

1. PRIMARY RATE ISDN (PRI)

A DESCRIPTION

Primary Rate ISDN (PRI) service allows customers to connect suitably equipped ISDN customer premises equipment (CPE) to the Company's central office switch using PRI interfaces (packages), as set forth in 1.B following, over a Company provided digital transport facility using standards as described in the following Telcordia Technologies Technical References (TRs) or subsequent revisions: TR-TSY-000754, TR-NPL-000054, and TR-TSY-000499.

The digital transport facility must be, but is not limited to, DS1 or DS3 level, and is to be provided under appropriate Schedule Cal.P.U.C. Nos. 175-T, Guidebook, Part 17, Section 2, FCC No. 1, Contract arrangements, Special Construction and/or Special Service Arrangements (SSA). For Education First the digital transport facility is limited to the DS1 level from Schedule Cal.P.U.C. No 175-T, Section 7. The digital transport facility and the PRI interface (package) must be billed to the same customer of record.

Caller Identification (Caller ID) is offered on Primary Rate Integrated Switched Digital Network (ISDN) services. Caller ID is a Custom Calling Service that displays the phone number of the calling party on specially designed telephone equipment. Caller ID on PRI requires the customer to have Caller ID on all facilities connected by a common "D" channel.

Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

1. PRIMARY RATE ISDN (PRI) (cont'd)

A DESCRIPTION (cont'd)

Each connection of a 24 channel digital transport facility to the central office switch provides one PRI Interface (package) as set forth in 1.B.1., following.

One or more PRI Interfaces (packages) can be combined to create a PRI serving arrangement. With each PRI serving arrangement, customers may subscribe to PRI Optional Features as set forth in 1.B.3., following, and Associated Services as set forth in 1.B.4., following.

A PRI network serving arrangement is created when a Centrex connects to a PRI serving arrangement, and/or one or more PRI serving arrangements are connected to form a network. A PRI network serving arrangement requires application of the Dialing Plan feature as set forth in 1.B.3.c. following.

The following entities may be included in a PRI serving arrangement and/or network serving arrangement:

- Centrex
- ISDN PBX
- Other suitably equipped ISDN customer premises equipment (CPE)
- InterExchange Carrier Point of Presence (IEC POP)

Definitions for Primary Rate ISDN are found in Schedule Cal.P.U.C. No. A2.1.1.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE

1. PRIMARY RATE ISDN (PRI) INTERFACE

a. Package 1

Provides twenty-three (23) 64 Kbps B (bearer) channels and one (1) primary 64 Kbps D (delta/signaling) channel. The B channels carry digitized customer traffic (voice and/or data). The primary D channel is an out of band signaling channel used to control and route all of the B channel traffic of a single serving arrangement. The first interface of every PRI serving arrangement must be a Package 1.

Package 1 is offered for Education First.

The digital transport facility is not included with this package and must be provided separately as outlined in 1.C.7., preceding.

b. Package 2

Provides an additional twenty-four (24) 64 Kbps B (bearer) channels. This option is only available in conjunction with a Package 1. Multiple Package 2s may be associated with a Package 1 subject to Limitation as set forth in 1.C.7., following.

The digital transport facility is not included with this package and must be provided separately as outlined in 1.A., preceding.

Package 2 is offered for Education First

c. Package 3

Provides an additional twenty-three (23) 64 Kbps B (bearer) channels and one (1) backup 64 Kbps D (delta/signaling) channel. The backup D channel will control and route all of the B channel traffic of a single PRI serving arrangement should the primary D channel go out of service. This option is only available in conjunction with a Package 1, and only one Package 3 may be included with each PRI serving arrangement. The Package 3 may be any interface between the second and twentieth, subject to Limitations as set forth in 1.C.7., following.

The digital transport facility is not included with this package and must be provided separately as outlined in 1.A., preceding.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

2. STANDARD FEATURES

a Dedicated Service and/or Call by Call Service Selection

Customers may either dedicate an entire PRI serving arrangement or PRI Subgroup as defined in C.7., following, to a single service type, or select PRI's call by call service capability where B channels are dynamically allocated for multiple associated service types on a per call basis.

b B Channel Configuration

Customers may specify how the B channels and associated services will be configured. B Channel Configuration allows any combination of associated service types listed in 1.B.4. following, as well as creation of a private network which could also include optional Private Facilities Connection(s). The customer may also specify a maximum number of calls for each associated service type, and optionally reserve channels for each.

c. Intra-Serving Arrangement Calling Line Identification

Allows the delivery of the calling line identification only within a PRI network serving arrangement as defined in 1.A. E., preceding.

3. OPTIONAL FEATURES

a. Alternate Route

Allows customers to specify an alternate route where incoming PRI calls may be directed when all B channels are busy, or when there is a network failure. Depending upon technical capabilities and operating conditions, calls may be routed differently based on bearer capability (voice or data).

Subject to technical capabilities and operating conditions, this feature may be assigned to a PRI serving arrangement, PRI Subgroup as set forth in 1.B.3.g. following, and/or individual associated service types as set forth in 1.B.4. following. The alternate route may be another PRI arrangement, non-PRI trunk group, private facility, and/or other suitable central office route agreed upon by the customer and the Company.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

a. Alternate Route (cont'd)

Rates and Charges apply to each alternate route specified, and in the case of routing voice and data calls of a single service type to different destinations, Rates and Charges apply for each destination. The Alternate Routes must be billed on the same usage rate basis.

b. Calling Name Display

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass Calling Name information (along with the calling line identification) between multiple entities within a PRI network serving arrangement as defined in .1.A. preceding. Calling Name display is limited to within the private network. Rates and Charges apply to each equipped PRI serving arrangement.

c. Dialing Plan

Allows customers to dial between entities on either an access code or abbreviated station to station dialing basis where facilities and operating conditions permit. It provides calling connections between various entities, which may include a combination of:

- Centrex
- ISDN PBX
- Other suitably equipped ISDN customer premises equipment (CPE)
- Central offices
- InterExchange Carrier Points of Presence (IEC POPs)

This Dialing Plan feature is required any time two or more entities are connected to create a PRI network serving arrangement as defined in 1.B.3., preceding. Calls between entities will be considered private, and will not incur usage charges. The Dialing Plan feature applies to each entity (other than IEC POP terminations) in a PRI network serving arrangement.

The Dialing Plan option applies to subscribers of Education First as defined in section 1.A., preceding.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

d. Message Waiting Indication

Requires suitably equipped ISDN switching and terminal equipment and allows the Company's network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement

e. Network Ring Again

This feature allows a calling station which encounters a busy to notify the central office switch to signal the calling station when the called station becomes idle. The calling station can then notify the switch to complete the call.

f. Non-PRI Foreign Exchange/Foreign Prefix Connection

Allows PRI customers to request telephone numbers to be trunked in from remote offices to the PRI serving switch for use over the PRI. The connection charge is in addition to the Rates and Charges for the Foreign Exchange and/or Foreign Prefix Service(s) as set forth in Guidebook Part 4, Section 3, and applies to each path (telephone number) so connected. The Non-PRI Foreign Exchange/Foreign Prefix Connection Charge does not apply to telephone numbers assigned directly from the PRI serving central office.

g. PRI Subgroup

Where facilities and operating conditions permit, PRI Subgroup allows customers who subscribe to multiple associated service types within a single PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

h. Private Facility Connection

Allows customers to include non-ISDN digital transport facilities, tie lines, and/or other private facilities or trunk groups in a PRI serving arrangement. It provides communication between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities. ISDN data elements and signaling elements will not be passed over the non-PRI facilities. The connection charge applies to each facility group and/or trunk group connected and is in addition to the appropriate charges for the associated facility.

i. User to User Information

Enables customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. The feature allows users to send and/or receive information without actual call completion. The Company's network does not monitor or interpret the information - it is carried and delivered transparently.

j. B Channel Packet Service¹

B Channel Packet permits a PRI B channel to be assigned for and dedicated to the exclusive use of transmitting and receiving packet switched data. The B channel is not available for circuit switched voice or circuit switched data calls unless the customer orders a change.

Customers may originate and terminate packet calls within a PRI serving arrangement or PRI network serving arrangement, or outside the serving central office over packet switched data networks. All packet calls which terminate outside the PRI serving arrangement or PRI network serving arrangement will be billed in accordance with the customer's subscribed packet switching service providers.

Multiple B Channels of a single PRI serving arrangement may be assigned the B Channel Packet Service option consistent with Limitation 1.C.7.k., following.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

j. B Channel Packet Service¹ (cont'd)

The following standard features are included with each B Channel Packet Service:

- (1) Logical Channels - allows customers to specify up to fifteen (15) logical channels for any combination of origination and/or termination of packet calls
- (2) Fast Select Initiate/Accept - allows a sending terminal to forward up to 128 bytes of data along with the call setup and call clearing messages, and allows the switch to transmit call packets with the fast select facility to and from suitably equipped terminals.
- (3) Flow Control Parameter Negotiation - allows negotiation of flow control parameters, including packet size and packet window size, on a per packet call basis.
- (4) Throughput Class Negotiation - allows sending terminals to request specific throughput classes for both directions of data transmission along with the call request message.
- (5) Incoming Calls Barred - allows customers to prohibit a terminal from receiving incoming calls.
- (6) Outgoing Calls Barred - permits customers to prohibit a terminal from placing outgoing calls.
- (7) Closed User Group (Member) - allows customers to include PRI B Channel Packet Service in one or more new or existing Closed User Group(s). This feature applies to membership in the group(s), not to the establishment of Closed User Group(s), as set forth in 1.B.3.j.(2) following. Customers may either permit or restrict B Channel Packet service communication outside the Closed User Group(s). A Closed User Group(s) may be administered by the Company or another packet data network provider.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

j. B Channel Packet Service¹ (cont'd)

. The following optional features may be added to B Channel Packet Service:

- (1) Additional Logical Channels - permits customers to add up to eighty-five (85) additional logical channels for an overall total of one hundred (100) logical channels for any combination of origination and/or termination of packet calls. (The first fifteen (15) logical channels are included with each PRI B Channel Packet Service.) This option applies once to each B Channel Packet service equipped.
- (2) Closed User Group - permits customers to establish a user group, or subnetwork, which is administered by the Company, within which only members of the Closed User Group may communicate. This feature applies when establishing a new Company administered group and not to add B Channel Packet service to new and/or existing groups.
- (3) Packet Hunting - allows customers to have one PRI B Channel Packet Service hunt to another when all logical channels are busy. It applies to each PRI B Channel Packet service so equipped. Each B Channel Packet service may be a member of only one Packet Hunting group. All members of a Packet Hunting group must reside within the same PRI serving arrangement.
- (4) Permanent Virtual Circuit - permits customers to establish a dedicated logical channel connection to another packet terminal. Customers can then communicate over the logical channel without requiring the normal call setup and call clearing functions.

Both ends of a Permanent Virtual Circuit must either reside within a single PRI serving arrangement or PRI network serving arrangement. The feature applies to each Company administered end of a B Channel Packet Service Permanent Virtual Circuit. The customer must call the Company to add, change or remove a Permanent Virtual Circuit.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B. SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

k. Enhanced Alternate Route

Allows incoming voice or data calls to overflow on a disaster and busy basis to a line side and trunk side connection designated by the customer. Subject to technical capabilities, routing is not limited to another PRI arrangement, trunk group or private facility as is the Alternate Route feature. A route may be limited in the number of simultaneous calls that can be routed. The Enhanced Alternate Routes must be billed at the same usage rate basis.

l. Deluxe Call Transfer

An optional feature which allows the customer to transfer an incoming call to any dialable telephone number, freeing the incoming channel for the next call upon transfer completion. Also allows for the use of a single channel on 3-Way Calling. Available where technical capability exists.

m. Inform 911

See Schedule Cal. P.U.C. No. A9.2.4, D.3.g., for a description of ISDN PRI Inform 911 option.

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n. Station Record Detail

An optional feature that will provide the customer with the station number of all originating calls on the customer bill so that call information can be tracked at a station level. Available where technical capability exists.

o. ISDN PRI – Circular Hunt

ISDN PRI – Circular Hunt is an optional feature that searches for an idle B channel at either the last channel to have accepted a call or the last channel to have attempted to place a call. This allows all call attempts to move through the route list of available B channels within the trunk group in a forward (ascending) circular fashion thereby evenly distributing traffic through all B channels in the trunk groups within the route list. Available where technical capability exists.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

p. ISDN Calling Name Delivery

Allows ISDN PRI Calling name Delivery with call control to send calling party name to ISDN Class II equipment.

q. Redirected Number

Provides the redirected number (i.e., the directory number to which the call was last presented) to the Customer Provided Equipment (CPE), as well as the calling number in cases where call forwarding is invoked. If during the call establishment phase, the call is redirected to another directory number by call forwarding, both the calling party number and the redirected number are delivered to called party. If a call is redirected multiple times, only the first and last redirected numbers are delivered.

r. Two B-Channel Transfer

Allows the ISDN PRI to connect two calls, transfer the call together and then release the parties from the ISDN PRI.

s. Selective Class of Call Screening

Allows the user, by means of Telephone Company identification, to restrict outgoing calls to those which are charged to the called telephone number or a third number.

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t. Unlimited Local Calling

Provides unlimited local usage for directly dialed calls made to Zone Usage Measurement (ZUM) Zones 1, 2, and 3 areas as specified in Guidebook Part 4, Section 1. Customers selecting the Unlimited Local Calling will pay a flat rated monthly charge for usage, as specified in 1.D, following.

Unlimited Local Calling applies to Circuit Switched Voice (CSV) and Circuit Switched Data (CSD) calls for an additional Monthly Recurring Charge. In addition, Unlimited Local Calling may not be combined with any other local calling plans including local optional calling plans governed under the 96-A contract. Combinations of local message units, ZUM, and/or other optional local usage packages or plans are not allowed with Unlimited Local Calling for the same customer of record and furnished at the same premise. Unlimited Local Calling is not available on Toll Free services.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

3. OPTIONAL FEATURES (cont'd)

t. Unlimited Local Calling (cont'd)

All PRI packages billed to the same customer of record and furnished at the same premises, including additional and auxiliary service, must be uniformly on the same rate basis and not on a combination of rate methods. The customer may not have both Unlimited Local PRI and Measured/Message PRI service at the same address. Unlimited Local PRI may not be provisioned to overflow to Measured/Message PRI service or vice versa.

For existing ISDN PRI customers requesting the addition (or deletion) of the Unlimited Local Calling, the feature is bill-round sensitive. Regardless of the day of the month the customer adds (or removes) the Unlimited Local Calling feature, it will begin (or end) at the commencement of the current or the immediately following bill cycle.

Customers choosing the current bill cycle, the monthly recurring rate for the Unlimited Local Calling optional feature will be effective with the commencement of the current bill cycle. The monthly recurring rate will be billed for the current cycle in addition to being applied in advance of the usage minutes. The usage minutes will be applied to the Unlimited Local calling feature at the end of the current billing cycle and appear on the customer's next bill.

Customers choosing the following bill cycle, the monthly rate for the Unlimited Local Calling feature will be applied in advance of the usage minutes. The usage minutes will be applied to the Unlimited Local Calling feature at the end of the billing cycle and appear on the customer's next bill following the bill representing the current bill cycle.

Customers disconnecting Primary Rate ISDN service and their PRI service includes Unlimited Local Calling, the Unlimited Local Calling monthly recurring rate and local usage will be prorated to the date of termination.

Customers installing new Primary Rate ISDN service and Unlimited Local Calling at the same time, Unlimited Local Calling is not bill-round sensitive. The Unlimited Local Calling feature monthly recurring rate and local usage will be prorated to the date of installation.

Unlimited Local Calling is not available on Toll Free services.

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Unlimited Local Calling is in addition to the rates for ISDN PRI as set forth in 1.D., following.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B SERVICE (cont'd)

4. ASSOCIATED SERVICES

- a. Associated services are network and exchange services that provide a PRI serving arrangement with access to the public switched network. These services must be provided from the PRI serving switch, and include:
 - Basic PBX Trunk Line Service
(Two-way, In-only, Out-only and DID Service)
Guidebook Part 4, Section 2)
PRI PBX Trunk Groups
 Two-Way Trunks
 Out-Only Trunks
 In-Only Trunks
 - Basic PBX Foreign Exchange and Foreign Prefix Service
(Two-way, In-only, Out-only and DID Service)
Guidebook Part 4, Section 2)
PRI PBX Foreign Exchange Trunk Groups
 FXS Two-Way Trunks
 FXS Out-Only Trunks
 FXS In-Only Trunks
 - 800 Service
Guidebook Part 10, Section 1)
 - Custom 800 Service
Guidebook Part 10, Section 1)
- b. Rates and charges for associated services are found in the Company's Guidebook as set forth above and are in addition to the PRI charges. Special Terms and conditions as set forth in 1.C.8, following apply to these associated services when assigned to work with PRI.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS

Rules and Regulations set forth in this Guidebook are in addition to Rules and Regulations set forth in Cal.P.U.C. No. A2. for Network and Exchange Services and in some cases, supersede those rules.

1. AVAILABILITY

Primary Rate ISDN service is available only from suitably equipped central offices.

2. ALTERNATE SERVING ARRANGEMENT

Where the customer's normal serving central office is not equipped to provide PRI, the Company may provide the service from another nearby Company designated PRI equipped central office within the same exchange or in a different exchange as an Alternate Serving Arrangement.

The customer's telephone numbers and service will be provided from the PRI alternate serving central office and the customer's calling area will be based on the serving central office. Foreign Exchange and/or Foreign Prefix rates and charges do not apply to telephone numbers assigned under Alternate Serving Arrangement.

Alternate Serving Arrangement customers may also request telephone number to be trunked in from remote offices to the PRI serving central office for use over the PRI. In such cases, the Non-PRI Foreign Exchange/Foreign Prefix Connection Charge and all conditions as set forth in 1.B.4, preceding, are applicable.

3. CENTRAL OFFICE TO CENTRAL OFFICE PRI CONNECTIONS

Each central office to central office PRI connection requires two (2) PRI interfaces (packages), one for each central office. The customer must provide the digital transport facility as described in 1.A., preceding.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (Cont'd)

4. ASSOCIATED SERVICES

- a. When a customer subscribes to any associated services as set forth in 1.B.4. preceding, the customer is billed for only one associated service type and/or telephone number. The customer may request any number of paths up to the total number of available B channels in the PRI serving arrangement.
- b. When the customer has existing network and exchange services and wants to convert these services to work with a PRI serving arrangement, the service must be disconnected and reconnected. New Installation charges apply as set forth in 1.C.2 preceding, except for DID service which is described below.

When a customer has DID Service, new installation charges apply for the DID trunk(s) and Trunk Termination(s), however, the banks of DID station numbers will not be charged an installation charge.

- c. When customers order associated Foreign Exchange and/or Foreign Prefix Services from the PRI serving central office, as set forth in 1.B.4. preceding, Foreign Exchange/Foreign Prefix mileage charges will not apply since the mileage charges are also a component of the digital transport facility.
- d. Mileage charges do apply to all Foreign Exchange and/or Foreign Prefix Services when a customer requests telephone numbers to be trunked in from remote offices to the PRI serving central office for use over the PRI when associated with Non-PRI Foreign Exchange/Foreign Prefix Connection as set forth in 1.B.4. preceding.

5. MINIMUM PROTECTION CRITERIA

Minimum protection criteria are not specified for ISDN because protection is inherent in the normal provisioning of service. However, the Company reserves the right to specify such criteria at a later date if appropriate.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

6. USE OF SERVICE

- a. The customer must provide sufficient information regarding the intended use of the service to allow the Company to furnish and maintain the requested service, and to ensure that the use of the service complies with all tariff and Guidebook regulations.
- b. The Company shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Company only from the customer.
- c. A person, firm, or corporation may be designated by the customer as an authorized PRI user. The authorized user may share such service with the customer in accordance with the provisions set forth in 1.B.2, preceding. An authorized user must be specifically named in the customer's application for service.
- d. Unlawful Use - The service furnished under this Guidebook shall not be used for any purpose or in any manner, directly or indirectly, in violation of the law or in aid of any unlawful act or undertaking.

7. LIMITATIONS

- a. PRI is available only where equipment and operating conditions permit. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features. Customers are responsible for providing compatible ISDN equipment and determining the compatibility of each basic and optional feature associated with their application and equipment.
- b. For use with PRI, the Company requires digital transport facilities which are conditioned with B8ZS (Binary Eight Zero Substitution). The Company also recommends and supports only the ESF (Extended Super Frame) format. Although the Company will not prohibit customers from requesting and using facilities conditioned differently than with ESF, it refuses all practical and financial liability for any service outages and/or maintenance issues resulting from another specification, such as SF (Super Frame).

1. PRIMARY RATE ISDN (PRI) (cont'd)

C. REGULATIONS (cont'd)

7. LIMITATIONS (cont'd)

- c. A PRI serving arrangement or PRI network serving arrangement must be configured so as to not disrupt call completion in the PRI serving central office. The Company has the right, upon notice to the customer, to change arrangements to protect network integrity.
- d. Subject to technical limitations and operating conditions, the Company will specify how many PRI interfaces (packages) can be supported by a single primary D channel, based on Bellcore Technical References and the switch vendors' compliance with those recommendations. Where facilities and operating conditions permit, up to 20 PRI interfaces (packages) may be combined into a single PRI serving arrangement and may be controlled by a single D channel.

In addition, the Company may provide alternate facility routing through separate D channels of a PRI service, where facilities and operating conditions permit.

- e. The Company neither expressly nor implicitly recommends or requires that a customer subscribe to Package 3, regardless of the number of PRI interfaces (packages) in a single serving arrangement.

The extent of redundant signaling capability will vary by Company switch type and capacity, and could be limited merely to the redundancy provided by a separate digital transport facility.

- f. Individual B channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI serving arrangement or PRI network serving arrangement. Calls placed to or from outside the PRI, or over the public switched network where Signaling System 7 (SS7) and/or 64 Kbps Clear Channel are not deployed, will be limited to 56 Kbps throughput.
- g. PRI is a business service. Residence service will not be provided over PRI.
- h. All requests for PBX associated services to be used with PRI will employ PBX rates, regardless of terminal equipment. A list of available associated services may be found in 1.B.4., preceding.

1. PRIMARY RATE ISDN (PRI) (cont'd)

.C REGULATIONS (cont'd)

7. LIMITATIONS (cont'd)

- h. When a customer, at their discretion, requests PRI to be served from a central office other than the normal serving central office or other Company offered Alternate Serving Arrangement, and requires access to the public switched network, the customer must subscribe to the appropriate Foreign Exchange or Foreign Prefix Service. For additional terms of this arrangement, see Associated Services, 1.B.4., preceding.
- i. B channels which are assigned the B Channel Packet Service¹ are dedicated to that service and cannot be included as part of a call by call service arrangement as set forth in 1.B.3., preceding.
- j. Company switch limitations and network capacity may limit the number of B Channel Packet services¹ to which customers may subscribe.
- k. All customer provided equipment used to interface with PRI is required to conform with the Technical Reference Specifications as used by the Company and found in the Switch Vendors' Technical References and their subsequent revisions:

<u>Vendor</u>	<u>Contact Number</u>
AT&T	1-800-432-6600
NTI	1-800-347-4850

- l. Intra-Service Caller Identification is provided only among the customer's stations. Number identification from stations outside the customer's system is not currently permitted.
- m. The Special Access Surcharge as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.4.2 does not apply to digital transport facilities which are associated with Primary Rate ISDN.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

8. CONNECTIONS

General

Customers premises equipment may be connected to the Company's PRI service in accordance with the following provisions.

All connections as provided for in 1.C.10., following, shall be made through equipment furnished by the customer or authorized user. The responsibility of the Company shall be limited to the furnishing of service up to and including its local loop demarcation point on the customer's or authorized user's premises. The connection of customer provided equipment shall be on a Company provided standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. The customer or authorized user is responsible for testing their equipment or facilities to ensure that when they are connected to PRI, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer or authorized user to the Company results from the operation of equipment and facilities provided by the Company.

9. VIOLATIONS OF REGULATIONS

See California Guidebook Part 8, Section 8.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

10. CUSTOMER RESPONSIBILITIES

- a. PRI is available under this Guidebook for use in connection with terminal equipment provided by the customer or authorized user. The operating characteristics of such equipment or systems and its programming shall be such as not to interfere with any of the services offered by the Company. Such use is subject to further provisions that the equipment provided by the customer or authorized user does not endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company services.

Upon notice from the Company that the equipment provided by a customer or authorized user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

- b. The customer shall be responsible for:

- (1). Compatibility of the connected terminal equipment

- (2) Where a customer elects to connect a customer-provided communications system to PRI, the customer shall be responsible for:

- (a) Compatibility of the connected communications system.

- (b) Testing, sectionalization and clearance of trouble conditions or service difficulties to their communications system which is connected to PRI.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

10. CUSTOMER RESPONSIBILITIES (cont'd)

b. The customer shall be responsible for: (cont'd)

(3). All signals generated by customer-provided terminal equipment must meet signal and format standards as described in the switch vendors' technical references.

(4) Placing all orders and payment of all charges for service(s) offered herein, and

(5) Compliance with Company regulations by the customer and authorized users.

11. COMPANY RESPONSIBILITIES

a. Liability

(1) Provisions concerning limitations of liability are set forth in Guidebook, Part 2, Section 2. The Company shall not be responsible for installation, operation or maintenance or any terminal equipment or communications systems provided by a customer or authorized user. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Company shall be responsible only up to and including its local loop demarcation point and shall not be responsible for:

(a) The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or

(b) The reception of signals by such equipment or system, or

(c) Damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

12. PAYMENTS AND CHARGES FOR SERVICE

a. Change Charges

(1).PRI Miscellaneous Change Charge

The PRI Miscellaneous Change Charge applies each time the customer requests a change to the existing basic features and/or optional features of an existing PRI serving arrangement, other than B Channel Packet Service¹, when the change results in the reconfiguration of the customers PRI Serving Arrangement (See 1.C.12.a.3., following, for Change B Channel Packet Charge.)

The PRI Miscellaneous Change Charge applies once per affected PRI serving arrangement, regardless of the number of interfaces (packages) involved, and is required whether the requested changes involve changing, and/or removing basic and/or optional features to an existing PRI serving arrangement, other than B Channel Packet Service¹.

The PRI Miscellaneous Change Charge is in addition to applicable charges for the individual associated services but is not applied when features which carry separate nonrecurring charges are added. Such changes are described in 1.C.12.a.4., following.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

12. PAYMENTS AND CHARGES FOR SERVICE (cont'd)

a. Change Charges (cont'd)

(2) PRI Move Charge

Customers will be charged the appropriate Guidebook, contract or special construction charge for each digital transport facility termination moved. If the customer also requests additional changes to the PRI serving arrangement and/or B Channel Packet¹ service, then the PRI Miscellaneous Change Charge and/or Change B Channel Packet¹ Charge(s) also apply.

Where a customer requests the Company to deconsolidate a single PRI serving arrangement for the purpose of changing the physical termination of part of the service, new installation charges apply. New Installation Charges apply to the relocated services and the PRI Miscellaneous Change Charge applies to reconfigure the existing PRI serving arrangement.

New Installation Charges apply to all moves where the PRI service will be served by a different serving central office.

(3).B Channel Packet Change Charge¹

The Change B Channel Packet Charge applies each time the customer requests a change to the basic features and/or parameters and/or optional features of an existing B Channel Packet Service within the same PRI serving arrangement. If the change requires moving the service from one B channel to another, or from one PRI serving arrangement to another, then new installation charges apply.

The Change B Channel Packet Charge applies once per affected B Channel Packet service, and is required whether the requested changes involve adding, changing and/or removing basic and/or optional features and/or parameters.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

12. PAYMENTS AND CHARGES FOR SERVICE (cont'd)

(a). Change Charges (cont'd)

(3).B Channel Packet Change Charge¹ (cont'd)

If a change to B Channel Packet Service involves the packet service only, and no changes to the PRI serving arrangement, then only the Change B Channel Packet Charge applies, and not the PRI Miscellaneous Change Charge. If, however, the packet change involves the PRI serving arrangement, or one of its interfaces (packages), then both the Change B channel Packet Service and PRI Miscellaneous Change Charges apply. (Example: Change B Channel Packet Service from one dedicated B channel to another on either the same or a different interface [package]).

(4).Miscellaneous Network Change Charge

Changes to associated services as set forth in 1.B.3., preceding, will incur the Miscellaneous Network Change Charge per affected associated service and/or telephone number, as set forth in the appropriate Guidebook. These changes include, but are not limited to, change telephone number, change operation (e.g., from in-only to out-only), change number of paths, etc.

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C REGULATIONS (cont'd)

12. PAYMENTS AND CHARGES (cont'd)

b. PRI Returns^{/1/}

The Company will waive the applicable non-recurring charges for one or more new Primary Rate ISDN interface(s) and associated first exchange service, for eligible business customers converting service from another provider to the Company as their telecommunications service provider, providing that the customer maintains the service for which non-recurring charges are waived for a period of two or more years.

If the customer disconnects their PRI service prior to the expiration of their term commitment, the Company will bill the customer for, and the customer will be required to pay, the lesser of:

The sum of all discounts rendered under the terms of this agreement, plus 10% annual interest^{/2/} prorated monthly. Discounts are defined to include reductions to monthly Guidebook rates, full or partial waivers of non-recurring charges, and any other credits or discounts that have been rendered under the terms of this agreement, or

The total monthly charges or minimum annual commitments remaining on the service term discounted by 10%.

Early termination fees will not be charged on adds, moves or changes made during the duration of the term. Adds, moves and changes will be completed within the established due date interval and charged at the prevailing rates.

Customers governed under a contract or promotion may not participate in this Guidebook offer.

c. Migration to Business Voice Over IP (BVoIP) Service

If a customer governed under an existing contract migrates a PRI service or service component, including DS1 used as transport for AT&T ILEC PRI service (the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service, then AT&T will waive the early termination fee associated with the Terminated ILEC Service if:

- 1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months, and

(D)
(D)

- 2. the replacement AT&T BVoIP Service is installed or available at the same Customer site as the Terminated ILEC Service.

(C)

It is at the Company's sole determination whether a product change satisfies these requirements.

/1/ Effective February 8, 2011, PRI Returns is no longer available for new service installations as described herein.

/2/ The annual interest rate shall be calculated as the maximum rate permissible by law, not to exceed the Company's approved Cost of Capital.

1. PRIMARY RATE ISDN (PRI) (cont'd)

C. REGULATIONS (cont'd)

13. Moves

Change in the physical location ("Move") of PRI service, which requires simultaneous service operation at both the current location ("Replaced Service") and the new location ("New Service") for a finite period of time ("Overlapping Service") or which is accomplished through a coordinated disconnection of the Replaced Service and simultaneous connection of the New Service ("Flash Cut"), whether within the same serving central office or to a different serving central office, will not incur early termination fees as a result of the Move, subject to the following conditions:

- a. The customer retains the current contract term or converts to a new contract term having an expiration date which is beyond that of the current contract.
- b. PRI Move Charge, as described in paragraph 1.C 12. a. (2), as well as applicable charges for the move of the transport element, apply. The customer will experience some down time on the PRI Service during the physical Move of the transport element.
- c. A service order must be placed for the New Service. If the customer retains the current contract, the Monthly Rates for the New Service will be equal to the Monthly Rates of the Replaced Service. If the customer converts to a new contract (see a.), Monthly Rates for the PRI and all associated Optional Features, as specified in 1.D., apply.
- d. The New Service location must be anywhere the Company provides PRI service pursuant to this guidebook.
- e. Upon moving the Replaced Service to the New Service, the Replaced Service contract will be modified to apply to the New Service, but will not otherwise be affected by the Move. The New Service will take the place of the Replaced Service for the remainder of the existing contract term, or the duration of the new contract term having an expiration date which is beyond that of the current contract (see a.). Disconnection of the Replaced Service will not incur early termination fees, except as noted in (g).
- f. No lapse in billing will occur for Moves of service under a contract.
- g. Any Optional Features and functions from the Replaced Service that are not re-established with the New Service at the time of the installation will be subject to applicable early termination fees.

/1/

(N)

(N)

/1/ Material omitted now appears on Sheet 25.

(C)
(D)

1. PRIMARY RATE ISDN (PRI) (cont'd)

C. REGULATIONS (cont'd)

13. Moves (cont'd)

- h. Any additions of Optional Features and functions made to the New Service under an existing contract that is retained will be treated as coterminous additions under the terms and conditions of that contract.
- i. Any quantities of PRIs in excess of the current quantity of the Replaced Service will be treated as new installations.
- j. In the event of early termination of this service, the customer will be liable for any and all applicable early termination fees.
- k. Additionally, for Moves requiring Overlapping Service (only), the Move and subsequent disconnection of the Replaced Service must be completed within ninety (90) days of the New Service install date, or prior to expiration of the current contract term, whichever occurs first.

1. PRIMARY RATE ISDN (PRI) (cont'd)

D. RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may be applicable for other services which operate in conjunction with Primary Rate ISDN.

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
1. PRIMARY RATE INTERFACE ^{/1/}			
a. Packages			
Package 1 - Each	\$9,628.00 (I)	\$712.43	PRAS1
Package 2 - Each	9,628.00 (I)	712.43	PRAS2
Package 3 - Each	10,580.00 (I)	712.43	PRAS3
b. PBX Trunk Groups ^{/2/,/3/}			
Two-Way Trunk	RR	RR	PB1
Add'l Two-Way Trunk	RR	RR	PB2
Out-Only Trunk	RR	RR	PB3
In-Only Trunk	RR	RR	PB4
FXS Two-Way Trunk	RR	RR	T1K5K
Add'l FXS Two-Way Trunk	RR	RR	T1K6K
FXS Out-Only Trunk	RR	RR	T1K5O
FXS In-Only Trunk	RR	RR	T1K5I
Foreign Prefix Two-Way Trunk	RR	RR	T1K7K
Add'l Foreign Prefix Two-Way Trunk	RR	RR	T1K8K
Foreign Prefix Out-Only Trunk	RR	RR	T1K7O
Foreign Prefix In-Only Trunk	RR	RR	T1K7I

/1/ Available only in those central offices that are suitably equipped.

/2/ Nonrecurring charges in Guidebook Part 3, Section 1, Basic Trunk Line Service, apply. Monthly rate in Guidebook Part 4, Section 2, Basic PBX Trunk Service, apply.

/3/ Local message units and ZUM units apply as set forth in Guidebook Part 4, Section 2 or message toll charges apply as set forth in Guidebook Part 9, Section 1.

1. PRIMARY RATE ISDN (PRI) (cont'd)

D RATES AND CHARGES (cont'd)

2. OPTIONAL FEATURES¹

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
a. Alternate Route -Each Route	\$ 9.50	\$142.49	PRAAR
b. Calling Name Display -Each PRI Serving Arrangement	9.50	118.74	PRACN
c. Dialing Plan -Each entity in a PRI Network Serving Arrangement	71.24	189.98	PRADP
d. Message Waiting Indication -Each PRI Serving Arrangement	9.50	118.74	PRAMW
e. Network Ring Again -Each PRI Serving Arrangement	9.50	118.74	PRSRA
f. Non-PRI Foreign Exchange/ Foreign Prefix Connection -Each path/each telephone number	14.25	66.49	PRSFX
g. PRI Subgroup -Each Subgroup	9.50	118.74	PRASG
h. Private Facility Connection -Each facility group/trunk group connected	94.99	237.48	PRSPF

/1/ Available only in those central offices that are suitably equipped.

1. PRIMARY RATE ISDN (PRI) (cont'd)

D. RATES AND CHARGES (cont'd)

2. OPTIONAL FEATURES^{/1/} (cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>	
i. User to User Information -Each PRI Serving Arrangement	\$ 9.50	\$118.74	PRSUU	
j. PRI B Channel Packet Service ^{/3/} -Each B Channel dedicated	142.49	261.23	PRSBP	
k. Additional Logical Channels ^{/3/} -Each Equipped B Channel Packet	4.75	118.74	PRALC	
l. Closed User Group ^{/3/} -Each Utility Administered Group	4.75	118.74	PRACU	
m. Packet Hunting ^{/3/} -Each B Channel Packet Service in the Hunt Group	.95	4.75	PRAPH	
n. Permanent Virtual Circuit ^{/3/} -Each Company Administered End	4.75	118.74	PRAPV	
o. Enhanced Alternate Route -Each Route + usage ^{/2/}	55.00	142.49	PRAER	
p. Deluxe Call Transfer -Each PRI Package + usage ^{/2/}	42.75	94.99	PRACF	
q. Inform 911 -Each PRI Serving Arrangement ^{/4/}	RR	RR	PRAE9	(C)
r. Station Record Detail -Each PRI Package	19.00	142.49	PRARD	
s. ISDN PRI – Circular Hunt -Each PRI Package	NO	NO	PRACH	

/1/ Available only in those central offices that are suitably equipped.

/2/ Enhanced Alternate Route and Deluxe Call Transfer are usage sensitive features. Usage will be billed at applicable MOU, ZUM, or toll rates.

/3/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.

/4/ Refer to Schedule Cal.P.U.C. No. A9.2.4, E.6., for Inform 911 rates.

(N)

1. PRIMARY RATE ISDN (PRI) (cont'd)

D RATES AND CHARGES (cont'd)

.2 OPTIONAL FEATURES¹(cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
u ISDN Calling Name Delivery - Each PRI package	\$30.00 (I)	\$125.00	NM1PG
v. Redirected Number - Each PRI package	NA	150.00	RN4PQ
w. Two B-Channel Transfer - Each PRI package	\$45.00	100.00	2BTPG
x. Selective Class of Call Screening - Each PRI package	NA	NA	HMBPG
y. Unlimited Local Calling ^{2,3} - Each PRI package	\$1,000.00	NA	NA

/1/ Available only in those central offices that are suitably equipped.

/2/ In lieu of local message units and ZUM only, i.e., toll charges will apply to calls outside the Local Service Area. Custom 800 usage charges apply. Packet Switched Network⁴ Service usage charges apply.

/3/ The \$1000.00 monthly recurring charge for Unlimited Local Calling will be manually rated against the existing PRAS1, PRAS2 and PRAS3 USOCs.

/4/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2, A.4.

1. PRIMARY RATE ISDN (PRI) (cont'd)

B RATES AND CHARGES (cont'd)

3. CHANGE CHARGES

	<u>Nonrecurring Charges</u>	<u>USOC</u>
a. PRI Miscellaneous Change Charge -Each Affected PRI Serving Arrangement	\$379.96	XPB
b. PRI Move Charge -Each PRI Interface	854.92	XPF
c. Change B Channel Packet ¹ -Each Affected B Channel Packet Service	166.23	NWCPR

/1/ Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal. P.U.C. No. A2.1.2, A.4.