocates’ rate proposals, resulting in the rates reflected in this notice, but only included Call Waiting, Call Forwarding (Variable, Busy, Busy-Extended and Delayed), and Economy Voice Mailbox services at no additional charge.

Questions or comments about this rate increase can be directed to Volcano Telephone’s Business Office at **1-209-296-7502**.

You may also contact the CPUC’s Public Advisor’s Office at Public.Advisor@cpuc.ca.gov or **1-866-849-8390**. The Public Advocates Office can be reached at PublicAdvocatesOffice@cpuc.ca.gov or **1-415-703-1584**.

The chart below summarizes the rate changes mandated by D.23-02-008:

Service	Current Rate	2023 Rate
1 Party Residential*	\$24.00	\$27.50*
1 Party Business*	\$34.00	\$38.95*
1 Party Lifeline**	\$24.00	\$27.50
1 Party Enhanced ULTS	\$24.00	\$27.50

*Will now include Call Waiting, Call Forwarding (Variable, Busy, Busy-Extended and Delayed), and Economy Voice Mailbox.

**This rate will be reduced based on federal and state LifeLine support. Volcano anticipates that the LifeLine rate for March 2023 will range from \$6.85 to \$8.85 after federal and state support credits are applied.