

**1. CUSTOM CALLING SERVICES - RESIDENCE****A. DESCRIPTION**

Custom Calling Service is an optional service arrangement of central office services furnished to individual line and residence customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

**B. DESCRIPTION OF GRANDFATHERED FEATURES****1. Speed Calling<sup>1,2</sup>**

Speed Calling permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight code list or thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two digit code (for the eight code and thirty code lists, respectively) plus the telephone number.

/1/ Speed Calling 30 code list is a Frozen/Grandfathered Service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customers, see Guidebook Part 8, Section 9.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

## B. DESCRIPTION OF GRANDFATHERED FEATURES (Cont'd)

## 2. Intercom

Intercom permits intercommunication between two or more customer provided telephone stations answering the same telephone number. The customer activates an intercom call by picking up his receiver and dialing his own telephone number from that telephone. When the customer hears a busy tone signal, he returns his receiver to its "on-hook" position within fifteen seconds. The central office then applies distinctive ringing to the customer's telephone station and all extension stations of that line. The customer must go "on-hook" within the fifteen second time allowance, or the intercom activation is canceled. The intercom feature is deactivated when all connected parties terminate their intercom call.

On or after August 7, 1988 the offering of Intercom will only be furnished to the same customer, on the same premises and supercedes. Additions, deletions or changes to the existing Intercom system are prohibited.

## 3. Intercom Plus

Intercom Plus permits intercommunication between two or more customer provided telephone extensions answering the same telephone number. Intercom Plus features are:

- a. Intercom Dialing - permits the customer to pick up the receiver, dial an access code and hang up. The central office then applies distinctive ringing to the customer's telephone line and all stations of that line. The intercom feature is deactivated when all connected parties terminate their intercom call.
- b. Call Transfer - allows the customer to transfer an incoming call between extensions. Anyone picking up an extension will be connected to the incoming call automatically.
- c. Extension Hold - allows the customer to put a non-intercom call on hold. The call will remain on hold until any extension is taken off hook or the calling party disconnects.
- d. Three-way Calling - allows the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)**

**B. DESCRIPTION OF GRANDFATHERED FEATURES (Cont'd)**

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**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)**

**B. DESCRIPTION OF GRANDFATHERED FEATURES (Cont'd)**

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/1/ Material omitted now appears on Sheet 6

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**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)**

**C. REGULATIONS**

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>2,3/</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in Guidebook, Part 3, Section 1.
4. The Intercom feature is offered to individual single line residence customers only, provided central office facilities and operating conditions permit.<sup>/1,2/</sup>

Limitations:

- a. Intercom will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ See Regulation C.1. preceding.

/2/ See Schedule Cal.P.U.C. No. 2.1.2,A.4, Frozen/Grandfathered Services

/3/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in Schedule Cal. P.U.C. No. A5.2.3.

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1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

C. REGULATIONS (Cont'd)

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- 5. Intercom Plus is offered to individual single line residence customers within the exchange areas of all exchanges and central offices where facilities and operating conditions permit.<sup>/1/</sup>

Limitations:

- a. Intercom Plus will work only with a Utility provided dialable line where dial tone is normally served.
  - b. Intercom Plus is not provided on lines arranged for multiline hunting.
- 6. On or after the effective date of Advice Letter No. 16198, the offering of Speed Calling 30 will only be furnished to residence customers as follows: to the same customer, on the same premises, and supersedures. Additions, deletions or changes are prohibited.
  - 7. Service charges as set forth in Guidebook, Part 3, Section 1 will be waived for 90 days from the effective date of Advice Letter No. 16198 for residence customers wishing to change from Speed Calling 30 to individual Custom Calling Services.<sup>/2/</sup>

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/1/ Frozen/Grandfathered Service – See General Regulations Schedule Cal.P.U.C. No. A2.1.2.A.4.

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/2/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customers as defined in Guidebook, Part 8, Section 9.

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/3/ Material formerly appeared on Sheet 4; Material omitted now appears on Sheet 7

/4/ Material formerly appeared on Sheet 5

1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Custom Calling Services<sup>/3/</sup> (Cont'd)

a. Individual Features<sup>/2/</sup>, rate for each line

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Speed Calling, 30 code capacity <sup>/4, 5/</sup>	RR	/5/	ESF

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/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.2. preceding.

/3/ See C.1. preceding.

/4/ Speed Calling 30 is grandfathered however, it will continue to be furnished to certified disabled customer as defined in Schedule Cal. P.U.C. No. A5.2.3.

/5/ See Part 7, Section 5.

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**COMPLETE CHOICE® BASIC PACKAGE<sup>/1/</sup>**

/2/ (C)

**A. Description and Availability**

1. Complete Choice® Basic is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal. P.U.C. No. A5.1.1 and A5.2.2.
2. Complete Choice® Basic consists of a residential access line and the following Custom Calling Services:
  - Caller ID
  - Call Waiting

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in Schedule Cal. P.U.C. No. A5.2.2 and A5.2.5,E. Custom Calling Services Regulations are found in Part 7, Section 2.

3. Complete Choice® Basic is available where Caller ID is available. See Part 7, Section 2.

**B. Terms and Conditions**

1. Complete Choice® Basic is available on a customer's primary or additional line.
2. Caller ID and Call Waiting must be purchased on the same access line. Features may not be split between access lines.
3. The components of Complete Choice® Basic may be purchased individually at their tariff and/or Guidebook rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Basic package or package rate.
5. Customers currently subscribing to all components of the Complete Choice® Basic may request billing at Complete Choice® Basic rate.
6. Complete Choice® Basic may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Basic is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Basic Guidebook rate.
7. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in AT&T California Guidebook, Part 3, Section 1, however if the customer converts their service from Select Feature Package to Complete Choice® Basic, the non-recurring feature charge will be waived.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/2/ Material formerly appeared in Part 7, Section 5.



**COMPLETE CHOICE® BASIC PACKAGE<sup>/1/</sup> (cont'd)**

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**B. Terms and Conditions (cont'd)**

- 8. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
- 9. Voicemail and/or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
- 10. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

**C. Product References**

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail	Part 6, Section 4
WirePro	Part 8, Section 8

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/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/2/ Material formerly appeared in Part 7, Section 5.

**COMPLETE CHOICE® BASIC PACKAGE<sup>/4/</sup> (cont'd)**

**D. Rates and Charges**

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$62.75	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$60.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$10.49	\$0.00
WirePro (add-on)	\$8.00	NA

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- /1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2.D.1.
- /2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.
- /3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.
- /4/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

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**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)**

**B. REGULATIONS**

1. Select Feature Package is available on a customer's primary line or additional lines.
2. Call Waiting, Caller ID, and Call Waiting ID may be removed (de-selected) from the Select Feature Package at the customer's option. No adjustment is made in the monthly package rate when Call Waiting, Caller ID and/or Call Waiting ID are de-selected. The customer may add these services back to their Select Feature Package; no nonrecurring charge applies.
3. Reserved
4. All Custom Calling Features included in the Select Feature Package must be purchased on the same access line. Features may not be split between access lines.
5. Usage Sensitive Custom Calling Services are not included in the Select Feature Package.
6. Customers currently subscribing to all components of the Select Feature Package may request billing at the Select Feature Package rate.
7. Select Feature Package customers will benefit from the package rate until they disconnect any of the following Custom Calling Services<sup>/2/</sup>:

- Call Forwarding
- Call Return
- Call Screen
- Priority Ringing
- Repeat Dialing
- Select Call Forwarding
- Speed Calling 8
- Three-Way Calling

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/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.  
/2/ Not applicable to Caller ID if the Company is unable to provide Caller ID due to facility or system limitations.  
/3/ Material formerly appeared in Part 7, Section 5, Sheet 4.

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4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)

C. RATES AND CHARGES

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$73.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$70.25 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

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/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations; the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment, and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.



**5. FEATURE PACKAGES (BUSINESS)**

Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15.

**A. Pacific Bell Saver Packs<sup>SM /1/</sup>**

Pacific Bell Saver Packs are discounted pricing plan offerings that are based on a combination of Custom Calling Services. Customers automatically qualify for Saver Pack pricing and receive the associated discounted rates if their account contains the correct combination of products and services listed as of their billing date.

(1) The Power Pack Saver Pack (Power Pack)<sup>/1/</sup> consists of Caller ID plus 5-9 Custom Calling Services selected from the following qualifying features:

- Busy Call Forwarding
- Call Forwarding
- Call Return
- Call Screen
- Call Waiting
- Call Waiting ID
- Delayed Call Forwarding
- Remote Access to Call Forwarding
- Priority Ringing
- Repeat Dial
- Select Call Forwarding
- Speed Calling-30
- Three-Way Calling (D)
- Call Transfer Disconnect

(2) The Works Saver Pack (The Works)<sup>/1/</sup> consists of Caller ID plus 10 or more of the following qualifying features:

- Busy Call Forwarding
- Call Forwarding
- Call Return
- Call Screen
- Call Waiting
- Call Waiting ID
- Delayed Call Forwarding (D)
- Priority Ringing
- Remote Access to Call Forwarding
- Repeat Dial
- Select Call Forwarding
- Speed Calling-30
- Three-Way Calling
- Call Transfer Disconnect

(3) Business Preferred<sup>SM /1/</sup> consists of the following four features:

- Call Forwarding
- Call Waiting
- Remote Access to Call Forwarding
- Three-Way Calling

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ See Part 7, Section 2: 2.C.8.

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**5. FEATURE PACKAGES (BUSINESS) (cont'd)**

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Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15. (cont'd)

A. Pacific Bell Saver Packs<sup>SM /1/</sup> (cont'd)

Pacific Bell Saver Packs are discounted pricing plan offerings that are based on a combination of Custom Calling Services. Customers automatically qualify for Saver Pack pricing and receive the associated discounted rates if their account contains the correct combination of products and services listed as of their billing date. (cont'd)

**Monthly Rate for each Saver Pack<sup>/3/</sup>**

	Monthly Rate	NonRecurring Charge
Power Pack <sup>/1/</sup> - Rate per feature package <sup>/4/, /5/</sup> - Additional Discount	RR \$5.50	RR
The Works <sup>/1/, /3/</sup> - Rate per feature package <sup>/4/, /5/</sup> - Additional Discount	RR \$19.75	RR
Business Preferred <sup>SM /1/</sup> - Rate per feature package <sup>/5/</sup> - Additional Discount	12.95 NO	RR

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This discount rate is applied only when all of the components of Saver Pack are in place at the time of billing for each individual line or trunk line. The Saver Pack discount will be prorated for the time period between the order complete date and the customer's bill round date.

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Saver Pack discounts will not be prorated if the customer cancels the service prior to their bill round date. However, the customer will receive prorated credit for each discontinued feature based on the full Guidebook rate.

/7/

/1/ Frozen/Grandfathered Two Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

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/2/ See Part 7, Section 2: 2.C.8.

/3/ Additional feature discount may apply for customers who qualify (see Part 7, Section 2, E.2.b.(1))

/4/ Rate as set forth in Part 7, Section 2, E.2.(b)(1).

/5/ The nonrecurring charge as set forth in Guidebook, Part 3, Section 1 will be waived for customers who retain a Saver Pack for a minimum of 6 months.

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/6/ Material formerly appeared in Part 7, Section 2, Sheet 42.

/7/ Material formerly appeared in Part 7, Section 2, Sheet 43.

**5. FEATURE PACKAGES (BUSINESS) (cont'd)**

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Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15. (cont'd)

B. Feature Select<sup>/1/</sup>

(1) Description

Feature Select is a package of custom calling features available to business customers. Descriptions and Regulations for individual features are found in Part 7, Section 2, (Custom Calling Services-Business), B. and C.

Feature Select consists of five (5) features selected from the following qualifying features:

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID<sup>/4/</sup>
- Call Waiting ID<sup>/4/</sup>
- Repeat Dialing<sup>/4/</sup>
- Call Return<sup>/4/</sup>
- Speed Calling 30
- Call Screen<sup>/4/</sup>

Feature Select is available to any business customer where at least five of the qualifying features are available.

Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select rate.

/4/

/1/ Feature Select Grandfathered effective September 28, 2012. See Frozen/Grandfather Service in Part 2, Section 2 for additional details.

/2/ See Part 7, Section 2: 2.C.8.

/3/ See Part 7, Section 2: 2.E.1.

/4/ See Part 7, Section 2: 2.C.15. and C.16.

/5/ Material formerly appeared in Part 2, Section 2, Sheet 44.

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**5. FEATURE PACKAGES (BUSINESS) (cont'd)**

Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15. (cont'd)

**B. Feature Select<sup>/1/</sup>****(2) Regulations**

- a. Feature Select is available on Measured Rate Service described in Guidebook, Part 4, Section 2.
- b. Feature Select is available on the customer's primary line or any additional lines.
- c. Usage Sensitive Custom Calling Charges are not included in the monthly subscription rate.
- d. All five (5) qualifying features must be purchased on the same line in order to qualify for the Feature Select rate.
- e. If the customer disconnects one or more of the qualifying features from their Feature Select package, the customer will be billed the Guidebook rates for the remaining component features.
- f. If the customer disconnects one or more qualifying features of the Feature Select package and replaces the disconnected features with other qualifying features, the customer will continue to be billed the Feature Select rate.
- g. If the customer subscribes to more than five of the qualifying features, the five features included in the Feature Select package will be those with the highest retail price. The lower priced features will be billed at their Guidebook rates. Any discounts available outside of the Feature Select package may apply to the additional features.

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/1/ Feature Select Grandfathered effective September 28, 2012. See Frozen/Grandfather Service in Part 2, Section 2 for additional details.

/2/ See Part 7, Section 2: 2.C.8

/3/ Material formerly appeared in Part 7, Section 2, Sheet 45.

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**5. FEATURE PACKAGES (BUSINESS) (cont'd)**

Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15. (cont'd)

B. Feature Select<sup>/1/</sup>

(3) Monthly Rate for Feature Select<sup>/3/</sup>

<u>Monthly Rate</u>	<u>Non-Recurring Charge</u> <sup>/4/</sup>
\$19.00	No

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/1/ Feature Select Grandfathered effective September 28, 2012. See Frozen/Grandfather Service in Part 2, Section 2 for additional details.

/2/ See Part 7, Section 2: 2.C.8

/3/ Additional feature discounts in Guidebook, Part 7, Section 2: 2.E.1 and Part 7, Section 2,2. E.2.b do not apply to Feature Select.

/4/ Non-recurring charges associated with the individual features in the Feature Select package do not apply.

/5/ Material formerly appeared in Part 7, Section 2, Sheet 46.

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6. **COMMSTAR I**<sup>/1, 2/</sup> (C)

**A. Description**

Commstar I is an optional telephone service arrangement of central office features furnished to individual line business customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit. (C)

1. Basic Package Features - Commstar I (Single Line Service)<sup>/1/</sup>

Commstar I Call Forwarding

Permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.

Commstar I Call Hold

A call can be placed on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

Commstar I Three-Way Calling

A call in progress can be placed on hold and a second call completed while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

2. Optional Line Features - Commstar I (Single Line Service)

Commstar I Call Waiting

A tone burst is provided to a user on an existing call to indicate that another call is waiting.

Commstar I Speed Calling

Allows a user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by one digit a customer can dial up to 6 preprogrammed numbers.

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar I is no longer available to residence customers.

(C)  
(D)  
(D)

**6. COMMSTAR I<sup>/1, 2/</sup> (cont'd)** (C)**B. Regulations**

1. The Company may furnish Commstar I where there is available central office equipment with the proper program updates as determined by the Company.
2. Commstar I is available on all individual business access lines and public or semi-public service lines. (C)
3. All Commstar I lines must be equipped for Touch-Tone signaling.
4. The quality of transmission for calls utilizing Commstar I Call Forwarding or Commstar I Conferencing may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.
5. A customer with a line equipped with Commstar I Call Forwarding is responsible for the payment of any applicable charges for each completed call between the subscribing line and the forwarded to line. This charge for local, message unit, zone calling units or dial station toll applies to all forwarding calls that are answered at the forwarded to number.
6. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another.
7. The Company may discontinue the telephone service of a customer with Commstar I service for nonpayment or noncompliance with other rules. Refer to Schedule Cal.P.U.C. No. A2.1.11.
8. Temporary Service is not offered with Commstar I service.
9. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
10. Unless otherwise specifically stated in this Guidebook or the Company's tariff schedule, Commstar I, access lines will be treated as Individual Line Business Service and all applicable tariff and/or Guidebook schedules of the Company will apply. (C)
11. The Company is not responsible for incompatibility between Company provided service and customer provided terminal equipment wire, or cable beyond the Company's local loop demarcation point as set forth in Guidebook, Part 8, Section 8.

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar I is no longer available to residence customers. (C)

6. **COMMSTAR I**<sup>/1, 2/</sup> (cont'd)

(C)

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

- 12. COMMSTAR I basic and optional features are not compatible with existing Custom Calling Services, described in Guidebook, Part 7, Section 4.
- 13. Each customer is responsible for the COMMSTAR I basic features and optional line features on their individual access lines(s).

(D)

(D)

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar I is no longer available to residence customers.

(C)



6. **COMMSTAR I**<sup>/1, 2/</sup> (cont'd) (C)

**C. Rates and Charges**

The rates and charges following are for COMMSTAR I only and are in addition to the applicable service charges, monthly rates and non-recurring charges with which they are associated.

- The following charges apply when establishing COMMSTAR I at the same time or subsequent to the associated exchange individual access line(s).

<u>Basic Features</u>	<u>Nonrecurring Charge</u>	<u>Rate</u>	<u>Monthly USOC</u>	
- per line, business <sup>/2/</sup>	23.75	8.26	MVM	(D)
<u>Optional Line Features</u>				
COMMSTAR I Call Waiting				
- per line, business	5.70	3.32	MVMCW	(D)
COMMSTAR I Speed Calling				
- per line, business	5.70	4.75	MVMCD	(D)

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar I is no longer available to residence customers. (C)

/3/ Includes Touch-Tone Calling Service. (C)

6. **COMMSTAR I<sup>1, 2/</sup> (cont'd)** (C)

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

2. The following charges apply for changes in an established Commstar I single line service. Charges for addition of new lines are as shown in Guidebook, Part 3, Section 1.

	<u>Nonrecurring Charge</u>		<u>Monthly Rate</u>	<u>USOC</u>	(C)
Changes from a Commstar I single line service to a Commstar II					(C)
- per line <sup>/3, 4/</sup>	\$23.75		RR	MVP	(C)
- per line <sup>/3, 5//</sup>	NO		RR	MVC	(C)
Changes from a Commstar II to a Commstar I Single Line Service					(D)
- per line, business <sup>/3, 4/</sup>	23.75	NO	RR	MVM	(D)
- per line, business <sup>/3, 5/</sup>	NO	NO	RR	MVM	
	<u>Nonrecurring Charge</u>		<u>Monthly Rate</u>	<u>USOC</u>	(C)
Addition of optional features <sup>/6/</sup>					(C)
- per line	\$ 5.70		RR	NA	(C)
Change optional features <sup>/6/</sup>					(C)
- per line	5.70		RR	NA	(C)
			<u>Nonrecurring Charge</u>	<u>USOC</u>	
Remove Commstar I line from an existing Commstar I Single Line Service					
- per line			\$ 5.70	NWCPS	

1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

2/ Effective November 1, 2014, Commstar I is no longer available to residence customers. (C)

3/ See C.1. preceding.

4/ Applicable before February 16, 1987.

5/ Applicable on and after February 16, 1987.

6/ Use same monthly rate and USOC as shown in C.1., Optional Line Features, preceding. (C)

**7. COMMSTAR II<sup>/1, 2/</sup>** (C)**A. Description**

Commstar II is an optional telephone service arrangement of central office features furnished to individual line business customers wishing to combine a single exchange access line or up to thirty exchange access lines into Commstar II. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit. (C)

**1. Basic Package Features<sup>/2/</sup>****Commstar II Intercom**

Up to twenty-nine other lines can be dialed in the same Commstar II by dialing an access code followed by two digits. Two user locations with the same line number cannot access each other utilizing the Intercom feature.

**Commstar II Call Hold**

A call can be placed on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

**Commstar II Call Pickup**

A call can be answered which has been directed to another line in the Commstar II group. Additional call pickup groups are available on an optional basis.

**Commstar II Call Transfer**

Any established call can be transferred to another line within or outside the Commstar II. One person on the final connection must still be within the Commstar II.

**Commstar II Three-Way Calling**

A call in progress can be placed on hold and a second call completed while maintaining privacy from the first call. In addition, the user of a Commstar II equipped line may choose to add on the previously held call into a three-way conference.

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers. (C)

/3/ See B.21, Regulations following (C)

**7. COMMSTAR II<sup>1,2/</sup> (cont'd)**

(C)

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

## 2. Optional Line Features

## Commstar II Call Waiting

A tone burst is provided to a user on an existing call that another call is waiting.

## Commstar II Call Forwarding

All calls made to the subscribing line are automatically transferred to a different line, within or outside the Commstar II.

## Commstar II Busy Call Forwarding/Delay Call Forwarding

This feature automatically transfers incoming and intercom calls that encounter a busy line condition and/or a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing Commstar II equipped line to an alternate designated line within or outside the Commstar II group but within the same central office switch. Because of technical limitations, the actual number of ring cycles before a don't answer call is transferred may vary slightly from the preset value. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from the Company.

## Commstar II Speed Calling

Allows a user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by one digit, a customer can dial up to 6 preprogrammed numbers.

## Commstar II Call Selection

Call Selection will allow a customer to determine which calls can be placed on the Commstar II lines. There are three offerings:

- A. Allows ZUM 1 and 2 (denies 7 and 10 digit toll, and ZUM 3)
- B. Allows ZUM 1, 2 and 3 (denies 7 and 10 digit toll)
- C. Allows ZUM 1, 2 and 3 and 7 digit toll (denies 10 digit toll)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

(C)

**7. COMMSTAR II<sup>/1, 2/</sup> (cont'd)**

(C)

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

3. Optional Group Features

Commstar II Distinctive Ringing

Allows a user to distinguish between incoming and intercom calls by providing distinctive ringing patterns. Commstar II lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and intercom calls which are waiting.

Commstar II /800 Service Access

Allows access to 800 Service by dialing a separate access line. The 800 Line(s) is not included in the maximum line capacity of the Commstar II.

Commstar II Features will continue to function in a normal manner when the 800 Line is in use.

800 service must terminate in the same central office and same switch as the local service common block.

Custom 800 Service

Custom 800 Service as set forth in Guidebook, Part 10, Section 1 may be provisioned on a Commstar II line. The Custom 800 line is not counted in the maximum 30 line capacity of the Commstar II. There are no nonrecurring charges associated with the provisioning of Custom 800 Service on the Commstar II line.

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

(C)

**7. COMMSTAR II<sup>/1, 2/</sup> (cont'd)**

(C)

**B. Regulations**

1. The Company may furnish Commstar II where there is available central office equipment with the proper program updates as determined by the Company.
2. Commstar II is available on all individual business access lines other than public or semi-public service lines. (C)
3. A customer or customers may choose to combine access lines located at different premises into a Commstar II. All access lines combined in Commstar II must be served by the same central office.
4. The combining of access lines carrying different classes of service designations into a Commstar II is permitted.
5. All Commstar II lines must be equipped for Touch-Tone signaling.
6. The quality of transmission for calls utilizing Commstar II Call Forwarding or Commstar II Three-Way Calling may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.
7. Different customers may arrange to have their individual access lines combined in a Commstar II.

In the case where either of the optional features, Commstar II Speed Dialing or Commstar II Distinctive Ringing are ordered, an agreement must be reached between customers and Company as to which customer will be responsible for these particular features.

8. A customer with a line equipped with Commstar II Call Forwarding is responsible for the payment of any applicable charges for each completed call between the subscribing line and the forwarded to line. This charge for local, message unit, zone calling units or dial station toll applies to all forwarding calls that are answered at the forwarded to line station.

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

(C)

**7. COMMSTAR II<sup>/1, 2/</sup> (cont'd)**

(C)

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

9. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another.
10. The Company may discontinue the telephone service of a customer with Commstar II service for nonpayment or noncompliance with other rules. Refer to Schedule Cal.P.U.C. No. A2.1.11.
11. Temporary Service is not offered with Commstar II.
12. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
13. A minimum of two (2) lines will be needed to establish a Commstar II.
14. Unless otherwise specifically stated in this tariff schedule, Commstar II, access lines will be treated as Individual Line Business Service and all applicable Guidebook schedules of the Company will apply. (C)
15. The Company is not responsible for incompatibility between Company provided service and customer-provided terminal equipment as set forth in Guidebook, Part 8, Section 8.
16. A control account is necessary with any Commstar II so central office translations can be provided to activate the Intercom feature. An agreement must be reached between the customer(s) and the Company as to which customer will be designated as the control account. The customer of the control account is also responsible for handling order inquiries and maintenance problems with the Company.

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers. (C)

**7. COMMSTAR II<sup>1, 2/</sup> (cont'd)**

(C)

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

17. COMMSTAR II basic and optional features are not compatible with existing Custom Calling Services described in Guidebook, Part 7, Section 2.
18. The optional features Call Waiting and Busy Call Forwarding/Delay Call Forwarding may not be provided on the same line for the COMMSTAR II.
19. Lines terminated in a COMMSTAR II only may not be equipped for hunting if Busy Call Forwarding/Delay Call Forwarding is provided.
20. Each customer is responsible for the COMMSTAR II basic features and optional line features on their individual access lines(s).
21. This schedule contains flexible charges for the monthly rates of COMMSTAR II, Optional Line Features and Optional Group Features. The current rates will be set forth on the range basis following.

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

(C)



7. **COMMSTAR II<sup>/1,2/</sup> (cont'd)**

(C)

**C. Rates and Charges**

The rates and charges following are for COMMSTAR II only and are in addition to the applicable service charges, monthly rates and non-recurring charges with which they are associated.

1. The following charges apply when establishing COMMSTAR II at the same time or subsequent to the associated exchange individual access line(s).

Nonrecurring Charges

The nonrecurring charge is dependent on the line size group of the COMMSTAR II being established. The charge decreases in relation to the increased group size.

Applicable before February 16, 1987:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Basic Features			
7 to 10 - per line	\$47.50	RR	MVC10
11 to 15 - per line	35.15	RR	MVC15
16 to 30 - per line	27.55	RR	MVC30

Applicable on and after February 16, 1987:

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Basic Features					(C)
First 2 to 10 - per line <sup>/3/</sup>	\$33.25	\$8.26		MVC10	(C)
First 11 to 15 - per line <sup>/3/</sup>	23.75	8.26		MVC15	(C)
First 16 to 30 - per line <sup>/3/</sup>	14.25	8.26		MVC30	(C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

/3/ The system structure is 10 MVC10 followed by 5 MVC15 followed by 15 MVC30.

(C)  
(C)  
(D)

7. **COMMSTAR II<sup>1, 2/</sup> (cont'd)** (C)

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

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>	<u>USOC</u>	(C)
2. Optional Line Features <sup>3/</sup>				(C)
Call Waiting - per line	\$3.80	\$1.90	MVCCW	(C)
Call Forwarding - per line	3.80	1.90	MVCCF	(C)
Busy Call Forwarding/Delay Call Forwarding - per line	3.80	1.90	MVCAA	(C)
Speed Calling - per line	3.80	1.90	MVCCD	(C)
Call Selection				
Allows ZUM 1 and 2 Local Calls (Denies 7 and 10 digit toll, ZUM 3) - per line	3.80	1.90	MVCS1	(C)
Allows ZUM 1 and 2 Local, ZUM 3 (denies 7 and 10 digit toll) - per line	3.80	1.90	MVCS2	(C)
Allows ZUM 1 and 2 Local, ZUM 3, and 7 digit toll (denies 10 digit toll) - per line	3.80	1.90	MVCS3	(C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers.

/3/ See B.21. preceding.

(C)  
(C)

7. **COMMSTAR II<sup>1, 2/</sup> (cont'd)** (C)

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

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>	<u>USOC</u>	(C) (C)
3. Optional Group Features				
Distinctive Ringing				
- per group	\$ 3.80	\$4.75	MVCDR	(C)
Each additional call				
pick-up group <sup>/3/</sup>				(C)
- per group	3.80	1.90	MVCCP	(C)
<u>Monthly Rates</u>				
800 Service/800 Service Access				
Intrastate				
- per 800 line,				
per system	\$19.00	NO	MVC8S	
Interstate				
- per 800 line	19.00	NO	MVC8X	
800 Service Access				
- per access code	38.00	NO	MVC2W	
Universal Access				
800 Service Access				
- per 800 line	19.00	NO	MVC8U	

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers. (C)

/3/ See B.21. preceding. (C)

7. **COMMSTAR II<sup>1, 2/</sup> (cont'd)** (C)

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

4. The following charges apply for changes in an established Commstar II.

Applicable before February 16, 1987:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Changes from a Premiere 6 system to a Commstar II				
7 to 10 - per line <sup>/4/</sup>	RR	RR	MVC10	(C)
11 to 15 - per line <sup>/4/</sup>	RR	RR	MVC15	(C)
16 to 30 lines - per line <sup>/4/</sup>	RR	RR	MVC30	(C)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Addition of optional features				
- per line <sup>/3/</sup>	\$5.70	RR	NA	(C)
Change optional features,				
- per line <sup>/3/</sup>	5.70	RR	NA	(C)

Applicable on and after February 16, 1987:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Changes from a Premiere 6 or Commstar I System to a Commstar II				
- Existing lines	NO	RR	NA	
First 2 to 10 lines- per line <sup>/4/</sup>	RR	RR	MVC10	(C)
Next 11 to 25 lines- per line <sup>/4/</sup>	RR	RR	MVC15	(C)
Next 16 to 30 lines- per line <sup>/4/</sup>	RR	RR	MVC30	(C)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Addition of optional features				
- per line <sup>/3/</sup>	\$3.80	RR	NA	
Change optional features,				
- per line <sup>/3/</sup>	3.80	RR	NA	

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.  
 /2/ Effective November 1, 2014, Commstar II is no longer available to residence customers. (C)  
 /3/ See C.2. and 3., Optional Features, preceding, for monthly rate and USOC.  
 /4/ See C.1., Basic Features, preceding, for rates. (C)

7. **COMMSTAR II<sup>1, 2/</sup> (cont'd)** (C)

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

5. Miscellaneous change charge will apply, other than the service charges specified in 4. preceding, in the following examples:

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Remove Commstar II lines from an existing system - per line	NO	NWCPS
Changes to Busy Call Forwarding/Delay Call Forwarding as specified by the customer - per line	\$5.70	NWCPS
Changes in the intercom designation code associated with Commstar II intercom, - per line	\$5.70	NWCPS
Changes to remove and reestablish control account - per line	\$5.70	NWCPS

6. Where measured service exchange individual access lines are combined in a Commstar II, message charges are not applicable to calls completed utilizing the Commstar II Intercom feature.
7. Service charges associated with establishing Commstar II because of the availability of facilities are not applicable to the following changes:
- a. Telephone number changes.

(D)

8. Message Waiting Indicator

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- associated with Forwarded Call Information Service - per line <sup>3/</sup>	RR	RR	EMW (C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Effective November 1, 2014, Commstar II is no longer available to residence customers. (C)

/3/ Rates, charges and regulations apply as shown in Guidebook, Part 7, Section 3. (C)