

1. RULE NO. 1 - DEFINITION OF TERMS

Certain terms and phrases used in this Guidebook have the meaning as given in the definitions set forth below.

Other terms used herein applicable to Remote LAN (Local Area Network) Service , Asynchronous Transfer Mode (ATM) Service and Frame Relay Service may be found in the Definition of Terms Appendix, following.

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ACCESSIBLE SERVICES

The term "Accessible Services" as it applies to Primary Rate IS denotes customer subscribed services residing in the Primary Rate IS Master Switch that can be accessed via Primary Rate IS service.

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AIRLINE MILE

Airline mile as used in connection with airline mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service means statute mile or 5,280 feet.

AIRPORT INTERCOMMUNICATING SERVICE

An extended measured rate exchange telephone service providing communication between lines furnished the same or different eligible customers, also referred to as AIS. The term "primary station line" as used in connection with AIS denotes a mechanized station service line (excluding extension stations) connected to a specific telephone number terminal and capable of receiving direct in-dialed calls, capable of originating direct out-dialed calls and capable of intercommunicating with other stations of the same AIS. The term "primary restricted station line" as used in connection with AIS denotes a station capable of intercommunication only with other stations furnished the same or different customers of the same AIS.

BUSINESS SERVICE

Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

CALIFORNIA 976<sup>/1/</sup>

CAMPUS ARRANGEMENT  
(See Continuous Property)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)**

**CENTREX SERVICE**

The term "primary station" as used in connection with Centrex Service denotes a mechanized station (excluding extension stations) capable of receiving direct in-dialed calls and capable of direct outdialing of calls. The term "primary station - dormitory" as used in connection with Centrex Service denotes a "primary station" designated for use in the living quarters of a residence hall, dormitory, faculty or other employee residence and other similar living quarters, which are owned or leased and operated by a school, college or university. The term "primary station - restricted" as used in connection with Centrex Service denotes a station having direct intra-organization dialing capabilities only, and having no capability of completing calls through the attendant positions. The term "extension station" as used in connection with Centrex Service denotes a station connected to the same telephone number terminal as the primary station with which it is associated.

**COIN SERVICE**

Public Telephone, Individual Line Company provided Semipublic, or Customer-Owned Pay (COPT) Telephone Service furnished from stations that may be equipped with a device for collecting coins in payment of telephone service.

**COMMSTAR I<sup>/1/</sup>** (C)

An optional telephone service arrangement of central office features furnished to individual line business and residence customers. See Guidebook Part 20, Section 7. (C)

**COMMSTAR II<sup>/1/</sup>** (C)

An optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine two exchange access lines or up to thirty exchange access lines. Guidebook Part 20, Section 7. (C)

**COMMUNICATIONS CONTROL PROGRAM**

A software program with pre-established instruction data defining procedures, edits and logic required to process information and/or perform functions for electronically operated systems, such as ESS.

**COMPANY (the Company)**

Pacific Bell Telephone Company, d/b/a AT&T California

**COMPLEX SERVICE**

Service used and associated with common control equipment.

<sup>/2/</sup> Commstar I and Commstar II are Grandfathered services. See Part 20, Section 7 for details. (N)

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****CONNECTING ARRANGEMENT**

Denotes the equipment provided by the Company to accomplish the direct electrical connection of customer provided facilities with facilities of the Company. Such connection will be made through a standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations.

**CUSTOMER-OWNED PAY TELEPHONE (COPT) SERVICE**

Individual line service connected through a Network Interface to an authorized customer provided instrument implemented coin telephone on a customer premises for use by the customer and the public. See Guidebook Part 13, Section 1.

**DATA ACCESS ARRANGEMENT**

Denotes a protective arrangement for use with the network control signaling unit.

**DATA PACKET NETWORK (DPN)<sup>1</sup>**

Data Packet Network (DPN) denotes the switch defined by Nortel to provision packet switching.

**ELECTION SERVICE**

New or additional service or facilities for use in connection with a Federal, State or local election campaign for political office, including fund raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

**EQUIPMENT-TO-EQUIPMENT CONNECTION**

See description in Guidebook Part 8, Section 8.

**FARMER LINE SERVICE**

An exchange service furnished in the suburban area of an exchange by use of lines provided, owned and maintained in part by customers to the service. Such lines usually connect to the Company's facilities at the boundary of the base rate area or a suitable point as determined by the Company. Switching service is performed by the Company at its central office. The customers own the telephones and batteries used in their services and maintain the facilities and instrumentalities owned by them.

**FICTITIOUS NAME**

A name under which a concern conducts its business or desires to be known to the public, other than the actual name of a person or corporation conducting the business concerned.

/1/ Frozen/Grandfathered Service, with the exception of B Channel Packet that does not connect to the DPN Switch, effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****FOREIGN DISTRICT AREA SERVICE**

Service for a district area of an exchange divided into district areas other than the district area of the same exchange in which the primary station is located.

**FOREIGN EXCHANGE SERVICE**

Service of an exchange or district area other than the exchange or district area in which the customer's primary station is located, or extension service in an exchange or district area other than that in which the primary station is located.

**FOREIGN PREFIX SERVICE**

Service of a prefix furnished within an exchange or district area from a central office other than the central office normally serving the area in which the primary station is located.

**FROZEN/GRANDFATHERED SERVICE**

See definition in Schedule Cal. P.U.C. No. A2.1.1.

**GUIDEBOOK (Guidebooks)**

Those documents that contain the standard descriptions, pricing, and other terms and conditions for services offered on a detariffed basis pursuant to D.07-09-018. Also known as (The) AT&T Guidebook or AT&T California Guidebook.

**INTERCOM CALL**

The term "intercom call" as it relates to Primary Rate IS denotes end user to end user calling within a Primary Rate interface customer defined serving arrangement.

**JOINT USER**

An individual or concern authorized by the Company and the customer to share in the use of a customer's Business Telephone Service.

**LATE PAYMENT CHARGE**

A charge applicable to an unpaid balance not received at the Company or one of its authorized payment locations by the late payment date printed on the bill.

**MANAGEMENT INFORMATION SYSTEM**

A system that is designed to provide statistical data for the purpose of administering work force and trunk requirements.

**MEDIA TRIGGERS**

Public Notification of events that result in high volume, targeted, number specific calling patterns to the publicized representative of the event.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****MULTILINE TERMINATING SYSTEM**

The term "Multiline Terminating System" denotes switching equipment (e.g., PBX, Centrex, ACD, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, private line service or communications system.

**PREMIERE COMMUNICATIONS SYSTEM SERVICE**

An optional ESS central office provided service of basic and optional line and group features for residence and/or business customers wishing to combine two to six individual access lines into a Premiere group. See Guidebook Part 6, Section 6.

**PRIMARY RATE INTERFACE (PRI)**

The term "Primary Rate Interface" denotes the connection of a HCDS circuit to the serving Central Office switch based upon ISDN Primary Rate IS standards. Software in the Central Office switch defines 24 channels within the High Capacity Systems circuit's 1.544 Mbps bandwidth. The 24 channels are divided into either 23 B-channels plus 1 D-channel or 24 B-channels.

**PRIMARY RATE IS SERVICE ARRANGEMENT)**

The term "Primary Rate IS Service Arrangement" denotes one or more Primary Rate Interfaces arranged together to provide one single service for the customer. Primary Rate Service Arrangements are a Centrex "like" service allowing interconnection of private line and exchange services.

**PROGRAMMING**

The term "programming" when used in conjunction with Primary Rate IS, denotes operating commands used by a Central Office switch or CPE used to control features and functions.

**PUBLIC TELEPHONE STATION**

A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company.

**RESIDENCE SERVICE**

Services furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

**RESIDING**

The term "residing" as it applies to Primary Rate IS denotes a service in a switch when it is provisioned using the hardware and software of that switch.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****SEMIPUBLIC SERVICE**

A customer telephone service designed for use of a customer and the public in locations somewhat public in character.

**SERVICE ESTABLISHMENT CHARGE**

A Service Establishment Charge (SEC) is a nonrecurring charge designed to recover the costs of preparing a communications control program. The SEC, when shown in the Charges and Rates section of certain Guidebook sections, applies when service is established.

**SERVING CENTRAL OFFICE SWITCH**

The term "serving central office switch" denotes a specific switching system that provides Primary Rate IS service. A Primary Rate IS serving switch provides features timing, and control of the service.

**SPECULATIVE PROJECTS AND RISK SERVICES**

Projects and risk services involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, election or sales campaigns, resorts and business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects and risk services which present more than the usual risk or liability of loss.

**START OF INSTALLATION**

An installation of service and equipment or a move, change or rearrangement applied for by an applicant or customer, is considered to have started when the Company performs any work or incurs any expense in connection therewith, or in preparation therefore, which would not otherwise have been performed or incurred, provided:

- (1) The applicant or customer has advised the Company to proceed with the installation, and
- (2) The Company has advised the applicant or customer that, in accordance with their order, it is commencing the installation, and
- (3) The Company has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified or delayed order, and
- (4) That a copy of such written notice, signed by the Company and the applicant/customer, is on file with the Company at the time of the cancellation, modification or delay.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)**

**SUBSCRIBED SERVICES**

The term "subscribed services" as it applies to Primary Rate IS service denotes Company services purchased by the customer to be accepted via Primary Rate IS. These services may reside inside or outside of the Primary Rate IS serving central office switch.

**TELEPHONE CENTER**

A location designated by the customer that has various combinations of telephone apparatus for the explicit purpose of receiving incoming calls and distributing them to other telephone users of a telephone system.

**TIE LINE**

A circuit connecting two private branch exchange systems or two Horizon systems; or one private branch exchange system and one Horizon system located within the same exchange for the purpose of interconnecting the stations of one with the stations of the other without the use of trunks to the Company's central office.

**TRADE NAME**

See Fictitious Name

**TRUNK LINE**

A telephone circuit from one central office unit to another.

**TRUNK LINE SERVICE**

Basic exchange service furnished by means of a central office line to a private branch exchange, Horizon Communication System or automatic call distributing service.

**UNIVERSITIES AND COLLEGES**

Universities and Colleges who qualify for Knowledge Network ISDN will be degree-granting institutions that are recognized by the State of California, California Postsecondary Education Commission or the Council of Private Post-Secondary and Vocational Education.

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/1/ California 976 service withdrawn effective November 1, 2010.

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**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below.

**Access Carrier Name Abbreviation**

The term "Access Carrier Name Abbreviation" (ACNA) denotes a unique three-digit alphabetic code used to identify an interexchange carrier (IC).

**Actual Cost**

The term "Actual Cost" denotes all identifiable costs charged against a specific case of special construction, including any appropriate taxes.

**Annual Under Utilization Liability**

The term "Annual Under Utilization Liability" denotes a per unit charge which may be billed if fewer services are in use utilizing specially constructed facilities at Guidebook rates at the end of an Initial Liability Period, or annually thereafter, than were originally specially constructed.

**Asymmetrical Digital Subscriber Line (ADSL)**

ADSL is a service that allows for the simultaneous transmission of both digital data signals and analog voice signals over traditional local exchange service.

**Asynchronous Transfer Mode (ATM)**

A connection-oriented, packet-like switching technology that utilizes "virtual channels" instead of dedicated, hard-wired circuits to carry customer information in fixed-length cells (1 cell = 53 bytes) over a broadband network. Applications include services for data, audio, multimedia, imaging, and video.

**Backbone**

The term "Backbone" denotes a path for electrical communication between two or more Utility central offices on a circuit.

**Bit**

The term "Bit" denotes the smallest unit of information in the binary system of notation.

**Broadband ISDN Inter Carrier Interface (B-ICI)**

The Broadband ISDN Inter Carrier Interface is a stand-alone port or trunkside interface allowing interconnection for interexchange carriers and competitive access providers. The B-ICI provides ATM bearer services in accordance with the Utility's technical standards that have been adopted from industry standards organizations such as the ATM Forum.



**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Business Day**

The term "Business Day" denotes the times of day that a company is open for business. Generally, in the business community, these are 8:00 or 9:00 a.m. to 5:00 or 6:00 p.m., respectively, with an hour for lunch, Monday through Friday, resulting in a standard forty (40) hour work week. However, Business Day hours for the Utility may vary based on company policy, union contract and location. To determine such hours for an individual Company, or Company location, that company should be contacted at the address shown under Issuing Carrier's name listed on in Schedule Cal. P.U.C. No. A1. (see 1.1. General Information).

**Carrier or Common Carrier**

See Interexchange Carrier

**Central Office**

The term "Central Office" denotes a local Utility switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks.

**Channel(s)**

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

**Closed User Group**

A closed user group identifies a set of source and destination addresses allowed to exchange data traffic in the SMDS network. The SMDS network verifies each address to confirm that source (sending customer) and destination (receiving customer) addresses are part of an authorized closed user group.

**Communications System**

The term "Communications System" denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Utility.

**Concatenation**

Primarily used in Asynchronous Transfer Mode Switching, this term describes a means of digital transmission where contiguous STS-1 channels are aggregated into a single channel.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Customer(s)**

Refers to the person, firm, or corporation responsible for ordering telecommunications or collocation services, for paying charges, and for complying with the rules and regulations of the Utility. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under this Guidebook.

**Data Link Connection Identifier**

In the Frame Relay Service (FRS), the term "Data Link Connection Identifier" refers to the virtual circuit address corresponding to particular terminating equipment. A minimum of two DLCIs (one at each circuit endpoint) are required to establish a permanent virtual connection between two locations.

**Decibel**

The term "Decibel" denotes a unit used to express relative difference in power, usually between acoustic or electric signals, equal to ten (10) times the common logarithm of the ratio of two signal powers.

**Digital Subscriber Line Access Multiplexor (DSLAM)**

The term Digital Subscriber Line Access Multiplexor denotes a digital Modem located in a central office

**End Office Switch**

The term "End Office Switch" denotes a local Utility switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to trunks. Included are Remote Switching Modules and Remote Switching Systems served by a host office in a different wire center.

**End User**

The term "End User" denotes any customer that purchases intrastate telecommunications for its own use and not for the purposes of resale or sharing, and is not a carrier, except that a carrier shall be deemed to be an "end user" to the extent that such carrier uses a telecommunications service for administrative purposes, without making such service available to others, directly or indirectly.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Estimated Cost**

The term "Estimated Cost" denotes the estimated costs that will be incurred in providing a specific case of special construction, including any appropriate taxes.

**Exchange**

The term "Exchange" denotes a unit generally smaller than a Local Access and Transport Area established by the Utility for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. One or more designated exchanges comprise a given Local Access and Transport Area.

**Facilities**

The term "facilities" denotes any cable, Fiber Optics, poles, conduit, microwave or carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide (1) the services offered under this Guidebook, or (2) the services provided by a customer for its own use or for an End User's use.

**Field Identifier**

The term "Field Identifier" denotes two to four characters that are used on service orders to convey specific instructions. Field Identifiers may or may not have associated data. Selected Field Identifiers are used in Utility billing systems to generate nonrecurring charges.

**First Come-First Served**

The term "First Come-First Served" denotes a procedure followed when a shortage of facilities or equipment occurs, such that an Access Service order cannot be installed. The order delayed by the shortage of facilities will be prioritized according to the sequence in which they were received. That is, when facilities or equipment become available, the first order received will be the first order processed.

**Frame**

In Frame Relay Service, the term "Frame" denotes a group of databits in a specific format, which enables network equipment to recognize the meaning and purpose of the specific bits.

**Individual Case Basis (ICB)**

The term "Individual Case Basis" (ICB) denotes a condition in which the rates and charges for an offering under the provisions of this Guidebook are developed based on the circumstances (such as costs of labor, material, engineering and administration, tax and return considerations) in each case. Terms and Conditions may include a Termination Charge to recover any remaining portion of the liability which was agreed to by the customer at the time the service was undertaken.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Initial Liability Period**

The term "Initial Liability Period" denotes the initial planning period during which the customer expects to place specially constructed facilities in service.

**Installed Cost**

The Term "Installed Cost" denotes the total investment (estimated or actual) required by the Utility to provide specially constructed facilities.

**Interexchange Carrier (IC) or Interexchange Common Carrier**

The term "InterLATA Carrier (IC) or InterLATA Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity, or corporation including resellers and enhanced service providers authorized by the California Public Utilities Commission to provide interLATA telecommunication services for its own use or for the use of its customers. InterLATA carriers can include carriers authorized by the California Public Utilities Commission to offer intraLATA high speed digital services consistent with the terms and conditions of Decision No. 88-08-059 and Decision No. 88-09-059.

**Interstate Communications**

The term "Interstate Communications" denotes both interstate and foreign communications.

**IntraLATA Call**

A call originating and terminating within a LATA that is not rated as a local exchange or Zone Usage Measurement call.

**Intrastate Communications**

The term "Intrastate Communications" denotes any communications within California subject to oversight by the California Public Utilities Commission as provided by the laws of the State of California.

**Line-Side Connection**

The term "Line-Side Connection" denotes a connection of a transmission path to the line side of a local exchange switching system.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Local Access and Transport Area (LATA)**

The term "Local Access and Transport Area" (LATA) denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges which are grouped to serve common social, economic, and other purposes.

**Maximum Termination Liability**

The term "Maximum Termination Liability" denotes the maximum amount which may be billed if all services using specially constructed facilities are terminated prior to the expiration of the Maximum Termination Liability Period.

**Maximum Termination Liability Period**

The term "Maximum Termination Liability Period" denotes the length of time for which a termination charge may apply if some or all services using specially constructed facilities are terminated.

**Net Salvage**

The term "Net Salvage" denotes the estimated scrap, sale, or trade-in value, less the estimated cost of removal. Cost of removal includes the costs of demolishing, tearing down, or otherwise disposing of the material and any other applicable costs. Since the cost of removal may exceed salvage value, net salvage may be negative.

**Nonrecoverable Cost**

The term "Nonrecoverable Cost" denotes the cost of specially constructed plant for which the Utility has no foreseeable use should the service be terminated.

**Normal Construction**

The term "Normal Construction" denotes all plant the Utility would normally use to provide service in the absence of a request for special construction.

**Normal Cost**

The Term "Normal Cost" denotes the estimated cost to provide services using normal construction.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Permanent Virtual Connection**

The term "Permanent Virtual Connection" refers to a permanent, software-defined communications path established through a frame or packet network. The connection is analogous to a dedicated wire route. Frames or packets are routed through the connections and order is preserved in the transfer of data.

**Point of Connection**

The term "Point of Connection" denotes a location at which ownership of facilities changes on a service route involving two or more local telephone companies.

**Port**

The term "Port" refers to the physical point where the channel termination of the customer connects to the Frame Relay Service.

**Premises**

Refers to the space occupied by a customer or authorized user in a single building or in connecting buildings on continuous property not separated by a public thoroughfare.

**Recoverable Cost**

The term "Recoverable Cost" denotes the cost of the specially constructed plant for which the Utility has a foreseeable reuse, either in place or elsewhere, should the service be terminated.

**Registered Equipment**

The term "Registered Equipment" denotes the customer's or the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the F.C.C.'s Rules and Regulations.

**Serving Wire Center**

The term "Serving Wire Center" denotes the wire center that normally serves the customer's premises and is designated as such for the purpose of measuring mileage. The serving wire center may also be a hub location.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Shortage of Facilities or Equipment**

The term "Shortage of Facilities or Equipment" denotes a condition which occurs when the Utility does not have appropriate cable switching capacity, bridging, or multiplexing equipment, etc., necessary to provide the Access Service requested by the customer.

**SMDS (Switched Multi-megabit Data Service) Address**

A SMDS address is a unique number that identifies a customer access line and path. This address allows the SMDS network to route the customer data traffic. Addresses are based on the North American Numbering Plan (NANP) and the International Consultative Committee for Telephones and Telegraphs (CCITT) recommendation E.164 plan.

**Synchronous**

A term used in describing a network that is timed by a master network clock.

**Synchronous Transport Signal -- level 1 (STS-1)**

STS1 at 51.84Mbps is the basic SONET technology building block. Electrical signals in the form of digital pulses are converted to light or Optical Carrier rates (OC-n) for transmission on fiber optic facilities.

**Termination Charge**

The term "Termination Charge" denotes a charge that is applicable should a customer discontinue a service provided for in this Guidebook prior to the end of its termination liability. The charge is computed at the time of discontinuance to recover any remaining portion of maximum termination liability. It will in no case exceed the maximum termination liability which was agreed to by the customer at the time the service was undertaken.

**Termination Liability Period**

The term "Termination Liability Period" denotes the term of the contract or agreement for the service. During this time, a termination charge may be applied if the service is discontinued.

**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)****APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

**Transmission Path**

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant typically used in the telecommunications industry.

**Transmission Specifications**

The term "Transmission Specifications" denotes the immediate action limits beyond which the Utility will accept a customer's trouble report and take corrective action.

**Trunk-Side Connection**

The term "Trunk-Side Connection" denotes the connection of a transmission path to the trunk side of a local exchange switching system.

**Under Utilization Liability**

The term "Under Utilization Liability" denotes a per unit charge which may be billed if fewer services are in use utilizing specially constructed facilities at filed Guidebook rates at the end of an Initial Liability Period, or annually thereafter, than were originally specially constructed.

**Uniform Service Order Code (USOC)**

The term "Uniform Service Order Code" (USOC) denotes a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Uniform Service Order Codes are used in the Utility billing system to generate recurring rates and nonrecurring charges.



**1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)**

**APPENDIX (cont'd)**

Certain terms and phrases used in this Guidebook for Remote LAN Service, ATM Service and Frame Relay Service have the meaning as given in the definitions set forth below. (cont'd)

User to Network Interface (UNI)

A dedicated transmission connection that uses the Asynchronous Transfer Mode and Frame Relay software formats to interconnect customer provided equipment with the Telephone Company's broadband network.

V and H Coordinates Method

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical and horizontal coordinates of the two points.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE**

For Description of Service rules applicable to Remote LAN (Local Area Network) Service, (N)  
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see M., N., and O., following. (N)

**A. GENERAL**

1. Exchange service is available through facilities owned and maintained according to the Company's standards and in single office exchanges or single office district areas of an exchange or in multioffice exchanges or /multioffice district areas of an exchange, is operated from the dial central office designated by the Company.
  - a. When a central office in the exchange or district areas in which the premises of the customer are located is not equipped to provide a service or service enhancement desired by a customer (other than local or extended service), the Company may designate a central office located in another exchange or district area to serve the customer. The additional facilities required to extend the service or service enhancement from the exchange or district area to the exchange or district area in which the customer is located will be furnished at the charges and rates specified in the Guidebook section under which the service or service enhancement is offered.
  - b. When a central office in the exchange or district area in which the premises of the customer are located is equipped by the Company to provide the service or feature, the Company may, at its option, provide the service or feature to the customer from this central office and discontinue providing the service or feature from the other exchange or district area. At that time, the charges and rates for the additional facilities will be discontinued.
  - c. The exchange is generally divided into a base rate area and a suburban area.
  - d. Residence primary access line will not be provided on a business premises. When business primary access line is provided in a residential dwelling with residence primary service, a separate premises for residence service and for business service must be designated as set forth in Guidebook Part 2, Section 2, Definition of Terms.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

**A. GENERAL (cont'd)**

2. Primary Access Lines<sup>/1/</sup> and Extension Line Services

- a. Individual and trunk access line and extension line service will be furnished at a customer's premises terminated on a Network Interface.
- b. Primary access lines and extension line services furnished in connection with exchange services will be provided through facilities owned and maintained according to the Company's standards.
- c. Except as otherwise shown extension line services will be provided by the Company on noncontinuous property.

3. Mileage Measurements

Except as otherwise provided, airline mileage measurements, used in the determination of charges, are made on base rate and exchange area maps contained in Guidebook Part 4, Section 1- Exchange Areas and are based on a statute mile of 5,280 feet.

4. Frozen/Grandfather Services<sup>/2/</sup>

Services that have been frozen and/or grandfathered will continue to be furnished to the same Customer at the same premises until such time as stated in the Guidebook, unless service is discontinued per paragraph 44, following.

(C)  
(N)

Any requests for additions, disconnections, moves or changes by the Customer on a circuit that has Frozen/Grandfathered service, will result in the complete disconnection of the Frozen/Grandfathered status service at the time of the addition, disconnection, move or change. Exception to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change (not supersedure), miscellaneous corrections, etc.

/1/ For Residential Primary Access Lines, see Schedule Cal. P.U.C. No. A5.2.2 and Guidebook Part 4, Section 2.

/2/ Existing service arrangements will be maintained up to and including the Company's local loop demarcation point. Work activity beyond the Company's local loop demarcation point is the responsibility of the customer at the customer's expense.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

**B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)**

The Company renders access line service within the exchange area under its effective rate schedules, as follows:

1. Class of Service

The following classes of service are furnished:

- a. Business
- b. Residence<sup>1</sup>

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate<sup>2</sup>
- c. Coin

/1/ For Residence service, see Schedule Cal. P.U.C. No. A5.2.2 and Guidebook Part 4, Section 2.

/2/ Business organizations which transmit messages for the deaf may subscribe to one untimed measured rate business individual access line or trunk up to the number of teletype machines in service at each business location equipped for this purpose. Such businesses must furnish evidence acceptable to the Company of furnishing this service for the deaf in order to qualify for untimed service.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (cont'd)

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable<sup>1</sup></u>
Individual Access Line Service	BRA, RIA and SA
Trunk Line Service for:	
Private Branch Exchange	BRA, RIA and SA
Telephone Answering Service	BRA, RIA and SA
Mechanized Switching System Service	BRA, RIA and SA
Airport Intercommunicating Service	
Mechanized Station Service	BRA
Automatic Call Distributing Service	BRA, RIA and SA
Centrex Service	BRA, RIA and SA
800 service	BRA, RIA and SA
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA
Individual Line COPT Service	BRA, and SA
Public Telephone Service	BRA, RIA and SA

Individual and Trunk access line business and residence<sup>2</sup> service are rendered in the suburban area under rates for that service applicable in the base rate area.

Enhanced services are furnished by the Company under its schedule of Guidebook rates.

Service is furnished at the base rates shown in the applicable schedules to Exchange Telephone Service at the primary location of the primary service.

/1/ BRA - Base Rate Area  
RIA - Remote Island Area  
SA - Suburban Area

/2/ For Residence service, see Schedule Cal. P.U.C. No. A5.2.2 and Guidebook Part 4, Section 2.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

**B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (cont'd)**

**3. Grade Of Service (cont'd)**

The application of business and residence rates to private and public telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used largely or principally for business purposes, the Company will provide business service, except in cases where the customer will thereafter use the service for domestic or social requirements.

The grade of service applicable to customer-provided equipment shall be defined by the classification in the California Public Company Commission's Certification Program or in the Federal Communications Commission's Registration program.

For example, trunk line service is furnished for customer-provided services with a switcher (PBX, etc.), whereas, individual line service is provided for customer non-key telephones and key services.

**4. Discounts on Advanced Services**

Decision 96-10-066 and subsequent decisions authorize discounted advanced services for qualifying schools, libraries, hospitals and health clinics, community based organizations, and California Community Colleges, approved by the CPUC. See Rule No. 41, following.

(N)  
|  
(N)

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)****C. OFF-PREMISES EXTENSION LINE SERVICES**

Extension services will be installed from the Company's local loop demarcation point at the main service location to the Company's demarcation point at the off premises location in accordance with the following:

**1. Same Customer:**

An off-premises extension line service will be installed on an off-premises location of the same customer. However:

- a. A residence extension service will not be installed on a business premises except for answering purposes only and will be equipped to prevent outgoing calls<sup>1</sup>.
- b. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service.

**2. Joint Users or Different Customers:**

An off-premises line extension service, including secretarial line service, will be installed on an off-premises location of a party other than the customer only when the occupant of the off-premises location is a joint user of the service or a customer to individual or trunk access line service. However:

- a. A residence extension line service will not be installed on an off-premises location of a different business customer, except for answering purposes only and will be equipped to prevent outgoing calls<sup>1</sup>.
- b. A residence extension service will be installed on an off-premises location of a different business customer when such lines terminate on a telephone answering service.

/1/ Offering limited to services established prior to January 1, 1984.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)****C. OFF-PREMISES EXTENSION LINE SERVICES (cont'd)**

3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.
4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.
5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service.
6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Company's local loop demarcation point.



**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

**D. ADDITIONAL ACCESS LINES**

Additional access lines will be provided up to and including the Company's local loop demarcation point except as otherwise shown.

**E FARMER LINE SERVICE (REFER TO GUIDEBOOK PART 4, SECTION 2)**

Farmer line service will be rendered in accordance with the Guidebook outside the base rate area, but within the exchange area.

**F. TELEPHONE ANSWERING SERVICE (REFER TO GUIDEBOOK PART 6, SECTION 9)**

Telephone answering service consists of telephone answering facilities and services furnished to customers engaged in the telephone answering service business and to other customers to telephone service who desire service arrangements whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.

An extension of an individual access line, trunk line, PBX station, Centrex primary station, Airport Intercommunicating Service mechanized primary station or night service equipment line terminating on telephone answering equipment is classified as a secretarial line service.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)****G. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)**

Access Services include any activity or function performed by the Company in connection with the origination or termination of interLATA telecommunications/for an interLATA carrier, including but not limited to the provision of network control signaling, answer supervision, automatic calling number identification, carrier access codes, directory services, testing and maintenance of facilities, and the provision of information necessary for the interLATA carrier to bill their customers.

**H. QUICK DIAL TONE**

Quick Dial Tone provides residential locations with basic access capability to the Company's local loop demarcation point prior to a formal service request from a Customer<sup>/1/</sup> to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. Access to outgoing calls is restricted except for calls to 9-1-1 emergency service<sup>/2/</sup>. Quick Dial Tone is provided at no charge.

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

/1/ In locations with multiple access lines, the last line to disconnect will be equipped with Quick Dial Tone.

/2/ Collect and Billed to 3rd Party calls will be denied.

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

J. TOLL RESTRICTION

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900<sup>/1/</sup> and 700 calls, 0-, 0+ and 00+ originating calls, collect calls and (C) third number billed calls.<sup>/2,4/</sup> Access to the toll network is not allowed and the customer agrees not to (C) access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service<sup>/3/</sup>, Residence Measured Rate Service<sup>/3/</sup>, Universal Lifeline Telephone Service<sup>/3/</sup> and single line business service.

Customers will continue to have access to the following types of calls: Local calls, Zone 1 and 2 (1+ local calls), 800 calls, 411 (directory assistance), 611 (repair), and 911 (emergency service). Toll Restriction will be provided where facilities and operating conditions permit.

The customer with Toll Restriction will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9. Rendering and Payment of Bills. It is the responsibility of the customer to inform the Company of any failure of the service to perform as specified herein.

K. PRODUCT GROUPING

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements.

(Group names may not be included in Guidebook descriptions.)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.  
/2/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation  
/3/ See Schedule Cal. P.U.C. Nos. A5.2.2 and A5.2.5 and Guidebook Part 4, Section 2.  
/4/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line (N)  
Verification/Interruption services are discontinued. (N)

**2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**

**L. LIMITED DISCONNECT**

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Company's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit.

Once telephone service is established or reinstated, if disconnected, in accordance with the Company's tariffs and/or Guidebook rules, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills.

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

**M. REMOTE LOCAL AREA NETWORK (R-LAN) SERVICE**

Remote LAN (R-LAN) Digital Subscriber Line (DSL) Transport is a service provided to businesses with a Local Area Network (LAN) which enables the business to allow access to its LAN remotely. This service is purchased by businesses to meet their own administrative telecommunications needs, and is not used as a means to facilitate the sale of another service which is not a telecommunications service (e.g. information service).

(N)

**N. ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE**

Asynchronous Transfer Mode (ATM) Service is a fast packet, cell-based technology that can support data and video applications requiring high bandwidth, high performance transport and switching. ATM Service will allow Customers who have requirements for high-speed connectivity to interconnect their multiple locations. ATM offers low latency, high throughput and flexible bandwidth interconnections capable of carrying a wide range of Services.

**O. FRAME RELAY SERVICE**

Frame Relay Service (FRS) is a public, metropolitan wide-area data service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service.

(N)

**3. RULE NO. 3 - APPLICATION FOR SERVICE**

A. GENERAL

Except as provided herein, Application for Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.3.

B. MISCELLANEOUS

In addition to the regulations contained in Schedule Cal. P.U.C. NO. A2.1.3, A, the following applies to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services: (C)  
(C)

Applications for these services will be accepted by Company provided that the service is available and the Company has no reason to believe applicant will not comply with the provisions of the regulations. The Company, on its sole discretion, shall offer these services in locations where technical capabilities exist and market conditions warrant. (C)

C. The following Application for Service rule applies to Asynchronous Transfer Mode (ATM) Service and Frame Relay Service: (N)

Customers desiring to obtain Asynchronous Transfer Mode (ATM) Service and/or Frame Relay Service advanced services offered pursuant to this Guidebook should contact the Company at 800-750-2355. (N)

**4. RULE NO. 4 - CONTRACTS**

Contracts for detariffed services will be required when such services are furnished at rates, terms and/or conditions other than those contained in this Guidebook.

In addition, from time to time, customers may request features that are not described in the Company's Guidebook for Intrastate Remote LAN Services. These special feature requests will be dealt with on an individual case basis and provided under contract.

(N)  
|  
(N)

**5. RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS**

- A. Special Information Required on Forms rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.5. (C)
  
- B. For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, bills and deposit receipts shall comply with CPUC rules and regulations. (N)  
(N)

**6. RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

A. GENERAL

Except as provided herein, Establishment and Reestablishment of Credit rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.6.

B. MISCELLANEOUS

1. For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in this Guidebook, Establishment of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.1 are applicable. (C)
  
2. For the Establishment and Reestablishment of Credit for Asynchronous Transfer Mode (ATM) Service and Frame Relay Services, the following rule applies: (N)  

Customers purchasing service from the Company will be required to sign a Confirmation of Service Order (CSO) or other documentation memorializing their agreement. (N)



**7. RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS**

**A. GENERAL**

Except as provided herein, Advance Payment and Deposits rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.7.

**B. ADVANCE PAYMENTS**

- 1. For the following services, customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000; and 50% when estimated non-recurring charges are over \$10,000:

OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services. (C)

- 2. For Voice-Based Information Services, advance payments shall be based on a credit analysis obtained by an outside, independent credit rating agency. Customers may be required to prepay for service based on this analysis.

**C. ADVANCE PAYMENTS AND DEPOSITS FOR ASYNCHRONOUS TRANSFER MODE (ATM) AND FRAME RELAY SERVICES: (N)**

- 1. Advanced Payments do not apply for ATM and Frame Relay Services.

- 2. Deposits for ATM and Frame Relay Services:

The Company will, in order to safeguard its interests, only require a customer which has a proven history of late payments to the Company or does not have established credit, to make a deposit prior to or at any time after the provision of a service to be held by the Company as a guarantee of the payment of rates and charges.

No such deposit will be required of a customer which is a successor of a company, which has established credit and has no history of late payments to the Company. Such deposit may not exceed the actual or estimated rates and charges for the service for a two month period.

The fact that a deposit has been made in no way relieves the customer from complying with the Company's regulations as to prompt payments of bills.

At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded. Such a deposit will be refunded or credited to the customer's account when the customer has established credit or in any event, after the customer has established a one-year prompt payment record, at any time prior to the termination of the service to the customer.

In case of a cash deposit, for the period the deposit is held by the Company, the customer will receive simple annual interest at the rate set forth in AT&T California Schedule Cal.P.U.C. No. A2.1.7.B.5.a (7/12 percent per month or 7% per year) for each month or portion thereof that a deposit is held. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account. (N)

**8. RULE NO. 8 – NOTICES**

- A. Notices rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.8.
- B. For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Services, customer notices will be provided pursuant to the California Public Utilities Commission's G.O.96-B rules.

(N)  
|  
(N)

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS**

For Remote LAN (Local Area Network) Service, see B.2, following.  
For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see E., following.

**A. GENERAL**

1. Except as provided herein, Rendering and Payment of Bills rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.9.

(D)

(D)

**B. MISCELLANEOUS EXCEPTIONS**

1. For OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services:
  - a. The customer may order multiple units of services. To receive any applicable discount the customer must order a minimum number of units. If the customer later deletes units and uses less than the minimum number, the customer will be charged for the minimum number of units per order.

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)****B. MISCELLANEOUS EXCEPTIONS (cont'd)**

1. For OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services: (cont'd)
  - b. The customer may order services on a long term basis, as opposed to month to month. If the customer terminates service before the end of the term, customer will give Company thirty (30) days' prior written notice. Furthermore, Company may charge customer a termination fee. The termination fee will not exceed the monthly charge for the initial quantity of service ordered multiplied by the number of months remaining in the term. If a customer had its non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, then the customer may be liable for the previously waived nonrecurring charges.
  - c. The following rules stated in Schedule Cal. P.U.C. NO. A2.1.9 do not apply to the above named services: A2.1.9, I.1, 2.1.9, I.4.c, and A2.1.9, I.5
2. Rendering and Payment of Bills for Remote LAN (Local Area Network) Services shall be specified in AT&T Schedule Cal.P.U.C. No. A2.1.9 with the exception of A2.1.9, I.1, A2.1.9, I.4.c and A2.1.9, I.5.

(C)  
(D)**C. INSTALLMENT BILLING****1. Residence Services Installment Billing****Personal ISDN**

When credit has been established as set forth in this Guidebook, and at the customer option, the nonrecurring charge as specified in Guidebook Part 3, Section 1, may be paid in six consecutive monthly installments without interest.

**2. Business services installment billing****a. Simple Business**

When credit has been established as set forth in this Guidebook and the customer agrees, a nonrecurring<sup>/1/</sup> charge may be billed by the Company in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Guidebook Part 3, Section 1, will apply.

/1/ Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Guidebook Part 3, Section 1.

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)**

C. INSTALLMENT BILLING (cont'd)

2. Business services installment billing (cont'd)

b. CENTREX Service

/1/

When credit has been established for CENTREX service as set forth in this Guidebook and the customer agrees, a nonrecurring<sup>1</sup> charge may be billed by the Company in three consecutive monthly installments without interest.

c. Customer-Owned Pay Telephone (COPT) service

When credit has been established as set forth in this Guidebook and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Company in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Guidebook Part 13, Section 1. As used above, nonrecurring equipment charges are as shown for equipment offered in Guidebook Part 13, Section 1.

/1/

3. Other Services

a. Unless otherwise stated in this Guidebook, installment billing is not applicable to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services, Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service.

(C)

(N)

(N)

b. When credit has been established as set forth in this Guidebook and customer agrees, a nonrecurring charge may be billed by the Company for up to three consecutive monthly installments, without interest, for the Voice-Based Information Services.

4. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in this Guidebook under Discontinuance and Restoration of Service.

D. RENDERING AND PAYMENT OF BILLS FOR OPT-E-MAN and CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

(C)

(C)

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in the Guidebook, Payment of Rates regulations as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.4.1 are applicable.

/1/ Material formerly appeared on Sheet 26

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)**

**E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE**

The following rules apply to Asynchronous Transfer Mode (ATM) Service and Frame Relay Service.

(C)  
(D)

**1. Billing Date**

The Company shall bill on a current basis all charges incurred by and credits due to the customer under this Guidebook attributable to services established or discontinued during the preceding billing period. In addition, the Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage and for the Federal Government which will be billed in arrears. Such bills are due when rendered. The bill day (i.e., the billing date of a bill for a customer with ATM and Frame Relay Service under this Guidebook), the period of service each bill covers and the payment date will be as follows:

- (a) The Company will establish a bill day each month for each customer account. The bill will cover non-usage sensitive service charges, any known unbilled non-usage sensitive charges for prior periods and unbilled usage charges for the period after the last bill day through the current bill day. Any known unbilled usage charges for prior periods and any known unbilled adjustments will be applied to this bill. Payment for such bills is due as set forth in 2 following.
- (b) (1) All bills dated as set forth in 1., preceding for service provided to the customer by the Company are due 31 days (payment date) after the bill date or by the next bill date (i.e., same date in the following month as the bill date), whichever is the shortest interval, except as provided herein. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and a day when Washington's Birthday or Memorial Day is legally observed), payment for such bills will be due from the customer as follows:
  - If such payment falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.
- (2) Further, if any portion of the payment is received by the Company after the payment date as set forth (a) preceding, then a late payment charge shall be due to the Company. The late payment charge shall be 1.5% of the entire unpaid balance for each month or portion thereof that an outstanding balance remains.

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)****E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)****1. Billing Date (cont'd)**

(c) The bill will separately identify services rendered in the current period versus services rendered in periods other than the current period.

(d) The bill will report underlying inventory and usage data by monthly billing period for the purpose of validating the non-current portion of the bill.

2. When a payment for ATM and Frame Relay Service charges billed under this Guidebook is due to the Company from the customer as set forth in (B) (2) preceding on the same payment date that a Purchase of Accounts Receivable net purchase amount is due to the customer from the Company as set forth in AT&T California Schedule CAL.P.U.C. NO. 175-T, Section 8.2.3, the Company may, with at least 31 days notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Company will pay the net amount to the customer on the payment date when such net amount is due to the customer or require the customer to pay the Company.
3. Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this Guidebook will be prorated to the number of days or major fraction of days based on a 30 day month. The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of any bill.
4. When a rate as set forth in this Guidebook is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).
5. When more than one copy of a customer bill for services provided under the provisions of this Guidebook is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in AT&T California Schedule CAL.P.U.C. No. 175-T, Section 13.3.6.
6. Level Bill Plan service is available to customers who wish to pay a fixed amount for three months and on the fourth month pay the remaining balance on their separately billed accounts. Level Bill Plan will be provided on an individual case basis consistent with the regulations and guidelines as set forth in Part 8, Section 8 of this Guidebook.

**9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)****E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)****7. Minimum Periods**

The minimum periods for which services are provided and for which rates and charges are applicable are set forth in Section 5 of the Company's terms and conditions in Part 20, Section 6 of this Guidebook for these services.

The minimum period for which service is provided and for which rates and charges are applicable for a Specialized Service or Arrangement provided on an individual case basis as set forth in Rule 9 following, is one month unless a different minimum period is established with the individual case filing.

When a service is discontinued prior to the expiration of the minimum period, charges are applicable whether the service is used or not as follows:

- (a) When a service with a one month minimum period is discontinued prior to the expiration of the minimum period, minimum period charges will apply.
- (b) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, the applicable charge, unless otherwise specified, will be the Company's total nonrecoverable costs less the net salvage value for the discontinued service.
- (c) Cancellation of an Order for Service - Provisions for the cancellation of an order for service are set forth in other applicable sections of this Guidebook.



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**E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)****8. Billing of Data Service Provided by More Than One Company<sup>/1/</sup>****(a) Single Bill Arrangement**

- (1) General - With the agreement of the Utilities involved, a single bill will be rendered for service.
- (2) Ordering - The customer will place the order for service as set forth in Section 5 of the Company's terms and conditions in Part 20, Section 6 of this Guidebook for these services.
- (3) Rating and Billing - The Utilities involved will mutually agree on one of the following single bill alternatives. The customer will be notified in writing of the billing method at least 30 days in advance of the initial billing or change of billing option.

**i. Single Bill/Single Tariff**

The Company that accepts the order for service will arrange to provide the service, bill and collect all appropriate charges in accordance with the regulations, rates and charges in its Access Service tariff.

**ii. Single Bill/Multiple Tariff**

The Company that accepts the order for service will arrange to provide the service, bill and collect all appropriate charges in accordance with the regulations, rates and charges in each Company's Access Service tariff. Although the single bill will separately identify each Company's rates and charges, a single payment will be due to the billing Company.

The Company that accepts the order for service will arrange to provide the service in accordance with the regulations set forth in the Access Services tariff of the Companies involved in the provision of the service. A single bill will be rendered by the Company which accepts the order. The bill will separately identify each Company's rates and charges which are payable to each respective Company

<sup>/1/</sup> In compliance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-104. released July 31, 1987.

## E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)

8. Billing of Data Service Provided by More Than One Company<sup>/1/</sup> (cont'd)

## (b) Multiple Bill Arrangement

- (1) General - Separate bills will be rendered by the Utilities for ATM and Frame Relay Service if the Administration of a single bill arrangement as set forth in 8 (a), preceding, cannot be agreed upon by the Companies involved.
- (2) Ordering - Each Company will accept an order for service from the customer as set forth in Part 20, Section 6, Section 2.5.
- (3) Rating and Billing of Service - Each Company will provide its portion of the Access Service based on the regulations, rates and charges contained in its Access Service tariff, as appropriate:
  - i. The charges billed by this Company for mileage sensitive rate elements, are determined as follows:
    - The total mileage for the service is computed using the V&H Coordinate Method set forth in The National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4, Sections 11 and 16. For information on how to obtain copies of the NECA Tariff see Section 3 preceding.
    - Each utility's billing percentage is determined from The National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4, Section 69. For information on how to obtain copies of the NECA Tariff see Section 3 preceding.
    - This Company's rates and charges are then multiplied by the appropriate quantity(ies) and the billing factor to obtain the charges for this Company.
    - When three or more Utilities are involved in providing an Access Service, the intermediate Company's Channel Mileage Termination rate does not apply.

<sup>/1/</sup> In compliance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-104. released July 31, 1987.

E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)

8. Billing of Data Service Provided by More Than One Company<sup>/1/</sup> (cont'd)

(b) Multiple Bill Arrangement (cont'd)

(3) Rating and Billing of Service - Each Company will provide its portion of the Access Service based on the regulations, rates and charges contained in its Access Service tariff, as appropriate: (cont'd)

- ii. The application of nondistance sensitive rate elements varies according to the rate structure and the location of the facilities involved:
- When rates and charges are listed on a per point of termination basis, this Company's rates will be billed for the termination(s) within this Company's territory.
  - When rates and charges are listed on a per unit basis, this Company's rates and charges will apply for units located in this Company's operating territory.
  - When rates and charges are developed on an individual case basis, such rates will be developed for the portion of the service provided by this Company.
  - Except as listed above, this Company's full nonrecurring charges will be billed.

/1/ In compliance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-104. released July 31, 1987.

**E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE (cont'd)**

**9. Wire Center and Meet Point Billing Information**

The National Exchange Carrier Association Tariff F.C.C. No. 4 (NECA 4) contains information related to wire centers providing access service in Local Access and Transport Areas (LATAs) and Market Areas (MAs), subtending information identifying the relationship between wire centers for the ordering and provisioning of access services, and meet point billing information when two or more exchange carriers are jointly providing access service within or between LATAs or MAs under separate access tariffs.

NECA 4 also contains regulations for calculating the airline mileage between wire centers, on which certain access services are based, using the vertical and horizontal (V&H) coordinates method.

Sections 1 through 11 provide general information, including symbols, coding, and abbreviations, and mileage measurement regulations and methods.

Section 16 contains serving wire center V&H coordinate information for California.

Section 69 contains single state meet point billing information for California.

Section 125 contains multiple state meet point billing information for Arizona/California.

Section 127 contains multiple state meet point billing information for California/Nevada.

Section 195 contains multiple state meet point billing information for California/Oregon.

Section 316 contains subtending wire center information for California.

Copies of NECA 4 on paper may be obtained for a fee from:

International Transcription Service  
2100 M Street N.W.  
Suite 140  
Washington, DC 20037.

Copies on electronic media may be obtained for a fee from:

The National Exchange Carrier Association  
100 South Jefferson Road  
Room 2B-40  
Whippany, NJ 07981.

General questions on NECA F.C.C. No. 4 may be addressed to The National Exchange Carrier Association at the above address.

**10. RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES**

A. GENERAL

Except as provided herein, Disputed Bill and Other Disputes rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.10.

For Remote LAN (Local Area Network) Service, Schedule Cal. P.U.C. No. A2.1.10, A (N)  
applies.

B. OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Services (C)

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in Guidebook Part 6, (C)  
Section 9, see regulations in Schedule Cal. P.U.C. No. 175-T, Section 2.4.1.

C. For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service the following rules (N)  
apply for disputes:

1. If a customer disputes a portion of the bill and withholds payment of the disputed amount, the customer must provide specific written documentation acceptable to the Company to support the claim.

(a) No late payment charge will apply to the disputed amount from the time the specific written documentation acceptable to the Company is received until the date of resolution (i.e., the date the Company notifies the customer in writing of the resolution of the dispute).

(b) If the billing dispute is resolved in favor of the customer, no late payment charge will apply to the disputed amount.

(c) If the billing dispute is resolved in favor of the Company, payment of the withheld amount is due on the payment-due date shown on the next customer bill rendered by the Company following the date of resolution. A late payment charge, calculated at 1.5% per month or portion thereof, will apply to the withheld amount if payment of the withheld amount is not received by such payment-due date.

(d) In the event the Company determines the billing claim was made in bad faith, the Company reserves the right to reinstate any appropriate late payment charges from the original late payment charge date. (N)

**10. RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (cont'd)**

- C. For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service the following rules apply for disputes: (cont'd)
2. If the customer pays the total amount to the Company (i.e., the disputed amount and the non-disputed amount) and thereafter provides specific written documentation acceptable to the Company supporting the dispute and the dispute is resolved in favor of the customer, the Company will credit the over billed amount. In addition, the customer will receive a credit for a disputed amount penalty using the following parameters:
    - (a) If specific written documentation acceptable to the Company in support of the dispute is received by the Company within 90 days of the due date, the credit for overpayment is calculated from the payment date to the date the disputed amount is credited to the customer's account.
    - (b) If specific written documentation acceptable to the Company in support of the dispute is received by the Company later than 90 days from the due date, the credit for overpayment is calculated from the date documentation is received by the Company to the date the disputed amount is credited to the customer's account.
    - (c) The disputed amount penalty factor credited to the customer shall be calculated at 1.5% for each month or portion thereof that the over billing existed.
    - (d) If the claim is resolved in the customer's favor, the date of resolution is the date on which the Company notifies the customer in writing as to the resolution of the dispute. The disputed amount shall be credited to the customer's account by the Company within thirty (30) calendar days of the date of resolution. The disputed amount penalty shall be credited by the Company no later than thirty (30) calendar days following the credit of the disputed amount.
    - (e) If the claim is resolved in the Company's favor, the Company will notify the customer in writing as to the resolution of the dispute.

**11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE**

**A. GENERAL**

Except as provided herein, Discontinuance and Restoration of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.11.

For Remote LAN (Local Area Network) Service, see C., following.  
For Asynchronous Transfer Mode (ATM) Service and and Frame Relay Service, see D., following.

**B. NON-PAYMENT of BILLS**

1. The Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.
2. The Company will not temporarily discontinue or permanently disconnect a customer's regulated exchange or private line service solely for non-payment of charges for the following services: OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

3. Discontinuance of Commstar II<sup>/1/</sup>

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

4. Discontinuance of Service for OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in this Guidebook, Regulations for Refusal and Discontinuance of Services, as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.1.8 are applicable, in lieu of the rules stated herein.

5. If customer is in default and the Company disconnects the customer's voicemail or AT&T Unified Messaging service, the customer's service may continue to accumulate messages pending resolution of customer's default. (C)  
(C)

/1/ Commstar II is a Grandfathered service. See Part 20, Section 7 for details. (C)

**11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**

B. NON-PAYMENT of BILLS (cont'd)

6. If customer is in default and the Company disconnects the customer's voicemail or AT&T Unified Messaging service, the customer's service may continue to accumulate messages pending resolution of customer's default. (C) (C)

C. Applicable Discontinuance and Restoration rules for Remote LAN (Local Area Network) Services:

1. Termination or Refusal of Remote LAN Services

If Customer is in violation of any provision under this Guidebook, and such default continues after notice thereof is given by Utility, Utility may, without liability and without waiving any other remedies available to it, cease providing Remote LAN Service(s) to Customer including any Remote LAN residential and/or business services which Customer may subscribe to, until such default is remedied.

2. Discontinuance of Remote LAN Srvices

The Utility, on its sole discretion, may discontinue offering a Remote LAN Service, in part or in its entirety, without liability to affected Customers and applicant.

z

z: correction



**11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)****C. Applicable Discontinuance and Restoration rules for Remote LAN (Local Area Network) Services: (cont'd)****3. Termination by Customer**

The Customer may order Remote LAN Services on a long-term basis, as opposed to month to month. If the Customer terminates service before the end of the term, the Customer will give Company thirty (30) days' prior written notice. Furthermore, the Company may charge the Customer a termination fee. The termination fee will not exceed the monthly charge for the initial quantity of service ordered multiplied by the number of months remaining in the term.

If a Customer had its non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the Customer subsequently disconnects prior to the completion of the agreed upon period, then the Customer may be liable for the previously waived non-recurring charges.

Additional requirements for refusal, termination or discontinuance of Remote LAN Services are as specified in AT&T California Schedule Cal. P.U.C. No. A2.1.31.

**4. Disconnection of Regulated Exchange Services**

The Company will not temporarily or permanently disconnect Customer's regulated exchange or private line service solely for non-payment of charges for a Remote LAN Service.

**D. Applicable Discontinuance and Restoration rules for Asynchronous Transfer Mode (ATM) Service and Frame Relay Service:****1. Refusal and Discontinuance of Service**

(a) Unless the provisions of Rule No. 11 (b), following, apply, if a customer fails to comply with General Term No. 4 in Company's Service Guide, or General Term No. 5 in Company's Service Guide, General Term No. 3, 3.3.3 in Company's Service Guide, or Rule No. 7, preceding, including any payments to be made by it on the dates and times herein specified, the Company may, on thirty (30) days written notice by Certified U.S. Mail to the person designated by that customer to receive such notices of noncompliance, refuse additional applications for service and/or refuse to complete any pending orders for service by the noncomplying customer at any time thereafter. If the Company does not refuse additional applications for service on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Company's right to refuse additional applications for service to the non-complying customer without further notice.

**11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**

- D. Applicable Discontinuance and Restoration rules for Asynchronous Transfer Mode (ATM) Service and Frame Relay Service: (cont'd)
1. Refusal and Discontinuance of Service (cont'd)
    - (b) Unless the provisions of Rule No. 11 (b) following apply, if a customer fails to comply with Part 20, Section 6: 2.3.4 General Term No. 4, 2.3.5 General Term No. 5, 2.3.3.3 of General Term No. 3 (Obligations of the Customer) or Rule No. 7, preceding, including any payments to be made by it on the dates and times herein specified, the Company may, on a thirty (30) days written notice, by Certified U.S. Mail to the person designated by that customer to receive such notices of noncompliance, discontinue the provision of the services involved to the non-complying customer at any time thereafter. In the case of such discontinuance, all applicable charges, shall become due. If the Company does not discontinue the provision of the services involved on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Company's right to discontinue the provision of the services to the non-complying customer without further notice.
    - (c) The Company is specifically granted the right to discontinue service to the End User for non-payment of any portion of the bill, including that portion for service billed by the Company but rendered by a different carrier.
  2. Interference or Impairment
    - (a) The characteristics and methods of operation of any circuits, facilities or equipment provided by other than the Company and associated with the facilities utilized to provide services under this Document shall not interfere with or impair service over any facilities of the Company, its affiliated companies, or its connecting and concurring carriers involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public.
    - (b) Except as provided for equipment or systems subject to the F.C.C. Part 68 rules in 47 C.F.R. Section 68.108, if such characteristics or methods of operation are not in accordance with (a) preceding, the Company will, where practicable, notify the customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to preclude the Company's right to temporarily discontinue forthwith the use of a service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Part 20, Section 6, 2.3.6 General Rule No. 6, is not applicable.

**11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**

- D. Applicable Discontinuance and Restoration rules for Asynchronous Transfer Mode (ATM) Service and Frame Relay Service: (cont'd)

3. Nonrecurring Charges Do Not Apply

Charges do not apply for the re-establishment of service on a one-time, temporary or permanent, basis following a fire, flood or other occurrence attributed to an Act of God provided that:

- (i) The service is of the same type as was provided prior to the fire, flood or other occurrence.
- (ii) The service is for the same customer.
- (iii) The service is at the same or different location as elected by the customer.
- (iv) The re-establishment of service begins within 60 days after Company service is available. (The 60 day period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period.)

4. Nonrecurring Charges Apply

If the service as re-established is different from that which was disconnected, the customer will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the provision set forth in (a) preceding may apply to either service as elected by the customer. Nonrecurring charges, without allowances, will apply to the re-establishment of the other service.

**12. RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC**

A. The rates and charges billed by and paid to the Company for services offered on a detariffed basis pursuant to Decision 07-09-018 shall be consistent with this Guidebook. Such rates and changes, and descriptions of services, are available at [att.com/servicepublications](http://att.com/servicepublications).<sup>/1/</sup> (C)

B. Except for Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, additional disclosure requirements apply per Schedule Cal.P.U.C. No. A2, 2.1.12. (N)  
(N)  
(C)

C. In addition to A., preceding, the following applies to Remote LAN Service: (N)

(1) Promotions and Donations

The Company may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. The Company will notify the commission of such promotions, service warranties, discounted offerings, donations or guarantees; however, no such offerings require approval. Promotional offerings are tariff filings approved on a 5-day turnaround.

The Company may occasionally give away promotional items at trade shows or other promotional events. The Company may also conduct contests and/or sweepstakes with prizes funded by the Company.

The Company may donate a reasonable amount of services to charities, community groups, educational institutions, and the like, which The Company is free to select.

(2) Rates and Charges

(a) Rates and charges for Remote LAN Services are set forth in the applicable product specific sheets in agreements and the Company's Terms and Conditions for Intrastate Remote LAN Services.

(b) The Customer may order multiple units of Remote LAN Services. To receive any applicable discount Customer must order a minimum number of units. If Customer later deletes units and uses less than the minimum number, the Customer will be charged for the minimum number of units per order.

(3) Changes to Rates and Charges

The Company may adjust the current rates and charges for a Remote LAN Service by posting revised sheets in the Company's Terms and Conditions for Intrastate Remote LAN Services.

/1/ Also applies to Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service. (N)

**13. RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES**

A. GENERAL

Except as provided herein, Temporary Service, Speculative Projects and Risk Services rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.13.

B. OTHER

1. The Company will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or services to speculative projects and risk services under the following conditions:

- a. The applicant shall pay in advance or otherwise as required by the Company, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.<sup>1</sup>
- b. The applicant shall establish or reestablish credit as required per Guidebook Part 2, Section 2 except that the amount of deposit prescribed in Guidebook Part 2, Section 2 shall not exceed the estimated bill for the duration of service.

2. For OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services, only the rules stated in B., herein, apply. (C)

C. For Remote LAN (Local Area Network) Service, applicable rules are limited to Schedule Cal. P.U.C. NO. A2.1.13, A.1. (N)

D. Temporary Service is not available for Asynchronous Transfer Mode (ATM) Service and Frame Relay Service. (N)

/1/ Includes Income Tax gross-up amount, as listed in Schedule Cal. P.U.C. No. A2.1.3, D.

**14. RULE NO. 14 - LIMITATION OF LIABILITY**

A. General

Except as provided herein, for services offered on a detariffed basis pursuant to Decision 07-09-018, see the AT&T Residential Service Agreement or the AT&T Business Services Agreement, available at att.com/servicepublications.

B. Miscellaneous

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall:

- a. Furnish such power which shall be suitable for the purpose;
- b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
- c. Allow the Company access to the power supply, if necessary.

In the event of a power failure, no allowance is made for interruption of service, and the Company shall not be held liable for such an interruption of service. Nor shall the Company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet.

C. For Remote LAN (Local Area Network) Services, see Part 6, Section 9, General Term No. 3 – Limitation of Liability.

(N)

In addition to A., preceding, the following applies to Remote LAN Services:

Continuity of Service

The Company shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily (generally, less than two hours for service during non-peak periods; if more than two hours the Customer may be notified in advance) for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system.

D. For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see General Terms in Part 20, Section 6.

In addition to A., preceding, the following applies to ATM and Frame Relay Services:

Continuity of Service

(1) Notification of Service Affecting Activities

The Company will provide the customer reasonable notification of service affecting activities that may occur in normal operation of its business. Such activities may include, but not limited to, equipment or facilities additions, removals or rearrangements, routine preventative maintenance and major switching machine change-out. Generally, such activities are not individual customer service specific, they affect many customer services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the customer to determine the notification requirements.

(N)

**14. RULE NO. 14 - LIMITATION OF LIABILITY (cont'd)**

- D. For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see General Terms in Part 20, Section 6. (cont'd)

In addition to A., preceding, the following applies to ATM and Frame Relay Services: (cont'd)

Continuity of Service (cont'd)

- (2) Coordination with Respect to Network Contingencies

The Company intends to work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services.

- (3) Limitations

Subject to compliance with the rules mentioned in General Term No. 3.3.2, (B), in Part 20, Section 6, where a shortage of facilities or equipment exists at any time, either for temporary or protracted periods, the services offered herein will be provided to customers on a first come first served basis.

**15. RULE NO. 15 - LINE EXTENSIONS**

- A. Line Extension rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.15. (C)
- B. This rule does not apply to Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service or Frame Relay Service. The Company does not provide extensions of lines or mains for these services. (N)  
|  
(N)



**16. RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES**

- A. Service Connections and Facilities on Customer's Premises rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.16. (C)
  
- B. This rule does not apply to Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service or Frame Relay Service. The Company does not provide facilities on customer premises for these services. (N)  
|  
(N)

**17. RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS****A. OWNERSHIP OF TELEPHONE DIRECTORIES**

The customer assumes full responsibility concerning the right to use any name as a directory Listing and agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual or other right to the use of a name to be listed in a telephone directory of the Company.

**B. ASSIGNING AND CHANGING OF TELEPHONE NUMBERS**

The assignment of a number to a customer's telephone service will be made at the discretion of the Company. The customer has no proprietary right in the number and the Company may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.

**18. RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES**

Telephone service, other than "Public" and "Semipublic" service, is furnished for the use of the customer, their family and persons residing in their home or their employees or representatives, except as service may be extended to "Joint Users" and "Centrex Service - Primary Stations - Dormitory", and except as use of the service may be extended for switched data (nonvoice) communications relating directly to the business of a composite data service vendor's "patrons", and except for services offered for resale.

Unless otherwise indicated in this Guidebook and/or the tariff schedules of the Company, the use of the service is restricted to the customer, their agents and representatives and no service, furnished under this Guidebook or the Rules and Regulations contained in the tariff schedules, shall in any case be resold. This prohibition shall not apply to a composite data service vendor in the provision of composite data service to its patrons, to a communications common carrier in the provision of public telegram message service or overseas data message service, to hotel-motel service customers, nor to Customer-Owned Pay Telephone (COPT) service or to services offered for resale.

Flat rate service, and measured rate service (except in connection with customer-provided building entry systems) are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general.

If it is found that the customer is permitting public use of service furnished them for private use, the Company will thereafter provide "Public" or "Semipublic" service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to their attention.

If it is found that the customer is sharing the use of business service (excluding Centrex Service - Primary Stations - Dormitory or Composite Data Service) with an individual, other than an employee, member or officer of the Customer's concern or another concern not of record as a joint user, the Company will thereafter require the customer to take "Joint User" service except where the customer permits no further joint use of the service after the matter has been called to their attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

**19. RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES**

Access to Customer's Premises rules for Guidebook services may be found in Schedule Cal.  
P.U.C. No. A2.1.19.

**20. RULE NO. 20 - DEMARCATION POINT**

Demarcation Point rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.20.

**21. RULE NO. 21 - LIMIT OF CONVERSATION**

Limit of Conversation rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.21.

**22. RULE NO. 22 - USE OF SERVICE**

For Remote LAN (Local Area Network) Service, see Part 6, Section 9, General Term No. 5 – Use of Service.

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see Part 20, Section 6, General Term No. 5 – Use of Service.

(N)  
|  
(N)

**A. BUSINESS AND RESIDENCE<sup>1</sup> - USE OF**

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service or from the listing requested or from evidence of usage, once the service is established.

**1. Business rates apply at the following locations:**

- a. In offices, stores, factories and all other premises of a business nature and at any other premises where the substantial and predominant use of the service is professional, occupational or administrative in nature, rather than social or domestic.
- b. In boarding houses and rooming houses with more than five rooms available for rent (except as noted in b. following), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals and private and public institutions, and where the service is not subject to semi-public or public use.
- c. At any location when the listing of "office" is provided, or where any title indicating a trade, occupation or profession is listed (except as modified under the directory listing tariff schedule and/or Guidebook rules).
- d. At residence locations when the customer has no regular business telephone service and the use of the service by the customer, members of the customer's household, or the customer's guests is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards or otherwise.
- e. At a residence location regardless of the form of listing furnished, where service is provided at a location which is not part of a domestic household.

/1/ Also see Definitions of Residence and Business Services in Guidebook Part 2, Section 2.

**22. RULE NO. 22 – USE OF SERVICE (cont'd)****A. BUSINESS AND RESIDENCE<sup>1</sup> - USE OF (cont'd)****1. Business rates apply at the following locations: (cont'd)****f. Office Located in a Residence**

When an office is located in a residence and is used for business purposes only, or for both business and residence purposes, the portion of a room, a room or rooms used as an office will be considered a business premises as defined in Part 2, Section 1. When a primary exchange service is provided to such an office, this service must be a business service. When an extension service is provided, such service may be a business or residence extension service as set forth and defined in this Guidebook and/or tariff schedules. The residence extension service will be furnished for answering purposes only and will be equipped to prevent outgoing calls<sup>2</sup>. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service (see Off premises extension line services in Rule No. 2, preceding).

Residence primary and residence extension service may be furnished on the residence premises of the residential building and business extension service may be furnished on the residence premises, as set forth in this Guidebook and/or tariff schedules.

**2. Residence rates apply at the following locations:**

In private residences or residential apartments of hotels and apartment houses, in the residential premises of boarding and rooming houses, the homes of nurses, and all other premises of strictly a residential nature as long as business listings are not provided and where the predominant use of the service is social and domestic in nature rather than professional, occupational and administrative.

3. If it is found that a customer is using residence service for business purposes, the Company will thereafter require the customer to take business services, except in cases where the customer thereafter uses the service for residence or domestic purposes only.

4. Repetitive commercial solicitation from residence service is considered business activity and is not permitted.

/1/ Also see Definitions of Residence and Business Services in Guidebook Part 2, Section 2.

/2/ Offering limited to services established prior to January 1, 1984.



**22. RULE NO. 22 – USE OF SERVICE (cont'd)****A. BUSINESS AND RESIDENCE<sup>1</sup> - USE OF (cont'd)****5. Rates for Extension Services**

- a. Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges and regulations as set forth in this Guidebook..
- b. Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A5 and/or this Guidebook Part 4, Sections 2 and 3..

**B. OTHER SERVICES – USE OF AND RESTRICTIONS**

The following rules apply to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

(C)

**1. Unsolicited Marketing**

No customer is permitted to use services noted above for unsolicited marketing announcement services, or in a way that may jeopardize the service network or other customers' use of any Company service. The Company will investigate any abusive or unsolicited marketing (whether voice, facsimile or electronic image) and take appropriate action, including possible referral to law enforcement agencies or discontinuance of customer's services provided in this Guidebook. Such services will be reinstated only after the customer agrees to the Company's terms and conditions for the use of each such service. Notwithstanding the above, the Guidebook or agreements for a specific service contained herein may provide that a particular service may be used for unsolicited marketing, so long as such use is consistent with any applicable law.

**2. Resale**

No customer may resell a service contained in this schedule without the express written permission of Company.

/1/ Also see Definitions of Residence and Business Services in Guidebook Part 2, Section 2.

**22. RULE NO. 22 – USE OF SERVICE (cont'd)**

**B. OTHER SERVICES – USE OF AND RESTRICTIONS (cont'd)**

The following rules apply to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services. (Cont'd)

**3. Company Content Policy**

The customer shall use services in this Guidebook in a manner consistent with Company's Content Policy. The customer shall indemnify, and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of the customer's failure to comply with such content Policy.

**4. Regulations and Codes**

The customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of services in this Guidebook. The customer shall indemnify and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of customer's failure to comply with such federal, state and local laws, regulations and codes.

**5. Fraudulent Use**

The customer may not charge any calls to the service access number or mailbox number, or otherwise use a service in this Guidebook in a fraudulent manner. The Company is not liable for any such charges.

(D)  
|  
(D)

**23. RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING**

Except as provided herein, Priority of Establishment, Supersedure of Service and Change in Billing rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.23. (C)

A. Miscellaneous (N)

- 1. Some products or services, such as AT&T Unified Messaging products, may not be superseded and will be removed from an account prior to the issuance of a supersedure order. (N)

**24. RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS<sup>1</sup>****A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT**

The same network facility service will be re-established on a one-time, temporary or permanent, basis as a maintenance provision and without charge, in the same or different location and within a period of time that would normally be required to repair or reconstruct the damaged premises or customer provided equipment (CPE).

This provision does not include wire or equipment on the customer's side of the local loop demarcation point except as set forth in Guidebook Part 8, Section 8.

**B. DIFFERENT SERVICE**

If the service as re-established is different from that which was disconnected, the subscriber will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

**C. TEMPORARY SERVICE NEW LOCATION**

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the practice set forth in A. and B. above may be applied to either service as elected by the subscriber and regular charges, without allowances, will be applied to the re-establishment of the other service.

**D. OPTIONAL SERVICES<sup>2</sup>**

The Company may, at its sole discretion, waive the recurring and/or nonrecurring charges for the services to customers affected by disasters, or emergencies, such as earthquakes, floods, fires, civil disturbances, or other similar catastrophes. Emergency agencies providing relief to victims may also receive a waiver on charges associated with telephone services that will be used in the relief effort.

**E. This rule does not apply to Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service or Frame Relay Service.**(N)  
(N)

/1/ The subscriber shall provide proof of loss if such proof is required by the Company.

/2/ Services will be provided where facilities and operating conditions permit.

**24. RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS<sup>/1/</sup>****F. TELECOMMUTING OPTIONAL SERVICES<sup>/2/</sup>** (C)

1. The Company may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges. (C)

- a. Business Access Lines
- b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
- c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
- d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
- e. Custom 800 Service - Includes a credit of \$100.00 towards the first month's usage and provides the Emergency Update feature at no charge.
- f. ISDN
- g. Switched 56
- h. Advanced Digital Network (ADN)

**25. RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".**

A. Emergency Measure Taken Pursuant to a "State of Extreme Emergency" rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.25.

/1/ The subscriber shall provide proof of loss if such proof is required by the Company. (C)  
/2/ Services will be provided where facilities and operating conditions permit.

**26. RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES**

- A. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Company at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement. (C)
- B. Alternative service or service arrangements will only be offered in the following situations: (C)
- life threatening situations
  - medical emergencies
  - when the service outage is caused by the Company
  - cable damage
  - when the Company provides a repair commitment that is longer than normal and the additional time will have an adverse affect on customers<sup>1</sup>.
- C. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days. (C)
- D. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer. (C)
- E. This rule does not apply to Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service or Frame Relay Service. (N)  
(N)

/1/ Normal repair commitments are within four business hours for business service and within eight business hours for residence service.

**27. RULE NO. 27 - CHANGE IN SERVICE ARRANGEMENT<sup>/1/</sup>**

(C)

If a modification of use, as declared by the customer, causes a Switched Ethernet service to be re-designated from Intrastate Switched Ethernet to Interstate Switched Ethernet, such a change is allowed without incurring Termination Charges, providing all of the following conditions are met:

(N)

- There must be no change in service location.
- The new Term Payment Plan (TPP) must be equal to or longer than the remaining time in the existing TPP.

Upgrades are permitted subject to terms and conditions of the underlying product in this Guidebook. Rates and charges associated with service under the new jurisdiction will apply.

(N)

<sup>/1/</sup> This rule was inadvertently omitted from the new Guidebook on July 15, 2009.

(N)

**28. San Diego Underground Conversion Fee**

(N)

The San Diego Conversion Fee is a fee to recover the cost of moving overhead utility lines underground in accordance with the City of San Diego's Underground Utilities Procedural Ordinance.

All local telephone service provided over AT&T lines in San Diego shall be subject to the San Diego Underground Conversion Fee (Conversion Fee), including AT&T customers that take service pursuant to Local Wholesale Complete, Individual Case Basis, Express, and Government contracts. Local telephone customers that receive service from competitive local exchange carriers over AT&T lines are also subject to the Conversion Fee. Lifeline customers of any provider are exempt from the Conversion Fee.

Conversion Fee, effective February 22, 2011:                      \$1.99 per line.

(N)



**29. COST ASSESSMENT CHARGE (CAC)**

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line <sup>/1/</sup>	C8RCC	\$0.22	(l)
(b) Per business Local Exchange Service line	C8RCD	\$4.10	
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$20.50	
(d) Per Centrex Station	C8RCD	\$4.10	
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.22	(l)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$4.10	
(g) Per PBX trunk	C8RCG	\$36.90	
(h) SuperTrunk	C8RCF	\$98.40	
(i) Transport services		7.00%	
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service <sup>SM</sup>			

/1/ Except stand-alone residence access lines.

**30. RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS**

Monitoring of Telephone Conversations rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.30.

**31. RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE**

Legal Requirements for Refusal or Discontinuance of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.31.

**32. RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES**

Facilities to Provide Replacement of Aerial With Underground Facilities rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.32.

**33. RULE NO. 33 - BILLING SURCHARGES**

The Billing Surcharges contained in Schedule Cal. P.U.C. No. A2.1.33, will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.33.

**34. RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION**

A. GENERAL

Except as provided herein, Nonpublished Service - Release of Information rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.34.

B. OTHER

1. Unsolicited Telephone Efforts

The Company will not contact nonpublished residence customers by telephone on an unlisted numbers(s) for unsolicited sales efforts.

**35. RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF**

Credit Information and Calling Records - Release Of rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.35.

**36. RESERVED**



**37. RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES  
COMMISSION REIMBURSEMENT FEE**

The Surcharge to Fund California Public Utilities Commission Reimbursement Fee will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.37.

**38. RULE NO. 38 – CALIFORNIA UNIVERSAL SERVICE PPP SURCHARGE**

(C)

The surcharge to provide universal service support for the California Universal Service Public Purpose Programs (PPPs) will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.38 pursuant to CPUC Decision 22-10-021.

(C)

**39. RULE NO. 39 - RESERVED**

(C)

(D)

**40. RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT**

The Universal Service Fund Surcredit will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.40.

**41. RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES**

Discounts on Advanced Services will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.41.

For Remote LAN (Local Area Network) Service, see Part 6, Section 9.8.3.2  
General Term No. 2 – Discounted Advanced Services.

(N)

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see Part 20,  
Section 6.2.3.2 - General Term No. 2 – Discounted Advanced Services.

(N)

**42. RULE NO. 42 - RESERVED**

(C)

(D)

**43. FORMS**

Forms used by the Company may be found in Schedule Cal. P.U.C. No. A2.3.

**44. SERVICE DISCONTINUANCE**

As a result of network changes, certain services will no longer be available in some geographic areas, as those services are no longer technically or economically feasible. The table below identifies services that have been withdrawn, by wire center and exchange, along with additional information related to these service withdrawals.

<u>Product Name</u>	<u>Reference</u>
Private Branch Exchange Trunk Line Service	Part 4, Section 2
Foreign Exchange Service – Business	Part 4, Section 3
Switched Service 56	Part 4, Section 5
Centrex ISDN	Part 5, Section 1
Restricted Centrex Service	Part 5, Section 1
Centrex Military Trunks	Part 5, Section 1
Pacific Bell Local Area Network	Part 6, Section 5
Remote LAN Services (RLAN)	Part 6, Section 9
High Voltage Protection	Part 8, Section 8
Customer-Owned Pay Telephone (COPT) Service	Part 13, Section 1
Primary Rate ISDN (PRI)	Part 17, Section 2
GroupVideo Service	Part 18, Section 3
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 20, Section 17

<u>Effective Date</u>	<u>Wire Center</u>	<u>Exchange</u>	<u>Other Information</u>	
				/2/
				/2/
10/08/2017 <sup>/1/</sup>	NAPACA01	Napa	Distribution Areas 212650, 213050, 213350, 213951, 214250, 214350, and 214450	(N)
	SANRSCA01	Santa Rosa	142901, 143201, 143301-1433PA, 141657, 390402, 540413, 540716, 520404, 560301, 580101, 580201, 590205, 592101, 593105, 593201, and R5501	(N)

/1/ Distribution areas and wire centers included in AT&T California's Public Notice of Copper Retirement Under Rule 51.333 (Network Disclosure Number ATT20180129C.2, issued February 8, 2018) as a result of damaged facilities occurring in October 2017, due to wildfires. (N)

/2/ Material now appears on Sheet 66. (N)

44. SERVICE DISCONTINUANCE (Cont'd)

<u>Effective Date</u> <u>Wire Center</u>	<u>Exchange</u>	<u>Other Information</u>
11/08/2018 <sup>/1/</sup> PRDSCA11/PRDSCA12	Paradise Magalia	Distribution Areas 110250, 110251, 110950, 110351, 110550, 110450, 110451, 110750, 111350, 111750, 110951, 111151, 111150, 111450, 111250, 111550, 111652, 111651, 111850, 111950, 122050, 210150, 210250, 210350, 212850, 212950, 210751, 210251, 220950, 210851, 230950, 211050, 211150, 211350, 219150, 211450, 211650, 211651, 212350, 211750, 211858, 211950, 212150, 212250, 212450, 212550, 212658, 213150, 213251, 213751, 213350, 213450, 213550, 213650, 213850, 213951, 214150, 122250, 122558, 122450, 3125, 312750, 215458, 215558, 240950, 219650, 312051, 372950, 373050, 314250, 372250, 373150, 311851, 311950, 311951, 311551, 311850, 311450, 311451, 311250, 311350, 310250, 311550, 310350, 310450, 310550, 310650, 310750, 310850, 310950, 311050, 311250, 311450, 311150, 311850, 312050, 312150, 319850, 312151, 312250, and 312350
07/17/2019 RDNGCA02	Redding	Distribution Areas 412750, 421150, 421250, 421357, 421650, 440150, 440557 and 460150
10/01/2021 CSMSCA11	Newport Beach	Distribution Areas 311550 and 311602
04/30/2022 CNVYCA11	Redding	Distribution Area 210850
05/30/2022 PLVLCA11	Placerville	Distribution Areas 230651 and 230851
10/14/2022 BALBCA01	Newport Beach	Distribution Area 410403
07/19/2023 BALBCA01	Newport Beach	Distribution Areas 210851, 210852 and 210853
10/25/2023 NHWDCA02	North Hollywood	Distribution Area 114302

(C)

/1/ Distribution areas and wire centers included in AT&T California's Public Notice of Copper Retirement Under Rule 51.333 (Network Disclosure Number ATT20190314C.2, issued May 28, 2019) as a result of damaged facilities occurring on November 8, 2018, due to wildfires.



44. SERVICE DISCONTINUANCE (Cont'd)

Effective Date Wire Center	Exchange	Other Information
11/14/2024 NAPACA01	Napa	Distribution Areas 111450 and 315050
VLLJCA01	Vallejo	Distribution Areas 214251, 214252, 214253 and 214254
WEEDCA01	Weed	Distribution Areas 110850 and 127158