



Southern California *Telephone Company* TM

Date of Notice:	January 5, 2023
Type:	Declaration of State of Emergency
Audience:	Customers with Service in California
Subject:	Services Impacted by Continuing Weather Events
Date Effective:	Immediately

Severe storms are continuing to impact most service areas in California. A State of Emergency is in effect due to heavy rains and flooding. All available resources are being used to resolve outages.

Customers with Phone and Internet Service outages will experience longer than usual Restoral Times and delayed Firm Order Commitments. Expedites cannot be honored in affected areas, except for Customers with Medical Emergency needs. Acceptable expedites will be worked on a case-by-case basis.

We are experiencing a higher than normal volume of trouble reports in the affected areas. Customers should confirm that power is on to any phones or devices on site prior to opening repair tickets.

If you have questions about the information provided in this notice, please email csrequests@socaltelephone.com or if able, contact Customer Service at 800.840.6673

Credits for Service Outages will continue to appear on February Invoices.

Thank you for your patience and understanding during this difficult time.

Suzette Rooks
Customer Service Manager
Southern California Telephone Company
Date: 1/5/2023