

1. SIMPLELINK<sup>SM</sup>/1/ (BUSINESS)

/2/

## A. DESCRIPTION

SimpleLink<sup>SM</sup> is an optional total volume discount package for small business customers. Subscribing customers receive monthly discounts on selected eligible services based on the customer's contributory services whose revenue is counted towards the achievement of a Minimum Monthly Revenue Commitment (MMRC) and term length. SimpleLink<sup>SM</sup> provides additional discounts on specific features as set forth following.

## B. REGULATIONS

1. Contributory Services shall be defined as those regulated services whose monthly billed charges are counted towards achievement of the customer's selected MMRC, unless otherwise noted. Services contributing toward the MMRC as described in 6.5.1,C. are applicable.
2. SimpleLink<sup>SM</sup> is available only for selected business service where the Company also provides local service.
3. A customer may subscribe to only one SimpleLink<sup>SM</sup> plan at a time.
4. An eligible SimpleLink<sup>SM</sup> customer may include up to, but not exceed, 10 accounts under one SimpleLink<sup>SM</sup> agreement.

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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 32.

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

/2/

## B. REGULATIONS (cont'd)

5. SimpleLink<sup>SM</sup> discounts are not available on eligible business services with existing term discount plans, or with any other discount toll or local optional calling plan, except for Unlimited Local Calling Plan which is allowed in SimpleLink<sup>SM</sup>. Customers may change from an existing Company optional calling plan (e.g., Value Promise Plus, Advantage 5, 10, or 25, or Flat Rate Pro) to SimpleLink<sup>SM</sup> without being assessed early termination charges for discontinuing the plan.

6. SimpleLink<sup>SM</sup> is offered under a one-year, two-year or three-year term. The one-year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for one year intervals. A maximum of two 1-year renewals are available after the first 1-year term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options, prior to the expiration of each 1-year term. Additionally, three MMRC levels will be available for customers to choose from and customers subscribing to a 2- or 3-year term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.

A customer may increase the MMRC level at any time without assessment of early termination charges. To increase an MMRC, the customer must also commit to a new term. A decrease of the MMRC level during the term is deemed to be a termination of the service and early termination charges as described in D. following are applicable.

7. The customer must meet or exceed the selected MMRC in each month of the term plan. If the customer fails to meet or exceed the MMRC in any month of the customer's term, the customer will be billed an Under-Utilization Charge which is the difference between the MMRC and the actual billings for the Contributory Services, excluding taxes and surcharges.

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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 33.

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

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## B. REGULATIONS (cont'd)

8. If the customer elects to discontinue the plan, early termination charges as described in D., following, are applicable.
9. Customers will be notified prior to the term expiration date. If a customer does not commit to a new term plan by the last date of the existing term plan (or the final renewal term for 1-year renewable options), the customer's SimpleLink<sup>SM</sup> service will terminate and the customer's service will revert to the non-discounted Guidebook rates for the services offered in SimpleLink<sup>SM</sup> service.
10. The MMRC is the minimum monthly revenue commitment selected by the customer which must be satisfied each month under the elected term (based on a one, two, or three-year term commitment) to receive a volume discount. The customer's term commitment commences the day after the SimpleLink<sup>SM</sup> service is provided by the Company. The date provided shall be the date the service order is completed by the Company's billing system. MMRC revenue is the sum total of the customer's monthly billed charges on all included business accounts for services specified as Contributory in the SimpleLink<sup>SM</sup> Guidebook before discounts are applied.

Revenue from the following services are not included as Contributory Services nor counted towards the achievement of the MMRC:

Enhanced 9-1-1 (E9-1-1) surcharges, End User Common Line (EUCL) surcharges, EUCL offset surcharges, Deaf and Disabled surcharges, Primary Interexchange Carrier (PIC) charge, Local Number Portability (LNP) charge, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) Fee, Federal and State Line Port charges, State Regulatory Fee, California High Cost Fund-A (CHCF-A), California High Cost Fund-B (CHCF-B), California Teleconnect Fund (CTF) Surcharge, California LifeLine Surcharge, California Relay Service and Communications Devices Fund, and Equal Access Recovery Charge. Additionally, any services provided by the Company's affiliates (e.g., SBC Messaging Services, Frame Relay, Asynchronous Transfer Mode (ATM) Cell Relay, Digital Subscriber Line (DSL) Service, Internet service or Customer Owned Pay Telephones); charges for services provided by any other service provider and billed by the Company on behalf of that other service provider and corresponding taxes and surcharges; and any other tax or charge imposed by any local, state or federal government entity are also excluded.

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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 34.

1. SIMPLELINK<sup>SM</sup>/<sup>1/</sup> (Business)(cont'd) /2/
- B. REGULATIONS (cont'd)
- 11. There is no non-recurring service connection charge nor set-up charge to establish a customer on a SimpleLink<sup>SM</sup> plan. Other recurring and non-recurring installation charges will apply per applicable Guidebook rates.
  - 12. With the exception of Business Local Exchange Access and Local Usage, SimpleLink<sup>SM</sup> customers are not required to purchase any of the MMRC Contributory Services. Recurring and non-recurring charges at applicable Guidebook rates apply to the installation and use of the Contributory Services.
  - 13. Interstate/intraLATA calls from LATA 5 do not qualify for SimpleLink<sup>SM</sup> discounts. The Company reserves the right to bill the customer the standard Guidebook rates for these calls, including the ability to adjust billing or backbill to reflect the proper rate.
  - 14. Each MMRC will carry a Maximum Monthly Allowable Discount (MMAD), which is the maximum allowable amount per month of Total Volume Discounts on all eligible services. The MMAD will apply to all term lengths and revenue commitments. /2/

/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2. (N)  
/2/ Material formerly appeared in Part 9, Section 3, Sheet 35. (N)

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

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C. ELIGIBLE SERVICES

Eligible Services are those services that receive discounts based on achievement of the customer's specific MMRC and term commitment. Additional Local and State charges, taxes, the End User Common Line Charge, and non-recurring charges are not volume discount eligible.

Busy Call Forwarding	Guidebook, Part 4, Section 2
Call Forwarding	Guidebook, Part 4, Section 2
Call Identification	Guidebook, Part 4, Section 2
Call Return	Guidebook, Part 4, Section 2
Call Screen	Guidebook, Part 4, Section 2
Call Waiting	Guidebook, Part 4, Section 2
Custom 8	Guidebook, Part 10, Section 1 Custom 8 Toll-Free Services – Business
	Guidebook, Part 3, Section 1 Dual Element Charges
Delayed Call Forwarding	Guidebook, Part 4, Section 2

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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 36.

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

/2/

C. ELIGIBLE SERVICES (cont'd)

Local Toll	Guidebook, Part 9, Section 1
Measured Rate Service (Zone Usage Measurement Service Zones 1 and 2)	Guidebook, Part 4, Section 2
Priority Ringing	Guidebook, Part 4, Section 2
Remote Access to Call Forwarding	Guidebook, Part 4, Section 2
Remote Call Forwarding	Guidebook, Part 4, Section 2
Repeat Dialing	Guidebook, Part 4, Section 2
Three-Way Calling	Guidebook, Part 4, Section 2
Unlimited Local Calling Plan	Guidebook, Part 9, Section 3
ZUM 3	Guidebook, Part 4, Section 2

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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 37.

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

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D. EARLY TERMINATION LIABILITY

1. Within 90 days of subscribing to a SimpleLink<sup>SM</sup> 2- or 3-year term commitment, customers may cancel this service without incurring the early termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another Company toll, access, and/or usage commitment product for the purpose of subscribing to SimpleLink<sup>SM</sup>.
2. Within 30 days of subscribing to a SimpleLink<sup>SM</sup> 1-year term commitment, customers may cancel this service without incurring the early termination liability charges specified in this Guidebook.
3. A SimpleLink<sup>SM</sup> commitment is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.
4. SimpleLink<sup>SM</sup> commitments cannot be superseded as described in Guidebook, Part 2, Section 2
5. The customer's term commitment commences the day after the SimpleLink<sup>SM</sup> service is provided by the Company.
6. Except as provided for elsewhere in this Guidebook, if the customer terminates their SimpleLink<sup>SM</sup> agreement prior to the expiration of their term, early termination charges apply. Termination charges will be equal to 50% of the MMRC multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue.
7. Termination liability charges are not applicable if during the SimpleLink<sup>SM</sup> term commitment the customer converts to another access and usage plan with a term equal to or greater than the existing SimpleLink<sup>SM</sup> plan, and a revenue commitment<sup>3/</sup> equal to or greater than the remaining SimpleLink<sup>SM</sup> revenue commitment.

(C)  
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/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 38.

/3/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

1. SIMPLELINK<sup>SM</sup>/1/ (Business) (cont'd)

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E. RATES AND CHARGES

1. Discount Schedules:

a. Total Volume Discount

MMRC Total Volume Discount

MMRC	MMAD	1 Year	2 Year	3 Year
\$45.00	\$85.00	7.0%	8.0%	9.0%
\$85.00	\$85.00	8.0%	9.0%	10.00%
\$200.00	\$85.00	9.0%	10.00%	11.00%

b. Feature Discount

In addition to the Total Volume Discounts listed above an additional 30% overlay discount will be applied to the following eligible Company features. When these features are purchased in package discount arrangements they are not eligible for either discount:

- |                      |                                  |
|----------------------|----------------------------------|
| Busy Call Forwarding | Delayed Call Forwarding          |
| Call Forwarding      | Priority Ringing                 |
| Call Return          | Remote Access to Call Forwarding |
| Call Screen          | Remote Call Forwarding           |
| Call Waiting         | Repeat Dialing                   |
| Caller ID            | Three-Way Calling                |

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c. Winback Months Free Discount

/3/

An additional discount will be applied to business customers who convert their access line service to the Company as their local service provider and subscribe to a SimpleLink<sup>SM</sup> agreement. These eligible business customers will receive a monthly discount equal to the total monthly recurring charges for all eligible services on their bill for three (3) months, up to a maximum of \$500 per month in discounts. These 3 months of recurring charge discounts will be applied in months 2, 3, and 4 of the business customer's term plan.

/3/

/1/ SimpleLink<sup>SM</sup> is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 39.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 40.

2. SIMPLELINK ENHANCED<sup>SM/1/</sup> (BUSINESS)

/2/

## A. DESCRIPTION

SimpleLink Enhanced<sup>SM</sup> is an optional total volume discount for small business customers. Subscribing customers receive monthly discounts on selected eligible services based on the customer's contributory services whose revenue is counted towards the achievement of a Minimum Monthly Revenue Commitment (MMRC) and term length. SimpleLink Enhanced<sup>SM</sup> provides additional discounts on specific features as set forth following.

## B. REGULATIONS

1. Contributory Services shall be defined as those regulated services whose monthly billed charges are counted towards achievement of the customer's selected MMRC, unless otherwise noted. Services contributing toward the MMRC as described in C. are applicable.
2. SimpleLink Enhanced<sup>SM</sup> is available only for selected business service where the Company also provides local service.
3. A customer may subscribe to only one SimpleLink Enhanced<sup>SM</sup> plan at a time.
4. An eligible SimpleLink Enhanced<sup>SM</sup> customer may include up to, but not exceed, 10 accounts under one SimpleLink Enhanced<sup>SM</sup> agreement.
5. SimpleLink Enhanced<sup>SM</sup> discounts are not available on eligible business services with existing term discount plans, or with any other discount toll or local optional calling plan unless otherwise stated. Customers may change from an existing Company optional calling plan (e.g., Value Promise Plus, Advantage 5, 10, or 25, or Flat Rate Pro) to SimpleLink Enhanced<sup>SM</sup> without being assessed early termination charges for discontinuing the plan.
6. SimpleLink Enhanced<sup>SM</sup> is offered under a one-year, two-year or three-year term. The 1-year term also has a 1-year renewable option. If the customer selects the 1-year renewable option, the plan will renew for one year intervals. A maximum of two 1-year renewals are available after the first 1-year term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their renewal options prior to the expiration of each 1-year term. Additionally, three MMRC levels will be available for customers to choose from and customers subscribing to a 2- or 3-year term plan will be required to sign a written order confirmation form in order to qualify for the applicable plan discounts.

A customer may increase the MMRC level at any time without assessment of early termination charges. To increase an MMRC, the customer must also commit to a new term. A decrease of the MMRC level during the term is deemed to be a termination of the service and early termination charges as described in D. following are applicable.

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/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 41.

2. SIMPLELINK ENHANCED<sup>SM/1/</sup> (Business) (cont'd)

/2/

## B. REGULATIONS (cont'd)

7. The customer must meet or exceed the selected MMRC in each month of the term plan. If the customer fails to meet or exceed the MMRC in any month of the customer's term, the customer will be billed an Under-Utilization Charge which is the difference between the MMRC and the actual billings for the Contributory Services, excluding taxes and surcharges.
8. If the customer elects to discontinue the plan, early termination charges as described in D., following, are applicable.
9. Customers will be notified prior to the term expiration date. If a customer does not commit to a new term plan by the last date of the existing term plan (or the final renewal term for 1-year renewable options), the customer's SimpleLink Enhanced<sup>SM</sup> service will terminate and the customer's service will revert to the non-discounted Guidebook rates for the services offered in SimpleLink Enhanced<sup>SM</sup> service.
10. The MMRC is the minimum monthly revenue commitment selected by the customer which must be satisfied each month under the elected term (based on a one-, two-, or three-year term commitment) to receive a volume discount. The customer's term commitment commences the day after the SimpleLink Enhanced<sup>SM</sup> service is provided by the Company. The date provided shall be the date the service order is completed by the Company's billing system. MMRC revenue is the sum total of the customer's monthly billed charges on all included business accounts for services specified as Contributory in the SimpleLink Enhanced<sup>SM</sup> Guidebook before discounts are applied.

Revenue from the following services are not included as Contributory Services nor counted towards the achievement of the MMRC:

Enhanced 9-1-1 (E9-1-1) surcharges, End User Common Line (EUCL) surcharges, EUCL offset surcharges, Deaf and Disabled surcharges, Primary Interexchange Carrier (PIC) charge, Infrastructure Maintenance Fees (IMF), Universal Service Fund (USF) Surcredit Fee, Federal and State Line Port charges, State Regulatory Fee, California High Cost Fund-A (CHCF-A) Surcharge, California High Cost Fund-B (CHCF-B) Surcharge, California Teleconnect Fund (CTF) Surcharge, California LifeLine Surcharge, California Relay Service and Communications Devices Fund, and Equal Access Recovery Charge. Additionally, any services provided by the Company's affiliates (e.g., SBC Messaging Services, Frame Relay, Asynchronous Transfer Mode (ATM) Cell Relay, Digital Subscriber Line (DSL) Service, Internet service or Customer Owned Pay Telephones); charges for services provided by any other service provider and billed by the Company on behalf of that other service provider and corresponding taxes and surcharges; and any other tax or charge imposed by any local, state or federal government entity are also excluded.

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/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 42.

2. SIMPLELINK ENHANCED<sup>SM</sup> /1/ (BUSINESS) (cont'd)

/2/ (C)

B. REGULATIONS (cont'd)

11. There is no nonrecurring service connection charge nor set-up charge to establish a customer on a SimpleLink<sup>SM</sup> Enhanced plan. Other recurring and nonrecurring installation charges will apply per applicable Guidebook rates.
12. With the exception of Business Local Exchange Access and Local Usage, SimpleLink<sup>SM</sup> Enhanced customers are not required to purchase any of the MMRC Contributory Services. Recurring and nonrecurring charges at applicable Guidebook rates apply to the installation and use of the Contributory Services.
13. Interstate/intraLATA calls from LATA 5 do not qualify for SimpleLink<sup>SM</sup> Enhanced discounts. The Company reserves the right to bill the customer the standard Guidebook rates for these calls, including the ability to adjust billing or backbill to reflect the proper rate.
14. Each MMRC will carry a Maximum Monthly Allowable Discount (MMAD), which is the maximum allowable amount per month of Total Volume Discounts on all eligible services. The MMAD will apply to all term lengths and revenue commitments.
15. For SimpleLink<sup>SM</sup> Enhanced, Individual Line and Multiline Measured Rate Business Service including Hunting (optional) are billed at the rate listed in E. Rates And Charges, following, before the application of the MMRC Total Volume Discount. This rate applies to new term agreements signed on or after December 1, 2006.

Customers with a SimpleLink<sup>SM</sup> Enhanced term agreement signed prior to December 1, 2006, will continue to receive the applicable Individual Line Measured Rate Business Service and Hunting rates listed in Guidebook, Part 2, Section 2.

Existing SimpleLink<sup>SM</sup> Enhanced customers may convert to a new SimpleLink<sup>SM</sup> Enhanced agreement providing the new term and revenue commitment is equal to or greater than their remaining SimpleLink<sup>SM</sup> Enhanced term and revenue commitment.

/2/

/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 43.

2. SIMPLELINK ENHANCED<sup>SM/1/</sup> (BUSINESS) (cont'd)

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C. ELIGIBLE SERVICES

Eligible Services are those services that receive discounts based on achievement of the customer's specific MMRC and term commitment. Additional Local and State charges, taxes, the End User Common Line Charge, and non-recurring charges are not volume discount eligible.

Anonymous Call Rejection	Guidebook, Part 4, Section 2
Busy Call Forwarding	Guidebook, Part 4, Section 2
Call Forwarding	Guidebook, Part 4, Section 2
Call Identification	Guidebook, Part 4, Section 2
Call Return	Guidebook, Part 4, Section 2
Call Screen	Guidebook, Part 4, Section 2
Call Transfer Disconnect	Guidebook, Part 4, Section 2
Call Waiting	Guidebook, Part 4, Section 2
Call Waiting ID	Guidebook, Part 4, Section 2
Custom 8 Toll-Free Services – Business	Guidebook, Part 10, Section 1
Dual Element Charges	Guidebook, Part 3, Section 1
Delayed Call Forwarding	Guidebook, Part 4, Section 2

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/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 44.

2. SIMPLELINK ENHANCED<sup>SM/1/</sup> (cont'd)

## C. ELIGIBLE SERVICES (cont'd)

Individual Lines Measured Rate Business Service (1MB++)	Guidebook, Part 4, Section 2
Individual Line Measured Rate Business Service (1MS++)	Guidebook, Part 4, Section 2
Local Toll	Guidebook, Part 9, Section 1
Measured Rate Service (Zone Usage Measurement Service Zones 1 and 2)	Guidebook, Part 4, Section 2
Priority Ringing	Guidebook, Part 4, Section 2
Private Branch Exchange Trunk Line Service	Guidebook, Part 4, Section 2
Remote Access to Call Forwarding	Guidebook, Part 4, Section 2
Remote Call Forwarding	Guidebook, Part 4, Section 2

(D)

/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

2. SIMPLELINK ENHANCED<sup>SM</sup> /1/ (cont'd)

/2/

C. ELIGIBLE SERVICES

Repeat Dialing	Guidebook, Part 4, Section 2
Select Call Forwarding	Guidebook, Part 4, Section 2
Speed Calling Thirty Code Capacity	Guidebook, Part 4, Section 2
Three-Way Calling	Guidebook, Part 4, Section 2
WirePro	Guidebook, Part 8, Section 8
ZUM 3	Guidebook, Part 4, Section 2

/2/

/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 46.

2 SIMPLELINK ENHANCED<sup>SM</sup>/1/ (BUSINESS) (cont'd)

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## D. EARLY TERMINATION LIABILITY

1. Within 90 days of subscribing to a SimpleLink Enhanced<sup>SM</sup> 2- or 3-year term commitment, customers may cancel this service without incurring the early termination liability charges specified in this Guidebook. This guarantee does not apply to customers who terminate or convert to another Company toll, access, and/or usage commitment product for the purpose of subscribing to SimpleLink Enhanced<sup>SM</sup>.
2. Within 30 days of subscribing to a SimpleLink Enhanced<sup>SM</sup> 1-year term commitment, customers may cancel this service without incurring the early termination liability charges specified in this Guidebook.
3. A SimpleLink Enhanced<sup>SM</sup> commitment is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.
4. SimpleLink Enhanced<sup>SM</sup> commitments cannot be superseded as described in Guidebook, Part 2, Section 2
5. The customer's term commitment commences the day after the SimpleLink Enhanced<sup>SM</sup> service is provided by the Company.
6. Except as provided for elsewhere in this Guidebook, if the customer terminates their SimpleLink Enhanced<sup>SM</sup> agreement prior to the expiration of their term, early termination charges apply. Termination charges will be equal to 50% of the MMRC multiplied by the number of months remaining in the customer's term period. For a partial month, if the partial month revenue is less than the MMRC, the customer is liable for 50% of the difference between the MMRC and the actual billed revenue.
7. Termination liability charges are not applicable if during the SimpleLink Enhanced<sup>SM</sup> term commitment the customer converts to another access and usage plan with a term equal to or greater than the existing SimpleLink Enhanced<sup>SM</sup> plan, and a revenue commitment<sup>3/</sup> equal to or greater than the remaining SimpleLink Enhanced<sup>SM</sup> revenue commitment.

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/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 47.

/3/ Effective June 30, 2010, conversion to a new plan with an equal or greater revenue commitment is no longer a requirement to waive termination charges per this clause.

2. SIMPLELINK ENHANCED<sup>SM</sup>/<sup>/1/</sup> (Business) (cont'd)

E. RATES AND CHARGES

1. Discount Schedules:

a. Total Volume Discount

MMRC Total Volume Discount

MMRC	MMAD	1 Year	2 Year	3 Year
\$45.00	\$85.00	7.0%	8.0%	9.0%
\$85.00	\$85.00	8.0%	9.0%	10.00%
\$200.00	\$85.00	9.0%	10.00%	11.00%

b. Feature Discount

In addition to the Total Volume Discounts listed above an additional 30% overlay discount will be applied to the following eligible Company features. When these features are purchased in package discount arrangements they are not eligible for either discount:

- |                          |                                    |
|--------------------------|------------------------------------|
| Anonymous Call Rejection | Delayed Call Forwarding            |
| Busy Call Forwarding     | Priority Ringing                   |
| Call Forwarding          | (D)                                |
| Caller ID                | Remote Access to Call Forwarding   |
| Call Return              | Remote Call Forwarding             |
| Call Screen              | Repeat Dialing                     |
| Call Transfer Disconnect | Select Call Forwarding             |
| Call Waiting             | Speed Calling Thirty Code Capacity |
| Call Waiting ID          | Three-Way Calling                  |

c. Win/Winback Months Free Discount

An additional discount will be applied to business customers who convert their access line service to the Company as their local service provider and subscribe to a SimpleLink<sup>SM</sup> Enhanced agreement. These eligible business customers will receive a discount equal to one month of MMRC per year per contract. This discount will be applied in months 4, 16, and 28 of the business customer's term plan. Additionally, nonrecurring installation charges are waived on all Eligible Services.

d. Win/Winback Hunting and Custom Calling Services NRC Waiver

Nonrecurring charges for Hunting and Custom Calling Services not already waived in c. preceding will be waived for customers who convert their access line service to the Company as their local service provider and subscribe to a SimpleLink<sup>SM</sup> Enhanced agreement if Hunting is added at the time of the conversion.

/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

(D)

2. SIMPLELINK ENHANCED<sup>SM</sup>/1/ (BUSINESS) (cont'd)

/2/ (C)

E. RATES AND CHARGES (cont'd)

- 2. Monthly rate<sup>/3/</sup> for Individual Line and Multiline Measured Rate Business<sup>/4/</sup> Service with Hunting:

(C)

Monthly Recurring Charge

Each line, including Hunting: \$12.50  
(Rates does not change if customer declines Hunting.)

/2/

/1/ SimpleLink<sup>SM</sup> Enhanced is Frozen/Grandfathered effective June 30, 2010. See Part 2, Section 2.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 49.

/3/ Rate is applicable for new SimpleLink<sup>SM</sup> Enhanced term agreements signed on or after December 1, 2006.

/2/ (C)

/4/ Description and Regulations in Guidebook Part 4, Section 2.

/2/ (C)

**3. SAVER 60 AND ONEPRICE SAVER<sup>/1/</sup> (Residence)**

/2/(C)

**A. APPLICABILITY AND TERRITORY**

Applicable to Saver 60 and OnePrice Saver plans in connection with residence individual line flat rate, residence individual line measured rate, residence California LifeLine measured rate exchange service, foreign exchange service furnished within the exchange areas of all exchanges as listed in Guidebook, Part 4, Part 1 or where facilities and operating conditions permit.

**B. DESCRIPTION OF SERVICE**

**1. General**

- a. Saver 60 and OnePrice Saver plans are furnished as an adjunct to one-party residence exchange services and provide for directly dialed communications to toll as specified in Guidebook, Part 9, Section 1 and Part 4, Section 2., respectively.
- b. Saver 60 - includes a fixed monthly rate. One-party residence exchange service customers will make local toll calls which includes 60 minutes of calling and a postalized rate for local toll calls over 60 minutes. The local toll calls over 60 minutes will be timed and rated at a flat per minute rate regardless of mileage band and based on the two rate periods of peak and off-peak:
  - Peak rate is 8AM to 5PM Monday through Friday
  - Off-peak is 5PM through 8AM Monday through Friday, and Saturday, Sunday and holidays.
- c. OnePrice Saver--includes a fixed monthly rate. One-party residence exchange service customers will make local toll calls which includes 1000 minutes of calling and a postalized rate for local toll calls over 1000 minutes. The local toll calls over 1000 minutes are rated at a flat per minute rate regardless of mileage band or time of day.
- d. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.

For Saver 60 and OnePrice Saver, the minutes of calling included in the monthly rate are computed by first adding the customer's peak minutes calls followed by off-peak minutes calls, if needed, to total 60 or 1000 minutes of calling identified with each of the respective plans. The calls must be service area calls within California and for the service area in which the customer resides.

- e. Minimum billing as set forth in Guidebook, Part 2, Section 2 is applicable to the monthly rate for Saver 60 and OnePrice Saver.

/2/

/1/ Saver 60 and OnePrice Saver plans are Frozen/Grandfathered effective August 1, 2023. See Part 2, Section 2 of this Guidebook.

(N)

/2/ Material formerly appeared on Sheet 148 in Part 9, Section 3 of this Guidebook.

(N)

3. SAVER 60 AND ONEPRICE SAVER<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

C. REGULATIONS

1. Limitations of Service

a. Conference calls and any other calls requiring operator handling except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.

/2/

b. Saver 60 and OnePrice Saver plans may not be furnished to any residence exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 4, Section 2 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.

/3/

c. The premises of a customer is that shown in Guidebook, Part 2, Section 2. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

d. Saver 60 and OnePrice Saver plans will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 5, Section 1

e. Customers may subscribe to only one residence optional calling plan.

/3/

2. Saver 60 and OnePrice Saver plans apply to:

/4/

a. Sent-Paid messages dialed and completed by customers from one-party residence service without assistance of a utility operator during the rate periods as specified in Rates and Charges following.

b. Sent-Paid messages placed with the assistance of a utility operator where:

- (1) dial completion facilities are not available.
- (2) equipment or circuit conditions cause unsuccessful dial attempts.
- (3) the customer indicates they are handicapped and unable to dial.
- (4) the utility operator must identify the calling number where automatic equipment is not available.

c. Sent-Paid messages reestablished after a service failure on a customer call.

/4/

/1/ Saver 60 and OnePrice Saver plans are Frozen/Grandfathered effective August 1, 2023. See Part 2, Section 2 of this Guidebook.

(N)

/2/ Material formerly appeared on Sheet 149 in Part 9, Section 3 of this Guidebook.

/3/ Material formerly appeared on Sheet 150 in Part 9, Section 3 of this Guidebook.

/4/ Material formerly appeared on Sheet 151 in Part 9, Section 3 of this Guidebook.

(N)

3. SAVER 60 AND ONEPRICE SAVER<sup>/1/</sup> (Residence) (Cont'd)

(C)

D. RATES AND CHARGES<sup>/2, 3/</sup>

/5/(C)

	<u>Monthly Rate</u> <sup>/4/</sup>	<u>Minutes Of Calling Allowed Under Monthly Rate</u>	<u>Peak Rate Per Additional Minute</u>	<u>Off Peak Rate Per Additional Minute</u>	<u>USOC</u>
Saver 60	\$ 13.99	60 minutes	\$.07	\$.07	RDPT2
OnePrice Saver	\$ 29.95	1000 minutes	\$.05	\$.05	RDPT3

(C)

/5/

/1/ Saver 60 and OnePrice Saver plans are Frozen/Grandfathered effective August 1, 2023. See Part 2, Section 2 of this Guidebook.

(N)

/2/ Operator Assistance Service Charges, Guidebook, Part 11, Section 1 and the Pay Phone Use Charge, Guidebook, Part 9, Section 1 are applicable per message.

(N)

/4/(C)

/3/ Certified Handicapped TDD subscribers as specified in Guidebook, Part 8, Section 9 will receive a 30% discount off the per minute rates for Peak and Off Peak. Discounts do not apply to the monthly rate.

(C)

/4/ Calling plans may be discounted when included in a package or product grouping.

/4/(C)

/5/ Material previously appeared on Sheet 152 in Part 9, Section 3 of this Guidebook.

(N)

(D)

(D)

(D)

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(D)

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS)**

(C)

**NOTE:** Effective October 1, 2013, Flat Rate Plus will no longer be offered to new business customers. Current subscribers may keep their current Flat Rate Plus service until they move, make any changes to the service or until the current term expires. Existing terms will not be renewed at the end of the current commitment.

**A. DESCRIPTION**

Flat Rate Plus For Business (Flat Rate Plus) is a postalized rate calling plan with associated blocks of time for the business customer. Rate Plus provides customers a predictable rate on directly dialed intraLATA calls and Custom 8 incoming calls, includes four Custom Calling Features (Caller ID, Three Way Calling, Call Forwarding and Remote Access to Call Forwarding) and reduced Custom 8 monthly recurring charge.

Flat Rate Plus allows customers to select either Option 1 or Option 2 for business usage:

Option 1: For no monthly fee, customers will make calls at \$.11 per minute, regardless of time of day or distance. This option requires a monthly usage minimum of \$50 per plan. If the customer's undiscounted usage is less than \$50, the billing system will automatically charge the required minimum of \$50.

Option 2: For a monthly fee, the customer receives a predetermined call allowance. For all calls over the predetermined call allowance, each additional minute will be rated at a postalized rate as determined by the customer's monthly fee schedule.

Flat Rate Plus will provide customers with a single, consolidated account for all Billed Telephone Numbers (BTNs) in the Flat Rate Plus Group Plan.

(D)

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)**

(C)

**B. REGULATIONS**

1. Flat Rate Plus plans contained herein, are not available on residence exchange lines or on Centrex dormitory lines.
2. The plan rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.
4. These rates are applicable to Flat Rate Plus plans only and do not apply to any other Company offered plans.
5. Flat Rate Plus is only available on BTNs billed to the customer of record.
6. Customers may select Option 1 or Option 2 per Flat Rate Plus Plan.
7. Rate Plus is not available on Basic 8, Easy 8, 900<sup>/1/</sup>, or Private Line Services.
8. Each individual call is rated on the basis of one second increments with an eighteen second minimum, except 0 - 12 mile direct dialed calls which are billed in one minute increments.
9. Customer's subscribing to another Value Promise plan or Custom 8 BAGs are ineligible for Flat Rate Plus.

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

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)**

(C)

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

10. Calls made over the allocated calling period will be rated at the postalized rate determined by the customer's monthly fee schedule.
11. Eligible calls for Flat Rate Plus must be within the Company's Service Area.
12. Calls will be rated without sensitivity to time of day or distance.
13. Direct dialed calls within 0-12 miles will count first toward the allocated minutes of use.
14. Customers must commit to a 12 or 24-month term commitment.
15. The 12 or 24-month term commitment remains in force when the account(s) are moved, superseded, billing name changed, or billing number(s) changed. The new customer must agree to maintain the remainder of the current term or the outgoing customer will be charged the termination penalty.
16. If the customer discontinues service prior to the end of the term agreement, the customer will pay the Company their current monthly fee times the number of months remaining on the term agreement.
17. Customers may make changes between monthly fees and the call allowance for the same term commitment throughout the length of the term agreement.
18. Customers may switch to another Value Promise term calling plan, with no early termination penalty, as long as the new term agreement is for the same term commitment, i.e., 12 or 24 months or greater and the customer agrees to the terms and conditions of the applicable tariff.
19. Customers must maintain all of their BTNs in the Flat Rate Plus calling plan to remain in compliance with the Guidebook.

(D)

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)**

(C)

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

20. All eligible BTN's and their associated usage will be combined on a single Summary Billing Arrangement bill. There is no Summary Billing Arrangement charge for BTN's in the Flat Rate Plus plan.
21. All other applicable regulations, rates and charges for Custom 8 service will apply. (Guidebook Part 8, Section 8) Participants in the Flat Rate Plus Plan will also receive a \$10 credit applied to their monthly recurring charge.
22. Term commitments will automatically be renewed at the end of the customer current commitment. Customers will have a 30-day grace period after the new term begins to cancel the new term without incurring any penalties.
23. Customers will be notified 30 days prior to the term expiration date that their term agreement will automatically be renewed unless the Company is notified by the customer.
24. Option 1 requires a monthly usage minimum of \$50.00 per plan. If the customer's undiscounted usage is less than \$50.00, the billing system will automatically charge the required \$50.00 minimum.
25. An early termination fee will be assessed if the customer terminates the plan before the expiration date.
26. The current rates and charges may be adjusted as set forth in Guidebook Part 2, Section 2.

(D)

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)**

(C)

**C. TERMINATION FEES**

1. Option 1

The termination fee for Option 1 will be assessed at \$100 times the number of months left on the agreement.

2. Option 2

The termination fee for Option 2 will be assessed at the monthly fee dollar amount for the set blocks of time, times the number of months left on the agreement.

(D)

**4. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)**

(C)

**D. RATES AND CHARGES**

Charges apply to all completed calls. The charges for Flat Rate Plus calls are applied on a per call basis.

Each Flat Rate Plus call is rated on the basis of one second increments with an eighteen second minimum, except 0-12 mile direct dialed calls which are billed in one minute increments.

1. Option 1:

No Monthly Fee (requires a \$50 monthly usage minimum)

(C)

All Call Types: \$0.10 per minute

2. Option 2:

Customers will choose a monthly fee and call allowance from the following table:

Monthly Usage Allotment	Term Agreement	Monthly Fee	Price Per Minute Within Plan Allotment	Price Per Minute Over Plan Allotment	Initial 18 Seconds	Additional Second
1000 minutes	1 year	\$ 51.30	\$.0513	\$.054	\$.0162	\$.0009
2000 minutes	1 year	\$ 91.19	\$.0456	\$.048	\$.0144	\$.0008
1000 minutes	2 year	\$ 45.60	\$.0456	\$.048	\$.0144	\$.0008
2000 minutes	2 year	\$ 79.79	\$.0399	\$.042	\$.0126	\$.0007
4000 minutes	2 year	\$136.79	\$.0342	\$.036	\$.0108	\$.0006

For all calls over the predetermined allocated time allowance, each additional minute will be rated at a postalized rate as determined by the customer's fee schedule.

(D)

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business)**

(C)

**NOTE:** Effective October 1, 2013, Value Promise<sup>SM</sup> Plus, Options 1, 2, 3, and 4 will no longer be offered to new business customers. Current subscribers may keep the current Value Promise<sup>SM</sup> Plus, Options 1, 2, 3, and 4 service until they move, make any changes to the service or until the current term expires. Existing terms will not be renewed at the end of the current commitment.

**A. APPLICABILITY**

Except as otherwise provided in this Guidebook, Value Promise<sup>SM</sup> Plus (VPP) applies to all directly dialed Message Telecommunications Service\* (MTS) furnished or made available by the Company over facilities wholly within a Service Area.

**B. TERRITORY**

All MTS between two points wholly within a Service Area where the respective rate center of such points are also located wholly within said Service Area as defined in the Guidebook.

**C. DESCRIPTION**

1. Customers may receive a discount on intraLATA directly dialed usage charges, Zone 3 or Custom 8 inbound calls.
2. VPP allows customers to select Options 1 or 3 and receive a percent discount on directly dialed MTS and Zone 3. On Options 1 & 3, customers receive a hourly rate for Custom 8 inbound calls. These options are illustrated in F.1. following.
3. VPP will provide customers with a single, consolidated account for all Billed Telephone Numbers (BTNs) for a Monthly Fee.
4. The applicable discount rate, as illustrated in F.1., is dependent on the total amount of monthly directly dialed MTS and Zone 3 usage billed.

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business)(cont'd)**

(C)

**D. REGULATIONS**

1. VPP plans contained herein are not available on residence exchange lines or on Centrex dormitory lines.
2. The discounted rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.
4. These discounts are applicable to VPP plans only and do not apply to any other Company offered plans.
5. VPP is only available on BTNs billed to the customer of record.
6. Customers may select Options 1 or 3 per VPP group plan as illustrated in F.1. following.
7. Zone 1, Zone 2, and Extended Area Service (EAS) calls are not subject to the VPP plans.
8. One month minimum billing as set forth in Guidebook Part 2, Section 2, is required when subscribing to any VPP plan.
9. VPP is not available on Private Line Service.
10. Each individual call is rated on the basis of one second increment with a minimum of 18 seconds per message.
11. Reserved

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business)(cont'd)**

(C)

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

12. Customers subscribing to another Value Promise<sup>SM</sup> plan or Custom 8 BAGs are ineligible for VPP.
13. Customers subscribing to VPP Option 1 must demonstrate a one month minimum of \$100.00 in billed directly dialed Local Toll, Zone 3, or Custom 8 usage.
14. Customers subscribing to VPP Option 3 must demonstrate a one month minimum of 8,000 Minutes of Use (MOU) in billed directly dialed MTS, Zone 3, or Custom 8 usage.
15. Except as otherwise provided in this Guidebook, all other applicable Regulations, Rates and Charges for Custom 8 service refer to Guidebook Part 10, Section 1.
16. The rates and charges may be adjusted as set forth in Guidebook Part 2, Section 2.
17. Directly dialed MTS, Zone 3, or Custom 8 usage are combined under Options 1 or 3 to determine the applicable discount, as illustrated in F.1. following.
18. Custom 8 usage is time of day and day of week sensitive under Options 1 or 3 as illustrated in F.1. following.

5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business)(cont'd)

(C)

E. MONTHLY FEE

A Monthly Fee will be imposed to provide customers with a single, consolidated Invoiced Account (Summary Billing Arrangement) for all of their Billed Telephone Numbers (BTNs). The Monthly Fee is the same regardless of the number of BTNs. The fee will be waived for customers with a VPP term agreement (options 1 and 3) or customer billing of \$150.00 or more in undiscounted usage.

- 1. Monthly Fee      \$9.50

F. RATES AND CHARGES

1. Method of Applying Rates

- a. Charges apply to all completed calls. The charges for VPP calls are applied on a per call basis as set forth in c., d., e., and f. following.
- b. Each VPP call is charged in one second increments, with a minimum of 18 seconds.
- c. Options 1 & 3

Direct Dialed, Zone 3 and Custom 8<sup>/2/</sup>

	<u>Billed Usage</u>	<u>Discount Rate</u> <sup>/1/</sup>
	\$ 0.00 - \$149.99	0 %
	\$ 150.00 - \$899.99	0 %
	\$ 900.00 - \$1799.99	0 %
	\$1800.00 +	0 %
Custom 8 <sup>/2/</sup>		
	<u>Current</u>	
	<u>Hourly Rate</u> <sup>/1/</sup>	<u>Rate Period</u>
	\$ 6.48 per hour of usage	Day
	\$ 6.48 per hour of usage	Evening
	\$ 6.48 per hour of usage	Night/Weekend

/1/ See D.16. preceding.

/2/ See D.15. preceding.

5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)

(C)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

Illustrative only (assume no Custom 8 evening, night/weekend calls)

- a. 150 hours x \$6.48 per hour of directly dialed usage = 972.00
- b. 50 hours x \$6.48 per hour of Custom 8 usage = \$324.00
- c. Total (a+b) = \$1,296.00
- d. \$1,296.00 @ 25% = \$324.00
- e. Total billed amount (c-d) = \$972.00

5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)

(C)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

d. Dial Station - Options 1, 3

DAY RATE <sup>/2/</sup>		
RATE MILEAGE <sup>/1/</sup>	INITIAL 18 SECONDS	EACH ADDITIONAL 1 SECOND
13-16	\$0.0342	\$0.0019
17-20	0.0342	0.0019
21-25	0.0342	0.0019
26-30	0.0342	0.0019
31-40	0.0342	0.0019
41-50	0.0342	0.0019
51-70	0.0342	0.0019
71+	0.0342	0.0019

EVENING RATE <sup>/2/</sup>		
RATE MILEAGE <sup>/1/</sup>	INITIAL 18 SECONDS	EACH ADDITIONAL 1 SECOND
13-16	\$0.0270	\$0.0015
21-25	0.0270	0.0015
26-30	0.0270	0.0015
31-40	0.0270	0.0015
41-50	0.0270	0.0015
51-70	0.0270	0.0015
71+	0.0270	0.0015

/1/ Local, EAS and ZUM calls are not subject to this rate schedule.

/2/ See D.16. preceding.

(D)

5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)

(C)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

d. Dial Station - Options 1, 3 (cont'd)

NIGHT/WEEKEND RATE<sup>/2/</sup>

<u>RATE</u> <u>MILEAGE</u> <sup>/1/</sup>	<u>INITIAL</u> <u>18 SECONDS</u>	<u>EACH</u> <u>ADDITIONAL</u> <u>1 SECOND</u>
13-16	\$0.0216	\$0.0012
17-20	0.0216	0.0012
21-25	0.0216	0.0012
26-30	0.0216	0.0012
31-40	0.0216	0.0012
41-50	0.0216	0.0012
51-70	0.0216	0.0012
71+	0.0216	0.0012

e. Zone 3 - Options 1, 3

<u>RATE</u> <u>MILEAGE</u>	<u>INITIAL</u> <u>18 SECONDS</u>	<u>ADDITIONAL</u> <u>1 SECOND</u>
	<u>DAY RATE</u>	
13-16	\$0.0162	\$0.0009
	<u>EVENING RATE</u>	
13-16	\$0.0126	\$0.0007
	<u>NIGHT/WEEKEND RATE</u>	
13-16	\$0.0009	\$0.0005

/1/ Zone 1 and Zone 2 calls are not subject to this rate schedule.

/2/ See D.16. preceding.

(D)

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)** (C)

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

MATERIAL ON THIS SHEET WAS DELETED ON APRIL 20, 2015. (N)

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)** (C)

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

MATERIAL ON THIS SHEET WAS DELETED ON APRIL 20, 2015. (N)

**5. VALUE PROMISE<sup>SM</sup> PLUS - OPTION 1 & 3 (Business) (cont'd)**

(C)

**G. VALUE PROMISE<sup>SM</sup> (VPP) TERM DISCOUNT**

Value Promise<sup>SM</sup> Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3, and Custom 8 usage for a fixed term in 12, 18 or 24 month increments.

1. The discounts will be effective when the Company completes the processing of the service order.
2. A minimum monthly usage charge of \$100.00 for directly dialed MTS, Zone 3 and Custom 8 usage shall apply as illustrated in 9. following.
3. The applicable discount will apply against the actual usage billed and to the difference between the actual billed and the required minimum monthly usage as illustrated in 9. following.
4. A customer may cancel the current VPP term agreement without termination charges (as shown in 9.a. following, times the months remaining in the term agreement) provided the customer establishes a new term agreement from one of the following replacement term agreements for an equal or greater length of time than the current VPP term agreement:  
  
VPP (12, 18 or 24 months), Flat Rate Plus (12 or 24 months), Flat Rate Pro (12 or 24 months, or Contract (minimum 12 months). All new term agreements begin from the date of the new agreement, and no credit shall be given for the term of the original agreement.
5. A customer may terminate an agreement by paying the Company a termination charge (as shown in 9.a. following) times the number of months remaining in the term agreement.
6. Minimum usage is determined by the amount of directly dialed MTS, Zone 3 and Custom 8 inbound calls.
7. If a customer subscribes to a term agreement, the discounts as shown in 9. following apply in lieu of Options 1 or 3 in F.1. preceding.
8. VPP Term Discounts do not apply to each BTN, they apply to all BTNs aggregated at the customer level.

5. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)

(C)

G. VPP TERM DISCOUNT (cont'd)

9. Rates and Charges

a. Options 1, 3

<u>Minimum Monthly Usage</u>	<u>12 mo./<sup>1/</sup></u>	<u>Termination Charge<sup>2/</sup></u>
\$ 100.00 - 149.99	41.70%	\$ 94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>18 mo./<sup>1/</sup></u>	
100.00 - 149.99	41.70%	94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>24 mo./<sup>1/</sup></u>	
100.00 - 149.99	47.20%	94.99
150.00 - 899.99	50.00%	189.98
900.00 - 1799.99	52.80%	284.97
1800.00 +	55.60%	474.96

(C)

(C)

/1/ See D.16. preceding.

/2/ Termination charge applies to each month remaining on the VPP Term Agreement.

(D)

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business)**

(C)

**NOTE:** Effective October 1, 2013, Value Promise<sup>SM</sup> Plus, Options 1, 2, 3, and 4 will no longer be offered to new business customers. Current subscribers may keep the current Value Promise<sup>SM</sup> Plus, Options 1, 2, 3, and 4 service until they move, make any changes to the service or until the current term expires. Existing terms will not be renewed at the end of the current commitment.

**A. APPLICABILITY**

Except as otherwise provided in this Guidebook, Value Promise<sup>SM</sup> Plus (VPP) applies to all directly dialed Message Telecommunications Service<sup>1</sup> (MTS) furnished or made available by the Company over facilities wholly within a Service Area.

**B. TERRITORY**

All MTS between two points wholly within a Service Area where the respective rate center of such points is also located wholly within said Service Area as defined in the Guidebook.

**C. DESCRIPTION**

1. Customers may receive a discount on intraLATA directly dialed usage charges, Zone 3 or Custom 8 inbound calls.
2. VPP allows customers to select Options 2 or 4, and pay an hourly rate for directly dialed MTS calls. On Options 2 & 4, customers receive a hourly rate for Custom 8 inbound calls. These options are illustrated in F.1. following.
3. VPP will provide customers with a single, consolidated account for all Billed Telephone Numbers (BTNs) for a Monthly Fee.
4. The applicable discount rate, as illustrated in F.1., is dependent on the total amount of monthly directly dialed MTS, Zone 3 or Custom 8 usage billed.

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

(C)

**D. REGULATIONS**

1. VPP plans contained herein, are not available on residence exchange lines or on Centrex dormitory lines.
2. The discounted rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.
4. These discounts are applicable to VPP plans only and do not apply to any other Company offered plans.
5. VPP is only available on BTNs billed to the customer of record.
6. Customers may select Options 2, or 4 per VPP group plan as illustrated in F.1. following.
7. Zone 1, Zone 2, and Extended Area Service (EAS) calls are not subject to the VPP plans.
8. One month minimum billing as set forth in Guidebook Part 2, Section 2, is required when subscribing to any VPP plan.
9. VPP is not available on Private Line Service.
10. Each individual call is rated on the basis of one second increment with a minimum of 18 seconds per message.
11. Reserved

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

(C)

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

12. Customers subscribing to another Value Promise<sup>SM</sup> plan or Custom 8 BAGs are ineligible for VPP.
13. Customers subscribing to VPP Option 2 must demonstrate a one month minimum of \$100.00 in billed directly dialed Local Toll, Zone 3, or the Company's Custom 8 usage.
14. Customers subscribing to VPP Option 4 must demonstrate a one month minimum of 8,000 Minutes of Use (MOU) in billed directly dialed MTS, Zone 3 or the Company's Custom 8 usage.
15. Except as otherwise provided in this Guidebook, all other applicable Regulations, Rates and Charges for Custom 8 service refer to Guidebook Part 10, Section 1
16. The current rates and charges may be adjusted as set forth in Guidebook Part 2, Section 2.
17. Directly dialed MTS, Zone 3 or Custom 8 usage are combined under Options 2 or 4 to determine the applicable discount, as illustrated in F.1. following.
18. Custom 8 usage is time of day and day of week sensitive under Options 2, and 4, as illustrated in F.1. following.

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

(C)

**E. MONTHLY FEE**

A Monthly Fee will be imposed to provide customers with a single, consolidated Invoiced Account (Summary Billing Arrangement) for all of their Billed Telephone Numbers (BTNs). The Monthly Fee is the same regardless of the number of BTNs. The fee will be waived for customers with a VPP term agreement (options 2 or 4) or customer billing of \$150.00 or more in undiscounted usage.

- 1. Monthly Fee      \$10.00

**F. RATES AND CHARGES**

- 1. Method of Applying Rates
  - a. Charges apply to all completed calls. The charges for VPP calls are applied on a per call basis according to c. following.
  - b. Each VPP call is charged in one second increments, with a minimum of 18 seconds.

(D)  
(D)  
(D)

6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd) (C)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

c. Options 2 & 4

Direct Dialed, Zone 3 and Custom 8<sup>/2/</sup> (C)

<u>Hourly Rate</u> <sup>/1/</sup>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> <sup>/1/</sup>	(C)
\$6.48 per hour of usage for directly-dialed local toll calls	\$ 0.01 - \$ 149.99	0%	
	150.00 - 899.99	20%	
	900.00 - 1,799.99	25%	
	1,800.00 +	30%	

<u>Hourly Rate</u> <sup>/1/</sup>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> <sup>/1/</sup>	(C)
\$3.07 per hour of usage for directly-dialed Zone 3 calls	\$ 0.01 - \$ 149.99	0%	
	150.00 - 899.99	20%	
	900.00 - 1,799.99	25%	
	1,800.00 +	30%	

<u>Hourly Rate</u> <sup>/1/</sup>	<u>Rate Period</u>	(C)
\$ 6.48 per hour of usage for Custom 8	Day Evening Night/Weekend	

Illustrative Only (assume no Custom 8 evening, night/weekend calls)

- a. 150 hours x \$6.48 per hour of directly dialed usage=\$972.00
- b. 50 hours x \$6.48 per hour of Custom 8 usage = \$324.00
- c. Total (a+b) = \$1,296.00
- d. \$1,296.00 @ 25% = \$324.00
- e. Total billed amount (c-d)= \$972.00

/1/ See D.16. preceding.

/1/ See D.15. preceding.

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

(C)

**G. VALUE PROMISE<sup>SM</sup> (VPP) TERM DISCOUNT**

Value Promise<sup>SM</sup> Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3 and Custom 8 usage for a fixed term in 12, 18 or 24 month increments.

1. The discounts will be effective when the Company completes the processing of the service order.
2. A minimum monthly usage charge of \$100.00 for directly dialed MTS, Zone 3 and Custom 8 usage shall apply as illustrated in 9. following.
3. The applicable discount will apply against the actual usage billed and to the difference between the actual billed and the required minimum monthly usage, as illustrated in 9. following.
4. A CLC Reseller may cancel the current VPP term agreement without termination charges (as shown in 9.a. following, times the months remaining in the term agreement) provided the CLC Reseller establishes a new term agreement from one of the following replacement term agreements for an equal or greater length of time than the current VPP term agreement:  
  
VPP (12, 18 or 24 months), Flat Rate Plus (12 or 24 months), Flat Rate Pro (12 or 24 months, or Contract (minimum 12 months). All new term agreements begin from the date of the new agreement, and no credit shall be given for the term of the original agreement.
5. A customer may terminate an agreement by paying the Company a termination charge (as shown in 9.a. and b. following) times the number of months remaining in the term agreement.
6. Minimum usage is determined by the amount of directly dialed MTS, Zone 3 and Custom 8 inbound calls.
7. If a customer subscribes to a term agreement, the discounts as shown in 9. following apply in lieu of Options 2 or 4 in F.1. preceding.
8. VPP Term Discounts do not apply to each BTN, they apply to all BTNs aggregated at the customer level.

(D)

6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)

(C)

G. VPP TERM DISCOUNT (cont'd)

9. Rates and Charges (cont'd)

a. Options 2, 4

<u>Minimum Monthly Usage</u>	<u>12 mo./<sup>1/</sup></u>	<u>Termination Charge</u>
\$ 100.00 - 149.99	41.70%	\$ 94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>18 mo./<sup>1/</sup></u>	
100.00 - 149.99	41.70%	94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>24 mo./<sup>1/</sup></u>	
100.00 - 149.99	47.20%	94.99
150.00 - 899.99	50.00%	189.98
900.00 - 1799.99	52.80%	284.97
1800.00 +	55.60%	474.96

/1/ See D.16. preceding.

(D)

**6. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

(C)

**G. VPP TERM DISCOUNT (cont'd)**

## 10. Rates and Charges (cont'd)

Illustrative Only for a customer that selects Option 2 or 4 and signs a 24 Month Agreement

Meets Minimum Monthly Usage (assumes no Custom 8 evening, night/weekend calls)

- a. 150 hours x \$6.48 per hour of directly dialed usage = \$972.00
- b. 50 hours x \$6.48 per hour of Custom 8 usage = \$324.00
- c. Total (a+b) = \$1,296.00
- d. \$1,296.00 @ 50.9% = \$659.66
- e. Total billed amount = \$636.34

Does not meet Minimum Monthly Usage (assume no Custom 8 evening, night/weekend calls)

- a. 6 hours x \$6.48 per hour of directly dialed usage = \$38.88
- b. 2 hours x \$6.48 per hour of Custom 8 usage = \$12.96
- c. Total (a+b) = \$51.84
- d. Required minimum monthly usage = \$100.00
- e. Total discounted amount \$100.00 @ 43.5% = \$43.50
- f. Total billed amount = \$56.50