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**2. CALL MANAGEMENT SYSTEMS****A. General**

## 1. Description

Automatic Call Distribution - Electronic Switching System (ACD-ESS) is a service which provides for distribution of a large volume of incoming calls to a customer's premises where they may be answered on attendant positions. If all positions are busy, calls are held in their order of arrival in queue in the switching equipment until an attendant position becomes available or until the calling party hangs up and abandons the call. The switching functions are performed in the Company's central office. ACD-ESS service is available only from a #1ESS central office equipped with the proper generic program and where facilities and operating conditions permit.

An ACD-ESS will be furnished independently of, or associated with, a manual or dial private branch exchange, airport intercommunicating system or Centrex service as required.

## 2. Regulations

## a. Types of services available

Two types of service arrangements are available as described below. The Company will provide service to its local loop demarcation point. The customer is responsible for equipment and facilities beyond the Utility's local loop demarcation point.

- (1) Type A System is a service that may be furnished in connection with standard telephone equipment on a customer's premises. The maximum number of calls which may be answered and queued depends on the number of those rate elements to which the customer subscribes. Rates, charges and regulations apply as shown in Guidebook, Part 6, Section 9.
- (2) Type B System is a service that requires certain unique customer premises common equipment and attendant console equipment. The system may be arranged for up to 30 separate trunk groups (splits) and 31 attendant report groups. The system's maximum size is a total of 1,000 attendant and supervisor consoles. Certain management information systems are provided on an optional basis. The system employs Touch-Tone<sup>®</sup> Calling Service as a standard feature. Rates, charges and regulations apply as shown in Guidebook, Part 6, Section 9.

**2. CALL MANAGEMENT SYSTEMS (cont'd)****A. General (cont'd)**

## 2. Regulations (cont'd)

## b. Attendant Position Lines

Each attendant position line (more than one line may be terminated on an attendant position) requires a special access voice grade channel between the serving central office and the customer's premises. One special access voice grade channel is included in the rates and charges applicable to a trunk line service. A customer may be furnished, without additional charge, a special access voice grade channel provided between the serving central office and their premises for each trunk line service or Special Access Voice Grade Channel (VG32) terminated in the system. Each attendant position line provided which exceeds the total number of trunk line services or Special Access Voice Grade Channel (VG32) terminated in the system, will require a Special Access Voice Grade Channel (VG32). The channel will consist of one channel termination between the customer premises and the central office which provides the ACD-ESS service.

## c. Off Premise Locations

When attendant positions or supervisor consoles are located off premises from the primary service location of the ACD-ESS, the rates and charges for the additional channels required will be furnished as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) and (C). If additional equipment is required for operation of the off-premises positions or consoles, such equipment will be furnished in accordance with g. following.

## d. Channels for primary and supplemental ACD functions, supervisory signaling and management information systems.

- (1) Special Access Voice Grade channel facilities are employed in the operation of an ACD-ESS system. These are indicated in the rates and charges by the use of Metallic (see Regulation A.1.aa. preceding) or Special Access Voice Grade Channels (VG32 and VG36) designations. All channels referred to as such are furnished at the rates, charges and regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.
- (2) Channels between the customer's premises and the central office which regularly serves that premises will be furnished at the rate and charge for one channel termination.

**2. CALL MANAGEMENT SYSTEMS (cont'd)****A. General (cont'd)**

## 2. Regulations (cont'd)

d. Channels for primary and supplemental ACD functions, supervisory signaling and management information systems. (Cont'd)

(3) If supplemental equipment is required in conjunction with a special access channel, it shall be furnished from the appropriate Guidebook, Part 15, Section 2 at the rates, charges and regulations specified therein.

(4) Where facilities are available and operating conditions permit, ACD-ESS may be furnished from a central office other than the serving central office which usually serves the customer premises. In such a case, appropriate rates and charges for mileage would apply to channels of all types between the two central office locations which are used to provide service. In addition, in the event operating conditions require additional equipment to provide the service arrangement, such equipment would be furnished in accordance with g. following. Rates and charges for the equipment would be in addition to all other applicable mileage and equipment items required.

## e. Touch-Tone Calling Service

(1) Where a customer wants access to the exchange and message toll network by Touch-Tone positions or consoles of a system, the customer must inform the Company of the number of simultaneous accesses required. Such accesses will be equipped for Touch-Tone Calling Service.

(2) Attendant positions and supervisors consoles may be arranged to terminate lines on the positions or consoles which are not part of the ACD-ESS systems. Where the ACD-ESS systems are equipped with Touch-Tone Calling Service, lines terminating on the positions or consoles which are not part of the ACD-ESS must be equipped for the Touch-Tone Calling Service.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

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

2. Regulations (cont'd)

f. Trunk-Line Service

- (1) Trunk line service furnished with ACD-ESS is provided at the rates, charges and regulations from the following schedules, except as shown herein.
- (2) Trunk lines provided in connection with Model 15 system and furnished at the Rates and Charges below, terminate in the common equipment and at each attendant's position equipment and supervisory console. The trunk lines are equipped for incoming and outgoing service at the positions and console.
- (3) Trunk lines to common equipment in (4) following may be arranged for outward service in connection with the Model 60 systems.

Guidebook	Title of Schedule
Part 4, Section 2	Private Branch Exchange Trunks
Part 4, Section 3	Foreign Exchange (FX) Service

In addition to the trunk line service provided in the above schedules, Special Access Voice Grade Channels may be terminated in an ACD-ESS system, within the capacity of the system.

Lines and services may be terminated in the types of system as shown in Guidebook, Part 6, Section 9

g. Supplemental Equipment

Equipment arrangements, rearrangements and services available for use with other service arrangements may be used with ACD-ESS systems, where facilities and operating conditions permit, unless otherwise specified in the tariffs. Where furnishing such arrangements and rearrangement involves costs in excess of those contemplated by filed tariffs or Guidebooks, additional charges may be applicable, subject to prior authorization of the Public Utilities Commission of the State of California.

**2. CALL MANAGEMENT SYSTEMS (cont'd)****A. General (cont'd)**

## 2. Regulations (cont'd)

## h. Other Line Terminations

- (1) Tie lines from other PBX or Centrex services may be terminated in an ACD-ESS at the rates, charges and regulations applicable to tie lines as set forth in Guidebook, Part 8, Section 8.
- (2) Private line telephone service lines will be terminated at the Company's local loop demarcation point. Additional attendant equipment required by the customer will be located on the customer's side of the local loop demarcation point and will be the customer's responsibility.
- (3) Overflow Lines
  - The Rates and Charges in 4. following, apply only in connection with Model 200, Type A or Type B systems.
  - A maximum of 15 overflow lines may be provided in each direction between two systems.  
The rates and charges for each overflow line will provide for a line in only one direction.
  - Each overflow line terminated in a system reduces the incoming line capacity of that system by one line.
  - Where overflow lines are provided in both directions between two systems:  
An equal number of overflow lines are required in each direction.  
Each system will require overflow denial equipment for each 10 or less overflow lines terminated.
  - Where overflow lines are provided in only one direction between two systems and:  
Denial capability is required on a per line basis, key will be required with each overflow line terminated.  
Denial capability is required on a group basis, overflow denial equipment for each 10 or less overflow lines may be provided at the terminating system.



**2. CALL MANAGEMENT SYSTEMS (cont'd)****A. General (cont'd)**

## 2. Regulations (cont'd)

## j. Direct Inward and Identified Outward Dialing

Direct inward and identified outward dialing are not included as features of ACD-ESS.

## k. Direct Outward Dialing

Direct outward dialing is a standard arrangement of the system. The number of simultaneous outward calls is based on the request of the customer but may not exceed the number of trunk line services furnished. Outgoing calls will be billed to the pilot number of the system.

## l. Changes Between ACD-ESS Systems

Changes between an ACD-ESS system are considered as a disconnect of an existing system and a new connect of the system being installed, except the USOC's A8EFX and A8ETL may be reapplied to the new system without additional charges and the service connection charges for local and foreign exchange trunk are not applied. Installation charges for the retermination of private lines in the system will be applied as specified in the applicable tariff or Guidebook schedules.

## m. Responsibility of the Customer

The customer shall furnish, own and maintain the necessary chairs and tables, including the necessary mounting equipment and construction required for the mounting of any equipment or attendant positions and supervisor consoles.

Commercial power, including outlets necessary for the operation of the system will be furnished, owned and maintained by the customer.

**2. CALL MANAGEMENT SYSTEMS (cont'd)****A. General (cont'd)**

## 2. Regulations (cont'd)

## n. Single-Digit Dialing Service

Offered where the switching equipment is suitably equipped. This feature permits a station user to reach selected lines or other internal facilities for special customer services by dialing a single-digit code.

## o. Call Transfer - Individual - All Calls: Consultation Hold-All Calls; and Three-Way Calling - All Calls.

- (1) A Station user may hold any established call by flashing the switchhook, and on the same line originate a call to another telephone in or outside the Centrex system for private consultation. After the called person's answer or consultation, the station user can, by flashing the switchhook a second time, either:

- Return to the original call that was held, after the second station user hangs up, or
- Add the second station user to the original call (Three-Way Calling).

- (2) The station user can also transfer the second station user to the original call by hanging-up after utilizing the Consultation Hold-All Calls and/or the Three-Way Calling feature. Only one party may be outside the Centrex system on the call transfer.

## p. The nonrecurring charges for Call Transfer-Individual-All Calls shown in B. following, do not apply when:

Other work subject to a nonrecurring charge or installation charge or service connection charge is done at the same time on the same line on the same order.

2. CALL MANAGEMENT SYSTEMS (cont'd)

A. General (cont'd)

3. Feature Arrays

Features available on a standard and optional basis:<sup>/1/</sup>

SYSTEM TYPE

A	B	SYSTEM FEATURES
A	S	Attendant console make busy arrangement
A	A	Attendant information announcement access
NA	A	Attendant traffic routing
S	S	Call distribution with queuing
A	NA	Call Forwarding - all types <sup>/2/</sup>
A	NA	Call Forwarding - Reminder Ring <sup>/2/</sup>
A	NA	Call Hold <sup>/3/</sup>
NA	A	Call origin announcement
A	NA	Call pickup <sup>/2/</sup>
S	S	Call transfer, consultation hold and add-on conference <sup>/2/</sup>
A	NA	Call Waiting
A	A	Calls waiting indication
A	NA	Conference Calling <sup>/3/</sup>
A	A	Basic
NA	A	Flexible first delay
A	NA	Directed Call Pickup <sup>/2/</sup>
S	S	Direct Outward Dialing <sup>/3/</sup>
A	NA	Flexible Route Selection
A	NA	Forwarded Call Information
NA	A	Key control and alarm console
NA	NA	Management information system
NA	NA	AEMIS
NA	A	Dynamic traffic display
NA	A	Teletypewriter control

/1/ S - Standard; A - Available; NA - Not available

/2/ Available on Supervisory Lines only.

/3/ Available on all lines

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

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

3. Feature Arrays (Cont'd)

Features available on a standard and optional basis:<sup>/1/</sup> (Cont'd)

SYSTEM TYPE

A	B	SYSTEM FEATURES
NA	S	Priority queuing of calls to a split trunk group
NA	S	Queuing of calls to a split trunk group
A	NA	Single Digit Dialing
A	NA	SMDR-TAMA
A	NA	Speed Calling
NA	A	System display and control equipment
NA	S	Trunk group splitting Touch-Tone Calling Service
NA	S	Zip tone to indicate incoming call

/1/ S - Standard; A - Available; NA - Not available

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

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

4. Rates and Charges

Trunks and lines for all systems.

(3003S)

	<u>SERVICE CONNECTION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
a. Trunks			
- Trunk lines to common equipment <sup>/1/</sup>	\$ RR	\$ RR	NA
b. Lines			
Outward line from attendant's turret equipment or attendant's position equipment to central office			
- Each <sup>/2/</sup>	RR	RR	NA
Special Access Voice Grade Channel terminated in attendant's turret equipment or attendant's position equipment			
- Each <sup>/3/</sup>	RR	RR	NA
Overflow lines			
- On-Premises line, each	NO	NO	NA
- Off-Premises line, each <sup>/4/</sup>	NO	RR	NA

/1/ Rates and charges applicable to commercial private branch exchange trunks as shown in Guidebook, Part 4, Section 2.

/2/ Rates and charges applicable to business individual line primary station.

/3/ Rates and charges applicable to special access voice grade channel as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B)and (C).

/4/ Monthly rates for Special Access Voice Grade Channels (VG32), Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) and (C).

**2. CALL MANAGEMENT SYSTEMS (cont'd)****ESS Automatic Call Distributing - Type A****A. Regulations**

On and after September 6, 1988, ESS Automatic Call Distributing-Type A is no longer offered for new installations. Additions to existing service will be furnished when and as such facilities become available. New installations will be provided as defined in Guidebook, Part 5, Section 1, Centrex, Uniform Call Distribution (UCD) Arrangements.

1. Common equipment options
  - a. Visual indication of a busy station under the make busy arrangements may be provided at Guidebook rates as shown in the Company's' appropriate Guidebook.
  - b. The timing thresholds provided with the calls waiting lamp indications are specifiable by the customer. Changes in the timing states of delay will be made in accordance with the provisions of Guidebook, Part 3, Section 1
2. Reserved
3. The processing of calls, while held in queue, is dependent upon the #1ESS CO generic program. The availability of the arrangement to provide ringing after delay announcement as well as the number of queue slots that will be furnished is similarly governed. The number of calls held in queue to which an announcement may be given simultaneously is dependent upon the number of trunks provided to the announcement equipment.
4. For the provision of customer-provided music Special Access Voice Grade (VG32) channel termination at charges defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) and (C) is required.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges**

1. Common equipment basic components

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Distribution equipment, per system	\$151.99	\$3.32	A8A
- Queue slots in excess of one for two trunk line services in the group, each	3.80	.95	A83RA

2. Trunk line equipment units

Local trunk line service

- Each line terminated <sup>/1/</sup>	RR	RR	NA
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Foreign exchange line

- Each line terminated	118.74	54.14	A8EFX
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Tie line or Special Access

Voice Grade Channel

- Each line terminated	132.99	67.44	A8ETL
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3. Attendant position line equipment

Attendant position line, including central office termination and 1/2 queue slot

- Each line	23.75	4.99	A69
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/1/ Rates and charges for a local trunk line service.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

4. Common equipment options

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Attendant position line make busy arrangement, (requires a Type 1001 channel) <sup>/1/</sup> - Each line equipped	\$ 47.50	\$ 2.85	A6G
Group make busy, (requires a Type 1001 channel) <sup>/1/</sup> - Each attendant group	47.50	2.85	A9A
Calls waiting indication of calls being held in queue, for up to three timing states (Requires a Type 1001 channel and signal lamps) - Per timing state	71.24	6.17	A66CE

5. Arrangements to provide call delay announcements

- Maximum of one announcement, including channel to central office	142.49	52.25	A8GCE
- Trunk to access the announcement, Each	23.75	11.40	A8GAT
- Each attendant position line in system	NO	.47	A8GST

/1/ Separately mounted keys are to be provided by the customer.



**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

6. Call Transfer-Individual-all calls; Consultation Hold-all calls; and Three Way Calling

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- All features <sup>/1/</sup>	\$ 4.75	\$ .95	E8A

7. Arrangement to Provide Music/Silence in Queue to No. 1/1A ESS - CO/ACD Type A and B Terminating Lines and Centrex - UCD Service

Music in Queue

- Equipment common to one customer for customer-provided music for up to 66 queue slots and circuitry up to 22 slots <sup>/1/</sup>	1804.83	134.89	BE2
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- Equipment required per queue slot for customer music in queue	147.24	11.49	BE5
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Silence In Queue

- Equipment common to one customer for up to 66 queue slots. Provides balanced silent termination for up to 22 slots	522.45	48.92	BE7
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- Equipment required per queue slot for silence in queue	147.24	11.49	BEX
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Music or Silence Queue

- Equipment common to one customer for each block of 22 queue slots beyond initial block of 22 <sup>/1/</sup>	522.45	34.43	BE3
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<sup>/1/</sup> See Guidebook, Part 6, Section 9. preceding.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

9. Call Forwarding<sup>/1/</sup>

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Busy Line			
Each primary station line equipped			
-Forwards DID and CCSA calls only	RRRR		E6G
-Forwards DID, CCSA, tie line and Interexchange Channel - Interwire Center Private Line calls	RRRR		E6GNC
-Forwards DID, CCSA, tie line, Interexchange Channel - Interwire Center Private Line and station to station calls	RR	RRE6GUR	
b. Don't Answer			
Each primary station line equipped			
-Forwards DID and CCSA calls only	RR	RR	E9G
-Forwards DID, CCSA, tie line, and Interexchange Channel - Interwire Center Private Line calls	RR	RR	E9GNC
-Forwards DID, CCSA, tie line, Interexchange Channel - Interwire Center Private Line and station to station calls	RR	RR	E9GUR

/1/ Rates, Charges and Regulations applicable to individual features apply as shown in Guidebook, Part 5, Section 1.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

9. Call Forwarding<sup>/1/</sup> (Cont'd)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
c. Variable (Limited)			
-Each primary station line or attendant loop equipped	RR	RR	EAT
d. Variable (Unlimited)			
-Each primary station line or attendant loop equipped	RR	RR	ESMCS
e. Over Private Facilities			
-Common equipment, per system	RR	RR	EAY
-Each primary station line equipped	RR	RR	EAP
f. Reminder Ring			
-Furnished with Call Forwarding Variable and Call Forwarding Over Private Facilities	RR	RR	NA
10. Call Hold <sup>/1/</sup>			
-Each primary line equipped	RR	RR	EAB
11. Call Pickup <sup>/1/</sup>			
-Each call pickup group	RR	RR	E3N
-Each primary line equipped	RR	RR	E3P
12. Directed Call Pickup <sup>/1/</sup>			
-Each call pickup group	RR	RR	DPG
-Each primary line equipped	RR	RR	DMA1E
13. Call Waiting <sup>/1/</sup>			
a. Incoming (DID & CCSA calls only)			
-Each primary line equipped	RR	RR	E6CCS

/1/ Rates, Charges and Regulations applicable to individual features apply as shown in Guidebook, Part 5, Section 1.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

16. Reserved

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
17. Conference Calling (stations) <sup>/1/</sup> -Each arrangement (ESS 6 PORT)	RR	RR	EAN	
-Each arrangement (#5XB 5 PORT)	RR	RR	53A	
18. Station Message Detail Recording on Tie Trunks and Foreign Exchange (SMDR-TAMA) -Common equipment per system equipped for (SMDR-TAMA) <sup>/1/</sup>	RR	RR	ZZBYB	
- Per Tie Trunk/Special Access Voice Grade Channel termination <sup>/1/</sup>	RR	RR	ZZBYC	
-Per Foreign Exchange termination <sup>/1/</sup>	RR	RR	ZZBYD	
- Billing Record for Foreign Exchange and Tie Line/ Special Access Voice Grade Channel calls <sup>/2/</sup>	RR	RR	NA	(C)

/1/ Rates, Charges and Regulations applicable to individual features apply as shown in Guidebook, Part 5, Section 1.

/2/ Rates applicable as shown in Guidebook, Part 8, Section 8.

(C)

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type A (cont'd)**

**B. Rates and Charges (cont'd)**

19. Flexible Route Selection Service (FRS)<sup>/1/</sup>

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Equipment arranged to examine 3-digits for purposes of routing calls:			
- With a capacity of 8 patterns	RR	RR	EC3X8
- With a capacity of 32 patterns	RR	RR	EC332
- With a capacity of 64 patterns	RR	RR	EC364
- Equipment arranged to examine 6-digits and to selectively route calls over two or more routes within a Numbering Plan Area (NPA), per NPA examined	RR	RR	ARH
- Dial pulse transmitter required on each foreign exchange trunk over which calls are routed for completion using FRS	RR	RR	ECT

/1/ Rates, Charges and Regulations applicable to individual features apply as shown in Guidebook, Part 5, Section 1.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B**

**A. Regulations**

On and after June 12, 1980, the Central Office Automatic Call Distributing System, Type B, is no longer offered for new installations. Additions to existing installations will be furnished when and as such equipment on hand becomes available for reuse.

Touch-Tone Calling Service is furnished as an integral part of the serving arrangement for Type B systems.

**B. Rates and Charges**

1. Central Office Components<sup>/1/</sup>

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Common equipment basic components			
Central office components			
- Per system	\$ 2849.73	\$ 588.94	A3D
- Each split arranged for queueing	35.15	7.12	A3S
- Per queue slot	4.75	.95	A83RA
b. Trunk line equipment units			
Local trunk line			
- Each line terminated <sup>/2/</sup>	RR	RR	NA
Foreign exchange line			
- Each line terminated	118.74	54.14	A8EFX
Tie or special access voice grade channel			
- Each line terminated	132.99	67.44	A8ETL

/1/ See A. preceding.

/2/ Rates and charges for a local trunk line service.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components<sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Attendant and supervisor position line equipment			
Attendant and supervisor position line including central office termination, (requires a special access voice grade (VG36) channel for each six console line) - Each <sup>/1/,/2/</sup>	\$ 94.99	\$ 19.71	A3E
Attendant assistance terminal, (requires a special access voice grade (VG32) channel for each terminal) <sup>2</sup> - Each	31.35	6.41	A3G
Call-back terminal (requires a special access voice grade (VG32) channel for each terminal) <sup>/2/</sup> - Each	30.40	6.17	A3J

<sup>/1/</sup> See A. preceding.

<sup>/2/</sup> Also, rates and charges are in addition to the service connection charge applicable to a Centrex line without a station.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components<sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Common equipment options <sup>/1/</sup>			
Alternate traffic routing			
Central office common equipment			
- Per system	\$ 2.85	\$ .57	A4RCE
- Per split	27.55	5.70	A4RSE
Call origin announcements			
- Per announcement	341.97	70.29	A8FTG
- Additional equipment required for foreign exchange lines to reach call origin announcement, each line	26.60	5.22	A8FTE
- Each attendant position line	5.70	1.23	A8FTR
Calls waiting indication			
- Central office equipment, per unique timing interval per trunk group split	24.70	4.99	A66CE
Night transfer arrangement			
- Each split equipped, requires a Type 1001 channel for each split Provided <sup>/2/</sup>	13.30	2.75	A3T

/1/ See A. preceding.

/2/ Separately mounted keys and signal lamps are to be provided by the customer.



**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components<sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
e. Arrangements to provide call delay <sup>/1/</sup> announcements			
Basic equipment			
- Per announcement	\$ 341.97	\$ 70.29	A8GCE
- Per trunk to access the announce- ments	61.74	12.11	A8GAT
- Attendant position line in the system, each	9.50	1.99	A8GTT
Flexible first delay announcements			
- Flexible delay announcement, each	341.97	70.29	A30CE
- Access trunk to reach delay announcement, each	61.74	12.11	A30AT
f. Traffic data and control equipment <sup>/1/</sup>			
(1) TTY Management Information System (MIS)			
System common equipment for TTY MIS, - One per system maximum <sup>/2/</sup>	949.91	194.73	A8T
Split Counts			
Common equipment per 5 splits or fraction thereof			
- Half hourly and daily counts	569.95	118.74	A8SHH
- Hourly and daily counts	294.47	59.84	A8SHC
- Counts per split, up to 19 counts	38.00	7.60	A8SSC

/1/ See A. preceding.

/2/ Requires a Model 35 receive only teletypewriter, a 150 baud channel and an appropriate data set.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components<sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
f. Traffic data and control equipment <sup>/1/</sup> (Cont'd)			
(1) TTY Management Information System (MIS) (Cont'd)			
Report groups			
Report groups - Each	\$ 12.35	\$ 2.56	A8VCE
Report group counts			
Common equipment per 5 report groups			
- Half hourly and daily counts	370.46	75.99	A8VHH
- Hourly and daily counts	180.48	38.00	A8VHC
Counts per report groups, up to 9 counts, 1/2 hourly, hourly or daily			
- Each	18.05	3.61	A8VRC
Trunk group counts			
Common equipment per 5 trunk groups			
- Half hourly and daily counts	123.49	25.17	A8WHH
- Hourly and daily counts	61.74	12.59	A8WHC
Counts per trunk group			
- Up to 6 counts	12.35	2.47	A8WTC
Non usage trunk reports			
- Common equipment	16.15	3.23	A8XCE
- Per trunk	.95	.14	A8XTE

/1/ See A. preceding.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components<sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
f. Traffic data and control equipment <sup>1</sup> (Cont'd)			
(2) Key control and alarm console			
Keys for activation/deactivation of control functions at the central office <sup>/2/</sup>			
- Each key	\$ 12.35	\$ 2.56	A4K
(3) Dynamic traffic display <sup>/1/</sup>			
- Common equipment for up to 20 display units, for a maximum of 12 splits, with no split displayed more than 5 times, each <sup>/3/</sup>	104.49	21.61	A8LCE
- Per split	41.80	8.55	A8LSP
- Common equipment per thirty 90B display units	303.97	61.74	A8LMF
(4) System display and control equipment <sup>/1/</sup>			
Display and control unit (Maximum of 15 per system)			
- Central office components, each system	360.97	74.09	A4C

/1/ See A. preceding.

/2/ Requires a Metallic channel (see Regulation A.1.aa., preceding) as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.1 or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 for each key equipped.

/3/ Requires a Special Access Voice Grade (VG36) channel as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) and (C), for each common equipment furnished.

**2. CALL MANAGEMENT SYSTEMS (cont'd)**

**ESS Automatic Call Distributing - Type B (cont'd)**

**B. Rates and Charges (cont'd)**

1. Central Office Components <sup>/1/</sup> (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
f. Traffic data and control equipment <sup>/1/</sup> (Cont'd)				(C)
(4) System display and control equipment <sup>/1/</sup> (Cont'd)				
- Attendant to split patterns, each	\$33.25	\$6.65	A9GAS	
- Attendant to reporting group patterns, each	44.65	9.26	A9GAR	
g. Move, Change and Feature Addition Charges				
(1) Moves and Changes, changing the customers system parameters or announcement messages programmed in the central office, will be based on charges as shown in Guidebook, Part 3, Section 1.				
(2) Service Charges in Guidebook, Part 3, Section 1 apply when rate elements are added to an existing installation and is in addition to the Installation Charges for the rate elements being added.				

**3. RESERVED** (N)

**4. RESERVED** (N)

/1/ See A. preceding.

/1/

/1/ Material now appears in Part 20, Section 6.



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/1/ Material now appears in Part 20, Section 6.





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/1/ Material now appears in Part 20, Section 6.



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/1/ Material now appears in Part 20, Section 6, Sheet 149.

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/1/ Material now appears in Part 20, Section 6, Sheet 150.

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/1/ Material now appears in Part 20, Section 6, Sheet 151.

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/1/ Material now appears in Part 20, Section 6, Sheet 152.

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/1/ Material now appears in Part 20, Section 6, Sheet 153.

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/1/ Material now appears in Part 20, Section 6, Sheet 154.

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/1/ Material now appears in Part 20, Section 6, Sheet 155.

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/1/ Material now appears in Part 20, Section 6, Sheet 156.



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/1/ Material now appears in Part 20, Section 6, Sheet 157.

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/1/ Material now appears in Part 20, Section 6, Sheet 158.

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/1/ Material now appears in Part 20, Section 6, Sheet 159.

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/1/ Material now appears in Part 20, Section 6, Sheet 160.

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/1/ Material now appears in Part 20, Section 6, Sheet 161.

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/1/ Material now appears in Part 20, Section 6, Sheet 162.

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/1/ Material now appears in Part 20, Section 6, Sheet 163.

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/1/ Material now appears in Part 20, Section 6, Sheet 164.



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/1/ Material now appears in Part 20, Section 6, Sheet 165.

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/1/ Material now appears in Part 20, Section 6, Sheet 166.

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/1/ Material now appears in Part 20, Section 6, Sheet 167.

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/1/ Material now appears in Part 20, Section 6, Sheet 168.

**7. DIRECTORY NUMBER CALL FORWARDING**

(C)

**A. DESCRIPTION**

Directory Number Call Forwarding (DNCF) allows a Facility Based CLC's customer to retain their existing Company telephone number when that customer changes their local service provider from the Company to a Facility Based Competitive Local Carrier (CLC) and chooses to disconnect their former Company service associated with the Company telephone number. DNCF permits calls made to the Facility Based CLC's customer's retained telephone number to be forwarded to a new telephone number assigned and provided by the Facility Based CLC. The Facility Based CLC may subscribe to a maximum of 99 access paths for each DNCF number.

**B. REGULATIONS**

## 1. General

- a. Rules and Regulations set forth in this Guidebook are in addition to Rules and Regulations set forth in the Company's Tariff Schedules and/or Guidebook for Network and Exchange Services and in some cases supersede those rules.

The following Regulations set forth in Schedule Cal.P.U.C. No. 175-T are applicable to DNCF and for DNCF supersede those in the Company's Tariff Schedules and/or Guidebook for Network and Exchange Services:

- Section 2.1.2 Limitations
- Section 2.1.3 Liability
- Section 2.1.4 (B) Provision of Services
- Section 2.1.6 Maintenance of Services
- Section 2.1.8 Refusal and Discontinuance of Service
- Section 2.1.11 Notification of Service-Affecting Activities
- Section 2.1.12 Coordination with Respect to Network Contingencies
- Section 2.2.2 Interference or Impairment
- Section 2.2.3 Unlawful Use
- Section 2.3.1 Damages
- Section 2.3.1 Damages

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

(C)

**B. REGULATIONS (cont'd)**

## 1. GENERAL (cont'd)

- a. Rules and Regulations set forth in this Guidebook are in addition to Rules and Regulations set forth in the Company's Tariff Schedules and/or Guidebook for Network and Exchange Services and in some cases supersede those rules. The following Regulations set forth in Schedule Cal.P.U.C. No. 175-T are applicable to DNCF and for DNCF supersede those in the Company's Tariff Schedules and/or Guidebook for Network and Exchange Services: (cont'd)

Section 2.3.2 Ownership of Facilities and Theft

Section 2.3.3 Equipment Space and Power

Section 2.3.11 Claims and Demands for Damages

Section 2.3.13 Coordination with respect to Network Contingencies

Section 2.4.1 Payment of Rates, Charges and Deposits

Section 2.4.2 Minimum Periods

Section 2.4.3 Cancellation of an Order for Service

Section 2.4.4 Credit Allowance for Service Interruptions

Section 2.4.6 Re-establishment of Service Following Fire, Flood or Other Occurrence

Section 2.4.11 Application of Surcharges

Section 5.1.1 Ordering Conditions

Section 5.1.2 Provision of Other Services

Section 5.2.2 Access Order Modifications

Section 5.2.3 Cancellation of an Access Order

Section 5.2.5 Minimum Period

Section 5.2.6 Minimum Period Charges

Section 5.2.8 (A) Service Rearrangements

Section 5.3 Available Inventory

Section 13.2 Additional Labor

- b. Inside Wire as set forth in Guidebook, Part 8, Section 8 or 175-T, Section 2.1.6 is not available with DNCF service.

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

(C)

**B. REGULATIONS (cont'd)**

## 1. General (cont'd)

- c. The Company will not charge message charges as set forth in Guidebook Part 4, Section 2 and Part 9, Section 1 respectively, to that portion of the call from the DNCF number to the terminating CLC switch<sup>/1/</sup>. (C)
- d. The CLC will not charge the Company any terminating interconnection charges for calls delivered by the Company to the CLC using DNCF<sup>/1/</sup>. (C)
- e. DNCF is available only in 1AESS, 5ESS and DMS-100 central offices and will only be provided from the central office that serves the retained telephone number. DNCF is available only where facilities and operating conditions permit. In 1AESS switch types, the standard is one access path per DNCF arranged due to technical limitations. Requests for additional paths must be negotiated.
- f. A DNCF number is available only to those CLCs that have received a Certificate of Public Convenience and Necessity (CPCN) and who have been authorized by the California Public Utilities Commission to provide local exchange services.
- g. Per Cal.P.U.C. Resolution T-15932, it is the responsibility of the CLC to comply with Section 2889.5 of the Public Utilities Code.
- h. It is the responsibility of the CLC to insure that both the Company assigned DNCF number, and the forwarded to number provided by the CLC have the correct information of the CLC's customer loaded in the E911 Access Line Information (ALI) data base, to permit address retrieval by the Primary Service Answering Point (PSAP).
- i. Directory Number Call Forwarding is an interim number portability service, provided on an interim basis until permanent number portability service is implemented.

/1/ These proposed terms are subject to a final determination in the California Public Utilities Commission's OANAD proceeding.

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)****B. REGULATIONS (cont'd)**

## 1. General (cont'd)

- i. Except for the optional services specified in this Guidebook, (C. 1.,2., 3.), Directory Number Call Forwarding is not available with all of the services available to Network and Exchange grades and classes of service listed in the Guidebook.
- j. A local interconnection service must be established to provide the exchange of voice telephone traffic, that includes calls forwarded by DNCF from the Company's switch to the CLC's switch. The CLC must provide to the Company, information to permit the Company to request the required incremental trunk capacity to meet the expected DNCF demand.
- k. DNCF may be subject to transmission limitations, so that the quality of the transmission of calls which are forwarded may vary depending on the network routing necessary to complete each call to the CLC switch. The Company does not guarantee the transmission of data information over DNCF Service.
- l. The installation charge and monthly rate are applicable to each DNCF service.
- m. DNCF only applies when the CLC's customer remains in the same physical location or a location within the same area served by the Company serving central office. If the CLC's customer changes their physical location to a location associated with a different serving central office, the DNCF must be disconnected.
- n. Reserved (C)  
(D)
- o. A CLC may order up to a maximum of 99 call paths associated with the same CLC customer for a single CLC number.
- p. In exception to regulation i. in this Guidebook, DNCF is available to numbers that were in service as Remote Call Forwarding service as described in Guidebook, Part 7, Section 4 and Foreign Exchange Service as described in Guidebook, Part 4, Section 3, preceding.
- q. DNCF is available to facilities based and non-facilities based CLCs.



**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

**C. OPTIONAL SERVICES**

1. Directory Listings or Directory Assistance Listings

A Directory Listing for DDCF numbers will be furnished as a primary listing in the alphabetical (white) section of the telephone directory that serves the exchange in which the DDCF number is located, and/or a Directory Assistance Listing (only) will be furnished (DDCF numbers included in the directory assistance data base) as set forth in Schedule Cal.P.U.C. No. 175-T, Section 9.3.

2. Alternate Billing Services<sup>/1/</sup>

(C)

- a. Collect calls to the DDCF number will be allowed upon request of the CLC, otherwise collect calls will be blocked. The CLC is responsible for billing it's customer.
- b. Bill to Third Party calls to the DDCF number will be allowed upon request of the CLC, otherwise Bill to Third Party calls will be blocked. The CLC is responsible for billing it's customer.

<sup>/1/</sup> Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)  
(N)

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

(C)

**C. OPTIONAL SERVICES (cont'd)**

3. DDCF Number Referral Service

An automated announcement for disconnected DDCF, that repeats the called number, provides status of the called number and information on how to reach the called party. The CLC is responsible for providing the Company with information for reaching it's customer.

DDCF Referral Service is available to the CLC's end-user customer where facilities and operating conditions of the Company permit.

The disconnected DDCF will be kept dedicated for the CLC's customer selected period of the referral unless the Company determines it necessary to reassign and use the disconnected DDCF number as specified in Schedule Cal.P.U.C. No. A2.1.17.

If requested by the CLC at the termination of DDCF service, DDCF Number Referral Service will be provided at no charge. Unless the CLC orders Number Referral Service for it's customer upon disconnection of the DDCF service, there will be no referral of calls.

7. DIRECTORY NUMBER CALL FORWARDING (cont'd)

(C)

D. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Directory Number Call Forwarding			
Residence			
- Per telephone number per	NO	NO	NPCFR

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

(C)

**D. RATES AND CHARGES (cont'd)**

1. Directory Number Call Forwarding (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Directory Number Call Forwarding			
Business			
- Per telephone number per	NO	NO	NPCFR

**7. DIRECTORY NUMBER CALL FORWARDING (cont'd)**

**D. RATES AND CHARGES (cont'd)**

2. Miscellaneous Change Charge

	<u>Nonrecurring</u> <u>Charge</u> <sup>/1/</sup>	<u>USOC</u>	
Charge to change the forwarded to telephone number, change number of access paths for DNCF, and/or to change Alternate Billing Services <sup>/2/</sup>	\$ 4.15	DNCFC	(C)

/1/ This nonrecurring charge is interim as set forth in D.96-04-052 and is subject to final determination in the California Public Utilities Commission's OANAD proceeding.

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)  
(N)

7. DIRECTORY NUMBER CALL FORWARDING (cont'd) (C)

D. RATES AND CHARGES (cont'd)

3. OPTIONAL SERVICES

	<u>Installation</u> <sup>/1/</sup> <u>Charge</u>	<u>Monthly</u> <sup>/1/</sup> <u>Rate</u>	<u>USOC</u>	(C)
(a) DNCF Referral Service <sup>/2/, /3/</sup> Residence Numbers				(C)
First telephone number				
- First 3 month period	NO	NA		
- Each additional month	NO	\$1.37	NPRFR	
Each additional telephone number				
- First and additional month(s), each number	NO	\$1.37	NPRFR	
(b) DNCF Referral Service <sup>/2/, /3/</sup> Business Numbers				(C)
First telephone number				
- First month	NO	NA		
- Each month up to 12 months or new directory issue date, whichever is longer	NO	NA		
- Each month beyond 12 months or new directory, whichever is longer	NO	\$1.10	NPRFB	
Each additional telephone number				
- First and additional months, each number	NO	\$1.10	NPRFB	

/1/ These charges are interim as set forth in D.96-04-052 and are subject to final determination in the California Public Utilities Commission's OANAD proceeding.

/2/ Rate for Basic Referral Service as described in Guidebook, Part 11, Section 4. Sequential, Non-sequential, Single Number and Operator Referral Services are not available.

/3/ Charges to change an established referral of call information only will apply as set forth in Guidebook, Part 3, Section 1.3, C.2.

**8. REMOTE LAN SERVICES (RLAN)****General Information**

Remote LAN Services are provided by means of wire, radio, fiber optics, satellite or any other suitable technology or combination thereof.

This Guidebook includes rates, charges, and terms and conditions of service for the provision of intrastate Remote LAN services by AT&T California (hereinafter referred to as "Company", "AT&T California" or "AT&T") between locations in the State of California. This Guidebook (hereinafter may be referred to as "Service Guide", "Document" or "Guidebook"), and any modifications thereto, are available for public inspection online at:

[www.att.com/servicepublications](http://www.att.com/servicepublications)

**Applicability**

Applicable to Remote LAN Services furnished by AT&T California, hereinafter referred to as the Company, to customers, over facilities wholly within the State of California. The customer and/or Company may execute a written agreement for the provision of a Remote LAN Service. This Guidebook does not prohibit the customer and Company from executing such agreements; as long as such agreements do not have terms and conditions inconsistent with this Guidebook or Company's Terms and Conditions for Intrastate Remote LAN Services.

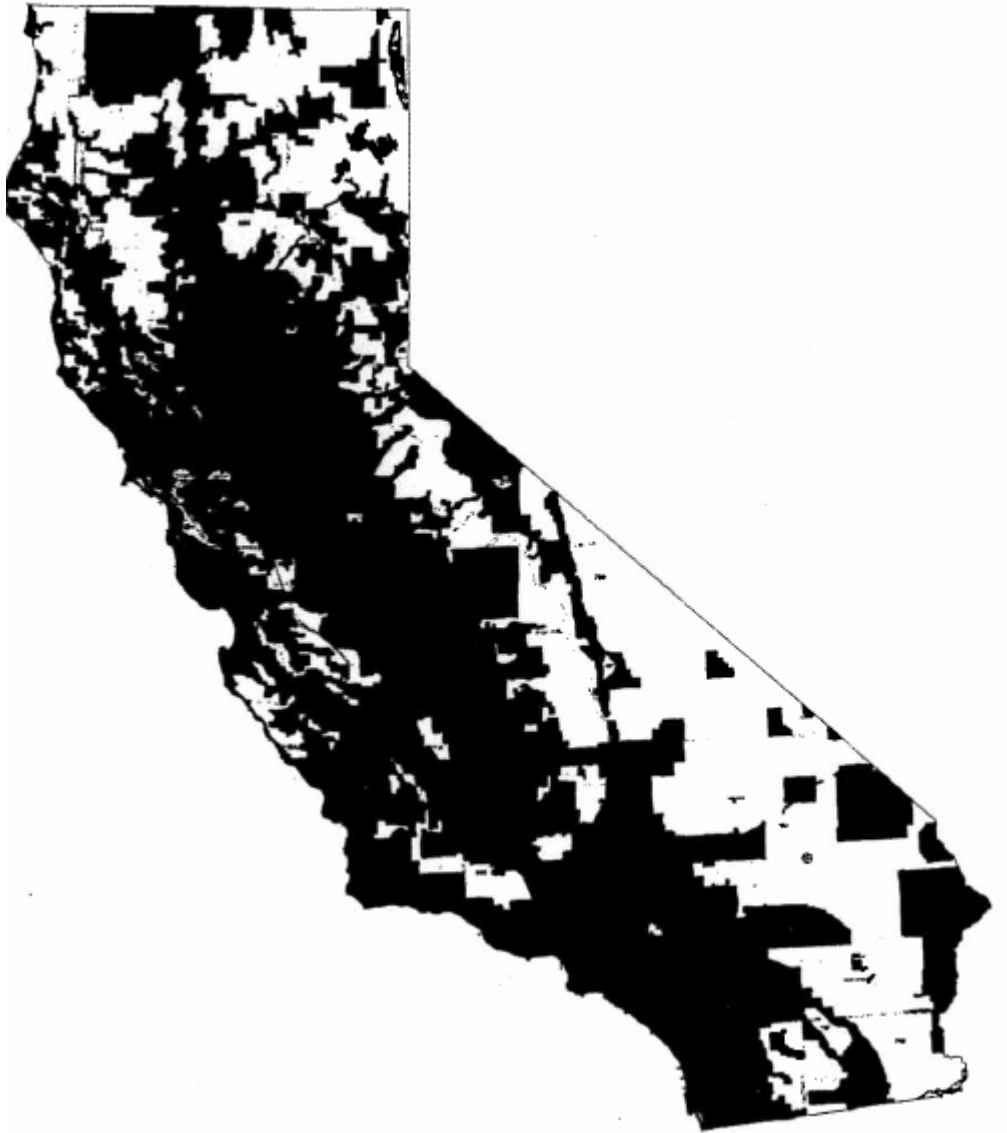
**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

<u>Table of Contents for RLAN</u>	<u>Sheet</u>	(C)
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2. Discounted Advanced Services - See Schedule Cal. P.U.C. No. A2.1.41, E.		
3. Limitation of Liability		
4. Release of Message, Data, Credit and Calling Records		
5. Use of Service		
6. Assignments		
7. Existing Customers		
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8. REMOTE LAN SERVICES (RLAN) (Cont'd)

Map



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****Section 8.1 - Symbols**

Explanation of Symbols may be found in Part 1, Section 1 of this Guidebook.

**Section 8.2 – Rules**

For Rules pertaining to Remote LAN Service found in this Guidebook, please see Part 2, Section 2. The AT&T California Guidebook may be found at:

[www.att.com/servicepublications](http://www.att.com/servicepublications)

<u>Rules</u>	Part 2, Section 2 <u>Sheet No.</u>
No. 1 Definitions	7.1
No. 2 Description of Service	8
No. 3 Application for Service	19
No. 4 Contracts	20
No. 5 Special Information Required on Forms	21
No. 6 Establishment and Re-Establishment of Credit	22
No. 7 Deposits	23
No. 8 Notices	24
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No. 16 Service Connections and Facilities on Customer Premises	35

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS**

8.3.1 General Term No. 1 – Application of Surcharges

See Schedule Cal. P.U.C. No. A2.1.43 Rule No. 43 – General Term No. 1 – Application of Surcharges.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

8.3.2 General Term No. 2 – Discounted Advanced Services

See Schedule Cal. P.U.C. No. A2.1.41, E. General Term No. 2 - Discounted Advanced Services.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

Intentionally left blank

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

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**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

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**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

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**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

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**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.3 GENERAL TERMS (Cont'd)****8.3.3 General Term No. 3 – Limitation of Liability**

For services offered on a detariffed basis pursuant to Decision 07-09-018, see the AT&T Business Services Agreement, available at [att.com/servicepublications](http://att.com/servicepublications).

Installation

Upon request, Customers will be given an estimated installation date. The Company is not liable if installation of the service is delayed, however service commitments made to potential customers are to be honored. If the Customer wants service installation to be expedited, the Customer may be required to pay a special charge not to exceed \$100.00.

**8.3.4 General Term No. 4 – Release of Message, Data, Credit and Calling Records**

The release of messages, data, credits and calling records associated with Remote LAN Services shall be consistent with the specifications in AT&T California Schedule Cal.P.U.C. No. A2.1.35.

**8.3.5 General Term No. 5 – Use of Service****A. Unsolicited Marketing**

No Customer is permitted to use Remote LAN Services for unsolicited marketing announcement services, or in a way that may jeopardize the Remote LAN 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 the Customer's Remote LAN Services. Remote LAN Services will be reinstated only after the Customer agrees to the Company's terms and conditions for the use of each such Remote LAN Service. Notwithstanding the above, the Guidebook sheets or agreements for a specific Remote LAN Service may provide that a particular Remote LAN Service may be used for unsolicited marketing, so long as such use is consistent with any applicable law.

**B. Resale**

Remote LAN Service may be resold without discount.

**C. Company Content Policy**

Customer shall use Remote LAN Services in a manner consistent with the Company's Content Policy.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

8.3.5 General Term No. 5 – Use of Service (Cont'd)

D. 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 Remote LAN Services

E. Fraudulent Use

The Customer may not charge any calls to the service access number or otherwise use a Remote LAN Service in a fraudulent manner.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.3 GENERAL TERMS (Cont'd)**

## 8.3.6 General Term No. 6 – Assignment

## A. Customer Assignment

The Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of Remote LAN Services to Customer, without the prior written consent of the Company.

## B. Company Assignment

The Company may, at any time, assign any and all of its rights and delegate its duties under this Guidebook to (i) any present or future affiliate, or (ii) any other company, if such assignment will, in Company's opinion, assist in the implementation of any law or ruling issued by any judicial or other governmental authority. In the event the Company withdraws a Remote LAN Service offering, in whole or in part, the Company may assign any and all of its rights and delegate its duties for such Service under this Guidebook to (i) any present or future affiliate, or (ii) any other company. The assignment to another company is subject to the appropriate Commission approval. Any of the assignees described above will not be bound by the terms and conditions of this Guidebook, and are free to offer such Remote LAN Services under new terms and conditions.

## 8.3.7 General Term No. 7 - Existing Customers

## Existing Customers

The terms and conditions of this Guidebook supersede all contracts with Customers for Remote LAN Services, which became effective on or before the date of this Guidebook; provided, however, that all mutually executed agreements for Remote LAN Services, which were in effect on or before the effective date of this Guidebook, shall remain in full force and effect to the extent they are consistent with the terms and conditions of this Guidebook. Affected Customers will receive proper notice of their contracts being replaced by this Guidebook.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.3 GENERAL TERMS (Cont'd)**

8.3.8 General Term No. 8 - Re-Establishment Of Service

In the event of an emergency or disaster, such as an earthquake, flood, fire, civil disturbance, or other similar catastrophe, the Company may, at its sole discretion, for a period of not more than ninety days, elect to provide specified Remote LAN services at no charge to Customers affected by the emergency/disaster.

(D)

(D)

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE****8.4.1 Service Description****A. General Definition**

ADSL, a modem technology, adds high-speed data capability to traditional local exchange service. This is accomplished by placing an ADSL modem at each end of the local exchange Customer's local loop. Typically, one modem or Digital Subscriber Line Access Multiplexor (DSLAM) is located in the local exchange Customer's serving wire center and the other is located at the Customer's premises. The ADSL modem located at the local exchange Customer's location is provided by the Customer and must be compatible with the DSLAM located in the central office. The combined ADSL modems create three information channels. One channel is used for traditional voice-grade, circuit-switched applications while the other two channels are used for high-speed data communications.

The data channels derived from the central office modem or DSLAM are connected to the Company's fast packet network as part of ADSL service. Once connected to the fast packet network, the ADSL end user can establish permanent virtual connections to a data service provider of their choosing (e.g. Corporate Local Area Network (LAN)) for intrastate applications.

ADSL Service has three service options: Option I (384 Kbps downstream by 128 Kbps upstream), Option II (384 Kbps downstream by 384 Kbps upstream) and Option III (1.544 Mbps downstream by 384 Kbps Upstream). Downstream refers to the speed in which data is transferred to the end user from another network while upstream refers to the speed in which data is transferred from the end-user to another network.

In addition to the recurring and non recurring charges for the local exchange voice service used in the provisioning of ADSL service, nonrecurring service connection charges and monthly recurring charges apply for each ADSL end-user connection. An additional non-recurring charge will be levied to the ADSL Customer if the end user's local exchange loop must be "conditioned" to meet ADSL specifications. Consumer protection rules in this Guidebook will apply, unless specific exceptions are listed.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description****B. General Regulations**

- (1) ADSL Service, when purchased from this Guidebook, may not be used in connection with an interstate application. ADSL Service which is used for interstate applications is provided only from the Company's interstate service offering. The interstate classification is determined by the origination and termination of the communication, including the set-up and actual transmission.
- (2) The End-User will be connected to ADSL Service at the same Network Interface Device employed by AT&T California for applicable voice service which are limited to 1MR, 1FR, 1MS and 1MB service. (C)
- (3) ADSL Service provides connectivity from the End-User's local exchange service to a host computer, i.e. a corporation's internal data network via the Company's ATM Cell Relay Service.
- (4) The rules and regulations specified herein for ADSL Service are in addition to the applicable rules and regulations found in this Guidebook and other Company tariffs.
- (5) The rates for ADSL Service as found in Sections 8.4.3.2, 8.4.3.3 and 8.4.3.4 are in addition to applicable rates and charges, rules and regulations for Customer's local exchange service as found in the AT&T California Local Exchange A Tariff and/or this Guidebook.
- (6) ADSL orders can only be accepted if the line is specified and available for provisioning.
- (7) If the Company has reason to believe that permitting the commencement or continuation of providing ADSL in this Guidebook schedule is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its services to its Customers, the Company may refuse to provide ADSL or may discontinue providing such service.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description****B. General Regulations (Cont'd)**

- (8) The Customer has exclusive responsibility and control over the content, quality, and characteristics of services such as data transmittal, graphics or conversations conducted over the Customer's equipment. The Customer shall exclude from its services any matter, the dissemination of which is prohibited by law or by rules, regulations or order of any governmental agency.
- (9) The Customer shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of ADSL wherein the Company's name, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgment, reasonably inferred or implied, and further, the Customer shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of the Company.
- (10) The Customer's Premise Equipment (CPE) shall be interconnected in accordance with General Conditions and applicable rates as set forth in Part 8, Section 8 of this Guidebook. If the Customer violates this requirement, the Company may disconnect the Customer's services.
- (11) Adjustments requested due to poor transmission quality caused by the CPE will be made at the discretion of the Company.
- (12) In addition, other adjustments may be made in accordance with standard Company practices.
- (13) The Customer's services may be discontinued pursuant to the procedures set forth in AT&T California Schedule Cal. P.U.C. Nos. A2.1.9 and A2.1.11 for the Customer's failure to make full payment for the Company services provided under this Guidebook.



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description****B. General Regulations (Cont'd)****(14) Third Party Billing**

- a. For the purposes of this regulation, the “Customer” is the third party who:
  - (i) is authorized by Payee’s end user to order ADSL and
  - (ii) assumes responsibility for paying the Company for ADSL on behalf of Payee’s end user.
- b. The Customer is responsible for all provisioning and monthly recurring charges for ADSL including those situations in which the end user and/or the Company has temporarily suspended or disconnected the end user’s service.
- c. The Customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, program development, advertising, and promotional expenses.
- d. The Customer is responsible for disconnecting ADSL ordered for the end user including those situations where the line on which the services are placed is disconnected.
- e. Duplication of the ADSL Service on a single line will not be permitted.

(15) Supercedures are not available on ADSL service.

**C. Availability**

ADSL Service will be furnished only in areas where central offices are equipped to provide this service and where the Company determines in its judgment that facilities and operating conditions permit. Service will be installed as soon as practical as determined by the Company in its judgment.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description (Cont'd)**

## C. Availability (Cont'd)

## (1) LATA 1

<u>Central Office</u>	<u>City</u>
ALMDCA11	Alameda
ALBYCA11	Albany
ANTCCA11	Antioch
BNCICA11	Benicia
BKLYCA01	Berkeley
BSRNCA70	Bishop Ranch
BRLNCA01	Burlingame
CYTNCA11	Clayton
CTTICA11	Cotati
COLACA01	Colma
CNCRCA01	Concord
DAVLCA12	Danville
DAVLCA13	Danville
ELSBCA11	El Sobrante
FRFDCA01	Fairfield
FRMTCA11	Fremont
FRMTCA12	Fremont
HYWRCA01	Hayward
HYWRCA11	Hayward
LFYTCA11	Lafayette
LRKSCA11	Larkspur
LVMRCA11	Livermore
LSATCA11	Los Altos

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(1) LATA 1 (Cont'd)

<u>Central Office</u>	<u>City</u>
MRTZCA11	Martinez
MNPKCA11	Menlo Park
MLBRCA11	Milbrae
MLPSCA11	Milpitas
MLVYCA01	Mill Valley
MORGCA12	Moraga
MTVWCA11	Mountain View
NAPACA11	Napa
OKLDCA03	Oakland
OKLDCA11	Oakland
OKLDCA12	Oakland
OKLDCA13	Oakland
ORNDCA11	Orinda
PLALCA02	Palo Alto
PLALCA12	Palo Alto
PTLMCA01	Petaluma
PLTNCA12	Pleasanton
PLTNCA13	Pleasanton
RDCYCA01	Redwood City
RCMDCA11	Richmond
RTPKCA11	Rohnert Park

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(1) LATA 1 (Cont'd)

<u>Central Office</u>	<u>City</u>
SNBUCA02	San Bruno
SNCRCA11	San Carlos
SNFCCA01	San Francisco
SNFCCA04	San Francisco
SNFCCA05	San Francisco
SNFCCA06	San Francisco
SNFCCA12	San Francisco
SNFCCA13	San Francisco
SNFCCA14	San Francisco
SNFCCA17	San Francisco
SNFCCA21	San Francisco
SNJSCA02	San Jose
SNJSCA11	San Jose
SNJSCA12	San Jose
SNJSCA13	San Jose
SNJSCA14	San Jose
SNJSCA15	San Jose
SNJSCA18	San Jose
SNJSCA21	San Jose

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(1) LATA 1 (Cont'd)

<u>Central Office</u>	<u>City</u>
SNMTCA11	San Mateo
SNRMCA11	San Ramon
SNRFCA01	San Rafael
SNRFCA11	San Rafael
SNTCCA01	Santa Clara
SNTCCA11	Santa Clara
SNCZCA01	Santa Cruz
SNCZCA11	Santa ruz
SNRSCA01	Santa Rosa
SNRSCA11	Santa Rosa
SSLTCA11	Sausalito
SCVYCA01	Scotts Valley
SBSTCA11	Sebastopol
SONMCA12	Sonoma
SNVACA01	Sunnyvale
SNVACA11	Sunnyvale
SKTNCA01	Stockton
VCVLCA12	Vacaville
WNCKCA11	Walnut Creek

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1** Service Description (Cont'd)

C. Availability (Cont'd)

(2) LATA 2

Not offered at this time

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(3) LATA 3

<u>Central Office</u>	<u>City</u>
AUBNCA01	Auburn
DAVSCA11	Davis
FROKCA11	Fair Oaks
FLSMCA12	Folsom
FLSMCA13	Folsom
FLSMCA14	Folsom
GRVYCA01	Grass Valley
NSCRCA11	North Sacramento
SCRMCA02	Sacramento
SCRMCA03	Sacramento
SCRMCA11	Sacramento
SCRMCA01	Sacramento
SCRMCA12	Sacramento

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(4) LATA 4

<u>Central Office</u>	<u>City</u>
CLVSCA11	Clovis
FRSNCA01	Fresno
FRSNCA11	Fresno
VISLCA11	Visalia



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(5) LATA 5

<u>Central Office</u>	<u>City</u>
AGORCA11	Agoura
ALHBCA01	Alhambra
ANHMCA01	Anaheim
ANHMCA11	Anaheim
ARCDCA11	Arcadia
BVHLCA01	Beverly Hills
BREACA12	Brea
BNPKCA11	Buena Park
BRBNCA11	Burbank
CORNCA11	Corona
CRDMCA11	Corona Del Mar
CMTNCA01	Compton
CNPKCA01	Canoga Park
CLCYCA11	Culver City
ELSGCA12	El Segundo
ELTRCA11	El Toro
FUTNCA01	Fullerton
GLDLCA11	Glendale
GRCVCA01	Garden Grove
GRDNCA01	Gardena
HWTHCA01	Hawthorne
HLWDCA01	Hollywood
IGWDCA01	Inglewood
IRVNCA01	Irvine
IRVNCA11	Irvine

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(5) LATA 5 (Cont'd)

<u>Central Office</u>	<u>City</u>
LACRCA11	La Crescenta
LGNGCA12	Laguna Niguel
LOMTCA11	Lomita
LSANCA02	Los Angeles
LSANCA03	Los Angeles
LSANCA05	Los Angeles
LSANCA06	Los Angeles
LSANCA07	Los Angeles
LSANCA08	Los Angeles
LSANCA10	Los Angeles
LSANCA11	Los Angeles
LSANCA12	Los Angeles
LSANCA14	Los Angeles
LSANCA15	Los Angeles
LSANCA23	Los Angeles
LSANCA29	Los Angeles
LSANCA35	Los Angeles
LSANCA56	Los Angeles

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description (Cont'd)**

## C. Availability (Cont'd)

## (5) LATA 5 (Cont'd)

<u>Central Office</u>	<u>City</u>
MSVJCAAT	Mission Viejo
NHLLCA01	Newhall
NHWDCA02	North Hollywood
NORGCA11	Northridge
ORNGCA11	Orange
ORNGCA13	Orange
ORNGCA14	Orange
PSDNCA11	Pasadena
PSDNCA12	Pasadena
RSMGCA11	Rancho Santa Margarita
RESDCA01	Reseda
RVSDCA01	Riverside
SNCLCA12	San Clemente
SNGBCA01	San Gabriel
SJCPCA12	San Juan Capistrano
SNANCA01	Santa Ana
SNANCA11	Santa Ana
SNANCA12	Santa Ana
SHOKCA01	Sherman Oaks
SIMICA11	Simi
TRNCCA11	Torrance
TUSTCA11	Tustin
VNNYCA02	Van Nuys
VNTRCA02	Ventura
VNTRCA11	Ventura
WLANCA01	West Los Angeles
YRLNCA11	Yorba Linda

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)****8.4.1 Service Description (Cont'd)**

## C. Availability (Cont'd)

## (6) LATA 6

<u>Central Office</u>	<u>City</u>
ELCJCA11	El Cajon
CRLSCA11	Carlsbad
CRLSCA12	Carlsbad
CHVSCA11	Chula Vista
CHVSCA12	Chula Vista
CSMSCA11	Costa Mesa
ESCNCA01	Escondido
ENCTCA12	Encinitas
LAJLCA11	La Jolla
LAMSCA01	La Mesa
NTCYCA11	National City
OCSDCA11	Oceanside
PCBHCA11	Pacific Beach
RBRNCA11	Rancho Bernardo
RNPSCA11	Rancho Penasquito
RNSDCA11	Rancho San Diego
SNDGCA01	San Diego
SNDGCA02	San Diego
SNDGCA03	San Diego
SNDGCA05	San Diego
SNDGCA06	San Diego
SNDGCA12	San Diego
SNDGCA14	San Diego
SNDGCA15	San Diego
SNDGCA16	San Diego

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1** Service Description (Cont'd)

C. Availability (Cont'd)

(7) LATA 7

Central Office

City

BKFDCA12  
BKFDCA13  
BKFDCA14

Bakersfield  
Bakersfield  
Bakersfield

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1** Service Description (Cont'd)

C. Availability (Cont'd)

(8) LATA 8

Central Office

City

CRMLCA11

Carmel

MTRYCA01

Monterey

SLNSCA01

Salinas

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1 Service Description (Cont'd)**

C. Availability (Cont'd)

(9) LATA 9

<u>Central Office</u>	<u>City</u>
MRCDCA01	Merced
MDSTCA02	Modesto
SKTNCA11	Stockton
TRACCA11	Tracy
TRLCCA11	Turlock

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

**8.4.1** Service Description (Cont'd)

C. Availability (Cont'd)

(10) LATA 10

Central Office

SNLOCA01

City

San Luis Obispo



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.2 Rate Regulations

A. Rate Element

- (1) DSL Arrangements are available in three (3) options and are based on the “downstream” and “upstream” speed combinations chosen by the Customer. These options are listed below:

	<u>Downstream Speed</u>	<u>Upstream Speed</u>
Option I	384 Kbps	128 Kbps
Option II	384 Kbps	384 Kbps
Option III	1.544 Mbps	384 Kbps

- (2) Line Conditioning is available and may be required if the facility will not accommodate ADSL service. This may include, but is not limited to, the removal of load coils, bridge taps and/or repeaters. A nonrecurring charge will apply per line that requires Line Conditioning. The Company does not warrant that Line Conditioning will permit the provision of ADSL Service.
- (3) A nonrecurring charge and a monthly rate apply per ADSL arrangement. A standard service change charge will be applied per arrangement when the Customer desires to select a different option in order to change bandwidth.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.2 Rate Regulations (Cont'd)

B. Rate Application

Access to ADSL Service will be provided via ATM Cell Relay Service. ATM Cell Relay is purchased out of Part 20, Section 6, which will apply in addition to the rates and charges associated with the ADSL Service rate elements listed in Section 8.4.3.

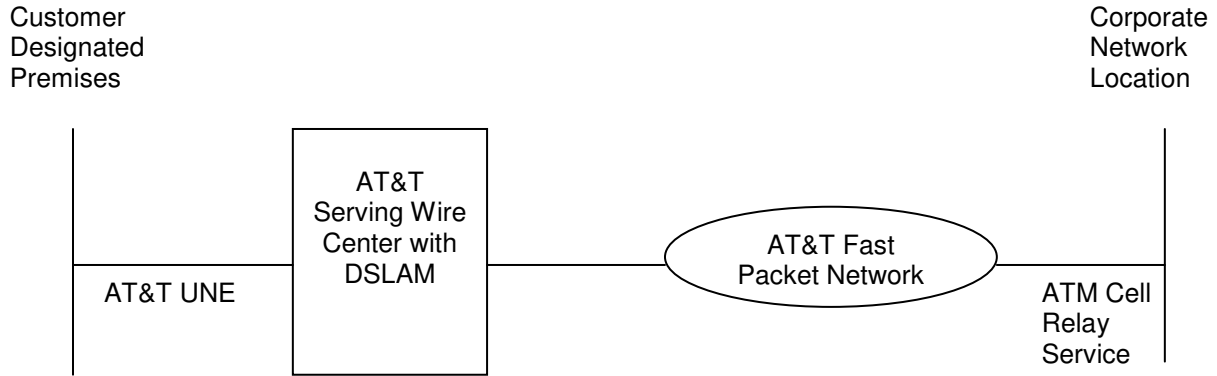
8. REMOTE LAN SERVICES (RLAN) (Cont'd)

8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)

8.4.2 Rate Regulations (Cont'd)

B. Rate Application (Cont'd)

The following diagram depicts a typical ADSL Service configuration:



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

## 8.4.2 Rate Regulations (Cont'd)

## C. ADSL Term Pricing Plan (ADSL-TPP)

## (1) General Description

The ADSL Term Pricing Plan (ADSL-TPP) provides the ADSL Arrangement Option II or III Customer with rate stabilization and discounted documented rates based upon the volume and term commitment selected by the Customer.

Decreases in ADSL-TPP monthly recurring rates will be passed on to Customers who participate in an ADSL-TPP. Should the Company increase its rates during the ADSL-TPP period, the Customer will continue to pay the rates in effect at the time the Customer elected to establish service under ADSL-TPP.

Terms of one, two and three years are available. The following volume levels of arrangements bases on ADSL lines ordered are available: 1-99, 100-199, 200-299, 300-399, 400-499, 500-749, 750-999, 1000-4999, and 5000+. Failure to meet and maintain the base volume level will result in the Customer being charged as described in 8.4.2.C.(9), following.

Customers meeting the volume and term commitments will be charged accordingly, as set forth in 8.4.3, following.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.2 Rate Regulations (Cont'd)

C. ADSL Term Pricing Plan (ADSL-TPP) (Cont'd)

(2) Nonrecurring Charges

Nonrecurring charges as set forth in 8.4.3, following will apply for those services ordered under an ADSL-TPP.

(3) Renegotiations

The Customer may choose to terminate an existing ADSL-TPP prior to the end of the term period and negotiate a new ADSL-TPP without termination liability provided the new ADSL-TPP meets the following requirements:

- the new ADSL-TPP must represent a greater term commitment than the previous ADSL-TPP, and
- the new ADSL-TPP must be based upon the rates that are currently in effect and available to all Customers.

When the Customer converts to a greater term commitment, actual time in service for the original ADSL-TPP will be applied to the new ADSL-TPP. However, no credits or refunds will apply for the billing of actual time in service for the previous ADSL-TPP.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

## 8.4.2 Rate Regulations (Cont'd)

## C. ADSL Term Pricing Plan (ADSL-TPP) (Cont'd)

## (4) Renewal

The Customer must provide the Company with a written notice of intent to renew an ADSL-TPP no later than 60 days prior to its expiration. The renewal rates will be the rates that are currently in effect and available to all Customers. If the Customer elects not to renew the ADSL-TPP, or does not notify the Company of its intent to renew the ADSL-TPP, the Customer's service will automatically be billed under the Guidebook month-to-month rates in effect at the time the ADSL-TPP expires.

## (5) Extension of Service

The Customer may elect to extend the existing ADSL-TPP for a single, additional 24-month period at the current rates for the two or three year ADSL-TPP being extended. The Customer must provide the Company with a written notice of intent to extend the ADSL-TPP no later than 60 days prior to the expiration of the term period. If the Customer elects not to extend the ADSL-TPP, or does not notify the Company of its intent to extend the ADSL-TPP, the Customer's service will automatically be billed under the Guidebook month-to-month rates in effect at the time the ADSL-TPP extension expires.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.2 Rate Regulations (Cont'd)

C. ADSL Term Pricing Plan (ADSL-TPP) (Cont'd)

(7) Termination of Service

- a. Customers requesting the termination of an ADSL-TPP prior to the expiration date, excluding ADSL-TPP terminated as a result of a renegotiations, will be charged as indicated following:

Termination Liability =

(Months remaining in term)  
multiplied by  
(Current ADSL-TPP rate)  
multiplied by  
(Number of arrangements in service).

For example, a Customer with a 3 year  
ADSL-TPP Option II (1+) with 10 arrangements in service  
terminates in month 24. The current ADSL-TPP rate is \$91.00.

The Customer would pay a termination liability of (12) \* (\$91.00) \*  
(10) or \$10,920.00

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

## 8.4.2 Rate Regulations (Cont'd)

## C. ADSL Term Pricing Plan (ADSL-TPP) (Cont'd)

## (7) Termination of Service (Cont'd)

- b. Customers requesting the termination of an extension of ADSL-TPP service prior to the expiration of the extension will be charged as indicated following:

Termination Liability =

(Number of months remaining in the extension of service)  
multiplied by  
(Current ADSL-TPP rate)  
multiplied by  
(Number of arrangements in service).

For example, a Customer with an extension of an ADSL-TPP Option II (100+) with 100 arrangements in service terminates in month 6 of the extension. The current ADSL-TPP rate is \$94.00.

The Customer would pay a termination liability of  $(18) * (\$94.00) * (100)$  or \$169,200.00.

## (8) Increasing the Volume Commitment

Customers wanting to increase their volume commitment and move up to a higher volume commitment range may do so without incurring termination liability. The Customer will be billed for the additional arrangements beginning the next bill period at the applicable rates for the higher volume commitment range. Nonrecurring charges for the additional arrangements will apply.



**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

## 8.4.2 Rate Regulations (Cont'd)

## C. ADSL Term Pricing Plan (ADSL-TPP) (Cont'd)

## (9) Decreasing the Volume Commitment

Customers wanting to decrease their volume commitment and move to a lower volume commitment range may do so. However, the Customer will be charged termination liability for those arrangements being removed as indicated below:

Termination Liability =

(Number of months remaining in term)  
multiplied by  
(Current ADSL-TPP rate)  
multiplied by  
(Number of arrangements removed).

For example, a Customer under a 3 year ADSL Arrangement Option III (100+) with 115 arrangements decreases to 95 arrangements in the 30th month. The current ADSL-TPP rate is \$179.00.

The Customer would pay a termination liability of  $(6) * (\$179.00) * (20)$  or \$21,480.00.

The above Termination Liability also applies to Customers who fail to meet their volume commitments.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.3 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
A. ADSL Arrangements Per Arrangement			
1. Option I			
a. Monthly	\$125.00	\$59.00	AD128
b. 1 Year Plan	125.00	59.00	AFYR1
c. 2 Year Plan	125.00	59.00	AFYR2
d. 3 Year Plan	125.00	59.00	AFYR3
2. Option II			
a. Monthly			
1-99	125.00	99.00	AD384
100-199	125.00	99.00	AD384
200-299	125.00	99.00	AD384
300-399	125.00	99.00	AD384
400-499	125.00	99.00	AD384
500-749	125.00	99.00	AD384
750-999	125.00	99.00	AD384
1000-4999	125.00	99.00	AD384
5000+	125.00	99.00	AD384
b. 1 Year Plan			
1-99	125.00	98.00	AEYR1
100-199	125.00	97.00	AEYR1
200-299	125.00	96.00	AEYR1
300-399	125.00	95.00	AEYR1
400-499	125.00	94.00	AEYR1
500-749	125.00	93.00	AEYR1
750-999	125.00	92.00	AEYR1
1000-4999	125.00	90.00	AEYR1
5000+	125.00	85.00	AEYR1

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.3 Rates and Charges (Cont'd)

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
A. ADSL Arrangements			
Per Arrangement (Cont'd)			
2. Option II (Cont'd)			
c. 2 Year Plan			
1-99	125.00	95.00	AEYR2
100-199	125.00	94.00	AEYR2
200-299	125.00	93.00	AEYR2
300-399	125.00	92.00	AEYR2
400-499	125.00	91.00	AEYR2
500-749	125.00	90.00	AEYR2
750-999	125.00	89.00	AEYR2
1000-4999	125.00	85.00	AEYR2
5000+	125.00	80.00	AEYR2
d. 3 Year Plan			
1-99	125.00	91.00	AEYR3
100-299	125.00	90.00	AEYR3
200-299	125.00	89.00	AEYR3
300-399	125.00	88.00	AEYR3
400-499	125.00	87.00	AEYR3
500-749	125.00	86.00	AEYR3
750-999	125.00	85.00	AEYR3
1000-4999	125.00	80.00	AEYR3
5000+	125.00	75.00	AEYR3

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.3 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
A. ADSL Arrangements			
Per Arrangement (Cont'd)			
3. Option III			
a. Monthly			
1-99	125.00	189.00	AD154
100-199	125.00	189.00	AD154
200-299	125.00	189.00	AD154
300-399	125.00	189.00	AD154
400-499	125.00	189.00	AD154
500-749	125.00	189.00	AD154
750-999	125.00	189.00	AD154
1000-4999	125.00	189.00	AD154
5000+	125.00	189.00	AD154
b. 1 Year Plan			
1-99	125.00	186.00	ADYR1
100-199	125.00	185.00	ADYR1
200-299	125.00	184.00	ADYR1
300-399	125.00	183.00	ADYR1
400-499	125.00	182.00	ADYR1
500-749	125.00	181.00	ADYR1
750-999	125.00	180.00	ADYR1
1000-4999	125.00	175.00	ADYR1
5000+	125.00	170.00	ADYR1

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.3 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
A. ADSL Arrangements			
Per Arrangement (Cont'd)			
3. Option III (Cont'd)			
c. 2 Year Plan			
1-99	125.00	183.00	ADYR2
100-199	125.00	182.00	ADYR2
200-299	125.00	181.00	ADYR2
300-399	125.00	180.00	ADYR2
400-499	125.00	179.00	ADYR2
500-749	125.00	178.00	ADYR2
750-999	125.00	175.00	ADYR2
1000-4999	125.00	170.00	ADYR2
5000+	125.00	165.00	ADYR2
d. 3 Year Plan			
1-99	125.00	180.00	ADYR3
100-199	125.00	179.00	ADYR3
200-299	125.00	178.00	ADYR3
300-399	125.00	177.00	ADYR3
400-499	125.00	176.00	ADYR3
500-749	125.00	175.00	ADYR3
750-999	125.00	170.00	ADYR3
1000-4999	125.00	165.00	ADYR3
5000+	125.00	60.00	ADYR3
B. LINE CONDITIONING			
- Per Line	900.00	N/A	ADW
C. CHANGE CHARGE			
- Per Line			
(1) Business	30.00	N/A	NWC
(2) Residence	20.00	N/A	NWC

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)****8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

## 8.4.4 Promotions

## Description

From time to time, the Company may provide certain temporary promotional offerings to its customers. These offerings may be limited to certain dates, times, and/or locations. Also, the promotional pricing of services shall be subject to and offered only where facilities and operating conditions permit.

Unless otherwise stated in the promotion: (1) if the customer does not meet the required terms and conditions of the promotion or disconnects any required service prior to completion of any agreed upon term, no further credits or waivers will be given to the customer; and, (2) the Company will bill the customer, and the customer will be required to pay, all previous credits and waived charges received pursuant to the promotion. The customer will also be required to pay any charges, payments, disconnection/termination or penalty fees required by the applicable tariff/Guidebook or any other incorporated promotional offering. Minimum billing as set forth in AT&T California Schedule Cal.P.U.C A2.1.9 is applicable to a promotional offering.

The terms, conditions and early termination fees will apply when the service governed under a promotion is superseded but remains on the AT&T California network as a retail product. The terms, conditions and early termination fees continue when the service governed under a promotion are subject to a number change. A promotion is valid when the products and/or services under this promotion are moved, however the customer will be billed the installation charges at the full Guidebook rate.

For multi-location customers, each service is treated individually and must maintain the terms and conditions for eligibility. A single customer with multiple locations may participate in this promotion.

Unless otherwise specified, a promotion may not be combined with any other promotional offering for the same service(s).

Unless otherwise specified, service provided under a 96-B contract may not be combined with a promotion for the same service.

**8. REMOTE LAN SERVICES (RLAN) (Cont'd)**

**8.4 SECTION 4 – ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE (Cont'd)**

8.4.4 Promotions (Cont'd)

Promotional Services

Promotional offerings shall include the following:

**9. AT&T SWITCHED ETHERNET SERVICE<sup>SM</sup>**

Effective September 1, 2022, AT&T Switched Ethernet Service Descriptions, Terms, Conditions, and Pricing as described in this Guidebook can be found in the AT&T Ethernet Service Guide at the following URL: <https://cpr.att.com/pdf/commonEthServGuide.html>

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