



# Comparison Guide to Telephone

California Public Utilities Commission



# Additional Phone Features

	Wireline	Wireless	Cable	Internet
Long Distance	X	X	X	X
Call ID	X	X	X	X
Call Waiting	X	X	X	
Call Forwarding		X	X	X
Voicemail	X	X	X	X
Call ID Blocking	X	X	X	X
Anonymous Call Rejection	X		X	X
Text Message		X		



## How do they provide service? Can the service be used in multiple locations?

- **Traditional Wireline:** Use underground and/or aerial wire facilities. *Multiple Locations: No*
- **Wireless:** Use a combination of radio and wired facilities. *Multiple Locations: Yes*
- **Cable-Based:** Use a local cable TV company's network. *Multiple Location: No*
- **Internet-Based:** Use broadband connections. (DSL/satellite signal) *Multiple Location: Yes*



# Billing? Do activation charges apply?



- **Traditional Wireline:** Flat Rate service (unlimited local calls for one monthly rate), or Measured Rate service (local calls billed on per-call basis). *Activation charges: Yes*
- **Wireless:** Prepaid or monthly plans are available, but also, unlimited calling plans. You may be billed higher if you go over a plan's limit but, some companies allow the unused minutes to roll over to the next month. *Activation charges: Yes*
- **Cable-Based:** Flat Rate service, or Measured Rate service generally offers a bundled service. This can include cable and/or Internet access, along with telephone service. Stand alone telephone service may also be available. *Activation Charges: Yes, but not always*
- **Internet-Based:** Offers two plans (1) pre-set number of minutes; (2) unlimited monthly calling. *Activation Charges: Yes*



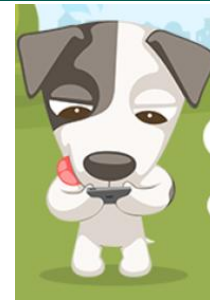


# Is a Contract Required? Is 911 Service Available?

- **Traditional Wireline:** No, but deposit may be required. *911 Service: Yes*
- **Wireless:** Yes on non-prepaid plans. Early termination fees may apply. *911 Service: Yes, but it is limited.*
- **Cable-Based:** No *911 Service: Yes*
- **Internet-Based:** No, but required credit card billing. *911 Service: Yes, but it is limited.*



# Service Termination? Can I Keep My Number If I Change Service?



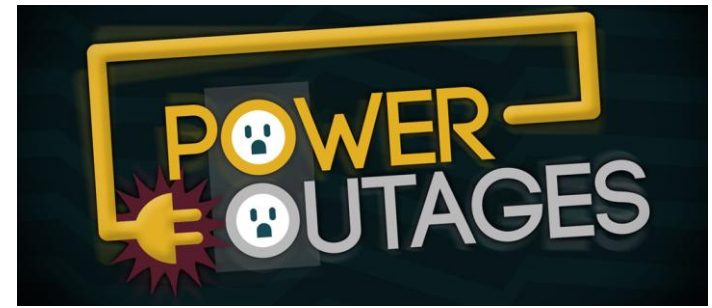
- **Traditional Wireline:** Service can be terminated for failure to pay charges due, after written notification. Partial payments are applied to local service but, reactivation is usually applied. *Yes, if you stay within the same exchange.*
- **Wireless:** Service can be suspended or terminated without notice, at any time for any reason. Reactivation charges may apply. *Keeping your number: Yes*
- **Cable-Based:** To avoid disconnection most companies notify in writing if there is an overdue balance with a date provided when the payment must be. Reactivation charges do apply. *Keeping your number: Yes*
- **Internet-Based:** Service may be suspended or terminate usually without written notice if any charges are unpaid for any reason. Reactivation charges do apply. *Keeping your number: Yes*



# Do Government Taxes and Fees Apply? Will Service be Affected by During a Power Outage?

Government taxes and fees applies to all telephone services.

- **Traditional Wireline:** Service will not be affected by the outage but, cordless phone rely on an electrical connection will not operate.
- **Wireless:** No but, only if the cellular phone is charged and cell towers are not affected. The battery may be charged through a car accessory outlet.
- **Cable-Based:** Yes, but some companies provide a battery back up so service will continue to function for a few hours.
- **Internet-Based:** Yes, this type of telephone service will be affected by the power outage.





# Need Help with a Dispute About your Telecommunications Service or Bill?

Contact your phone company but, if your issue is not resolved, you can file a complaint online at: [www.calphoneinfo.com](http://www.calphoneinfo.com) or call the Consumer Affairs Branch and Utility Fraud Hotline at: 1(800) 649-7570.





# Questions?



**For any questions contact your  
local CHANGES organization for  
assistance:  
(714)481-9600  
Thank you !**

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