

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES

2.1.1 RULE NO. 1 - DEFINITION OF TERMS

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

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ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of and not coupled acoustically or electrically, either directly or inductively, to the communications path of the exchange or toll network.

ACCOUNT

Each separate service, or combined services, or each portion of a service, for which a separate bill is rendered. A customer may have more than one account.

ACTIVATION (Line)

To make access line functional. Work performed usually to the Standard Network Interface (SNI), Protector (usually does not require premise visit).

ACTIVATION (Jack)

An untariffed installation activity to connect or tie down existing network facilities to the Standard Network Interface (SNI) for the purpose of making existing jack(s) functional, if no relocation of the jack is required.

All existing jacks may be activated to an existing line. Additional untariffed installation charges will apply to any newly installed jacks.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

APPLICANT

An individual or concern making application to the Company for new or additional telephone service or installation of facilities or for moves or changes of existing service.

APPLICATION CANCELLED, MODIFIED OR DEFERRED

Any act or omission by an applicant or customer to cancel, modify, postpone, suspend, defer or delay either the installation of new or additional service or a move or change ordered by the applicant or customer.

APPLICATION FOR SERVICE

Request by an applicant or customer for new or additional service or facilities or a move, change or rearrangement of existing service or facilities. The Company will accept oral requests for such changes¹. (N)

AUTHORIZED EQUIPMENT

Registered or grandfathered Company or customer-provided telephone equipment authorized for connection to exchange or message toll service in accordance with the provisions of the Federal Communications Commission's Registration Program.

Note 1: See Rule No. 3 - Application for Service. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

AUTHORIZED REPRESENTATIVE (AGENT)

An individual or concern designated by the applicant/customer that represents such applicant/customer regarding telephone service including Intrabuilding Network Cable. The notice received by the Company must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage, or adherence to other Rules set forth in the tariff or Guidebook. (See Property Owner/Landlord/Agent).

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(N)

AUTHORIZED SALES REPRESENTATIVE (ASR)

A Company approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized rates, charges and regulations as set forth in the Company's tariff schedules and/or Guidebook. An Authorized Sales Representative may be a CPE vendor or a vendor of telecommunications or telecommunications-related products and services.

(T)

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AUTOMATIC TELEPHONE SERVICE

See Dial Telephone Service.

AUXILIARY LINE

An additional individual access line from the same central office to the same premises as the main individual access line and associated therewith.

BASE RATE AREA

A more closely built up section of the exchange area in which the base rates apply without mileage charges.

BASIC EXCHANGE SERVICE (A Primary Service)

A telecommunications service for business and residence customers furnished by central office lines in a specified geographical area for local calling on either a flat rate or measured rate basis, and for network access to message toll service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

BUILDING

A nonmobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy - covered or not - do not create a single building.

Abutting structures having common hallways above ground level, occupied by a customer or their personnel as a permanent work location and appearing to function as one entity, are treated as a single building.

A pier or wharf for mooring one or more boats is treated as a single building.

A trailer pad improved for regular use is treated as a single building.

For the provisions of service connection facilities, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single ownership, as in a condominium.

BUILDING OWNER (See Property Owner/Landlord/Agent)

(N)

BUILDING TYPES

Single story: A building with one floor or level, excluding basements and garages or other parking facilities, if any.

Multi-story: A building with more than one floor or level.

Multi-unit: A building that has multiple tenants.

(N)

Material omitted now on Sheet 4.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

BUILDING USAGE

Residential:

Single Family: Multi-story or Single story, but not Multi-unit: A dwelling entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretakers' quarters, and other locations such as private laundries, patios, garden houses, and private swimming pools that are part of the family's domestic establishment and used as part of the single family residence are considered part of the premises where located on the same Continuous Property.

Multi-Family: Multi-unit and Multi-story or Single story: A building occupied by more than one family or more than one individual functioning as one domestic household. (e.g., apartments, condominiums, townhouses, and duplexes)

Commercial:

Single Tenant Commercial: A Multi-story or Single story, but not Multi-unit. A building entirely occupied by one business customer.

Multi-Tenant Commercial: A Multi-unit and Multi-story or Single story. A building occupied by more than one business customer.

Mixed Residential and Commercial:

Multi-unit and Multi-story or Single story. A building occupied by both residential and business customers.

BURIED CABLE/WIRE

A cable/wire designed for use in underground construction that is used to extend the Company's telephone plant. (T)

BUSINESS SERVICE

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

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CABLE LOCATION MAP

Cable location maps are charts/diagrams (i.e., cable location maps) that provide the location, age, configuration, size, length, and type of INC cable facilities in buildings/property.

CALIFORNIA RELAY SERVICE

A dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

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CALLING RECORDS

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records and pen registers are examples of calling records.

CAMPUS ARRANGEMENT

(See Continuous Property)

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Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

CENTRAL OFFICE

A Company's electromechanical or electronic switching office which provides (T)
a central office line to a customer by means of related switching office
equipment. It also provides the switching equipment by which one central
office line is switched to another. More than one central office may be
located in the same building.

CENTRAL OFFICE LINE

A Company-provided line from the central office to the customer premises to (T)
furnish basic exchange service of the class, type and grade ordered by a
customer or applicant.

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COMPETITIVE LOCAL CARRIER

A Competitive Local Carrier is a common carrier that has been issued a (T)
Certificate of Public Convenience and Necessity (CPCN) to provide local
exchange telecommunications service for a geographic area specified by
such carrier.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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CHANGE IN BILLING

A rearrangement in billing of an account where whole or partial responsibility for payment of service remains with the same customer and with no interruption of service and no change in service or facilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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COMPANY (the Company)

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

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COMPLETED CALL OR TELEPHONIC COMMUNICATION

A call or telephonic communication originated by a person or mechanical/ electrical device from a station to another station which is answered by a person or mechanical/electrical device. The stations may be any distance apart and the communication may consist of voice or data, or the combination of both, and may be for any duration of time.

COMPLEX INSIDE WIRE

Complex inside wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of Complex Inside Wire to the telephone network is governed by Part 68.215 or Subpart C, of the FCC's Rules and Regulations.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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CONTINUOUS PROPERTY

1. Continuous Property is land which is

- (a) wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
- (b) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.

2. There are three basic types of Continuous Properties:

- (a) Single-tenant commercial in which one owner or tenant occupies all buildings.
- (b) Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.
- (c) Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common³ do not constitute Continuous Property.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

NOTE 2: For the purpose of Continuous Property, a "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

NOTE 3: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COORDINATOR SALE AND PURCHASE OF WIRE (CSPW)

A Company employee assigned the responsibility of coordinating, pricing and preparing forms for all sales and purchases of Intrabuilding Network Cable and associated terminals and hardware. (T)

CREDIT INFORMATION

A customer's credit information is the information contained in the customer's Company account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer's credit information for purposes of Schedule Cal.P.U.C. No. A2.1.35 are: nonpublished customer information or customer's name, address and telephone number as listed in the telephone directory. (T)

CROSS-CONNECT

A wire commonly referred to as a "jumper" which is used to make connections, between binding posts, or from one part of a circuit to another.

CURRENTLY OFFERED EQUIPMENT AND INSTRUMENTALITIES

Those items which are currently being manufactured and regularly offered for new installations.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER

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

CUSTOM CONVENIENCE BLOCK (CCB)

A customer provided termination point which is located between the customer's inside wire and the cross-connect at the local loop demarcation point (LLDP) or INC Demarcation point.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER PROVIDED COMMUNICATION SYSTEMS

Denotes channels and other facilities not subject to Part 68 of the Federal Communications Commission's Rules and Regulations that are capable, where not connected to telecommunications services, of two-way communications between customer provided terminal equipment or Company stations. A typical example (T) would be a customer provided private microwave system.

CUSTOMER PROVIDED PREMISES TERMINAL EQUIPMENT

Denotes communications devices and apparatus with their associated wiring provided by a customer or authorized user that does not constitute a communications system.

CUSTOMER SELF-CERTIFICATION (CSC)¹

The process by which a new basic residential telephone customer will certify to its basic service provider whether the new basic residential service telephone line to the residence is the customer's primary residential telephone service, for the purposes of claiming the appropriate subsidies from the California High Cost Fund - B.

DATA ACCESS ARRANGEMENT

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

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DATE OF PRESENTATION

The date upon which a bill or other written notice is properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative. The date of presentation is also called the date of mailing. If the customer requests the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the bill or notice is hand delivered to the customer, or the customer's representative, or the current billing address, at an earlier date, that delivery date becomes the "Date of Presentation." (T)

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station is equipped with a dial for use in originating calls therefrom.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS

Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's telephone service.

DISTRIBUTION AREA

Specific geographical boundaries established by the Company for the purpose of planned administration of distribution facilities entering and serving all the Company's subscribers located within such geographical boundaries. (T)

DISTRIBUTION CABLE FACILITY

Cable and associated structures located in/on streets or easements extending from the serving central office to the point of connection with the Company's service connection facilities. On continuous property, these facilities include the Company's cable and associated apparatus directly or indirectly routed to the minimum point of entry in a building or buildings. (T)

DISTRICT AREA

A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL ELEMENT CHARGES

Dual Element Charges are service and labor charges which apply to new or existing access lines for residence and business exchange services. The charges apply to terminations, reterminations, moves, changes, rearrangements and enhancements of such lines. See Guidebook, Part 3, Section 1. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DUAL PARTY RELAY SYSTEM - See California Relay Service.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EMERGENCY

A situation which exists when serious sickness or public safety or necessity is involved.

EQUIPMENT

Relays, apparatus, mechanical equipment, other associated devices, and telephone instruments, used as a part of or in connection with telephone service.

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EXCHANGE

A telephone system providing service within a specified area within which communications are considered exchange messages, except those messages, between toll points.

EXCHANGE AREA

An area within which the Company holds itself out to render exchange telephone service from one or more central offices serving that area. (T)

EXCHANGE SERVICE (Also Exchange Telephone Service)

A general term used for Basic Exchange service and other services which are identified in the tariff schedules and/or Guidebook as exchange service or exchange telephone service, as opposed to Private Line, Message Toll, and other special services. (N)

EXTENDED SERVICE

An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs and/or Guidebook. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EXTENSION BELL

A bell connected to the same circuit and operated with the bell on the primary or private branch exchange station.

EXTENSION LINE

An extension service without a Company provided telephone. (T)

EXTENSION SERVICE

An exchange service connected in addition to a primary station set or working service point on the same service or line in connection with an authorized customer provided telephone or terminal equipment, and consisting of interior wire and standard jack or equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. Also called an extension line.

FACILITIES

The elements of plant involved in providing a telecommunications service, such as: service connection facilities, radio facilities, OCC facilities, central office equipment, etc.

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FICTITIOUS NAME

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

FLAT RATE SERVICE

Exchange service furnished for a fixed periodic charge.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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FROZEN/GRANDFATHERED SERVICE

The term "frozen/grandfathered service" applies to an obsolete and/or outdated service the Company no longer wishes to provide. The freezing/grandfathering of a service is the Company's method of managing a tariff for this service prior to ultimately discontinuing the service, or change existing tariff regulations without discontinuing certain rights, privileges or conditions of the service to existing customers.

(T)

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FULLY RENOVATED BUILDINGS

Fully renovated buildings are those buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining "fully renovated" status is the date of Notice of Occupancy issued by the appropriate local agencies.

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GROUND START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by placing a ground on one side of the telephone line. When the signal is received, a ground is placed on the other side of the telephone line at the central office to signal the terminal equipment.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 Rule No. 1 - DEFINITION OF TERMS (Cont'd)

GUIDEBOOK (Guidebooks)

(N)

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

(N)

HOUSEHOLD¹

Shall be considered the members of a residence for the purposes of claiming the appropriate subsidies from the CHCF-B.

HUNTING SERVICE

An arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call. Multiline Hunt Group allows a number of lines to be grouped together to share common translation data.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

IN PROXIMITY TO

Shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas.

INDIVIDUAL ACCESS LINE SERVICE (ALSO SHOWN AS INDIVIDUAL LINE SERVICE)

Basic exchange service furnished by means of a central office line to which one customer is assigned.

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INSIDE WIRE (ALSO KNOWN AS SIMPLE WIRE)

Refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the Company's local loop demarcation point. Inside wire does not include customer premises equipment.

INSTALLATION

Company provided Inside Wire Installation Service. Placement of inside wire and jack(s), activation of inside wire and jack(s) and removal of inside wire and jack(s) (charged in addition to regulated Network Installation charge). (T)

INSTALLATION CHARGE

A one-time charge made under certain conditions to cover all or a portion of the cost of installing telephone facilities and service offerings.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

INSTRUMENTALITIES

The telephone instruments located on an applicant's or customer's premises (excluding interior wiring and protective apparatus). In private branch exchange service the instrumentalities include the attendant position.

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INTERFACE (SEE STANDARD NETWORK INTERFACE)

INTRABUILDING NETWORK CABLE (INC CABLE)

INC Cable is located on the customer's side of the Company's local loop demarcation point. INC Cable connects the end of the Company's local loop at the Minimum Point Of Entry (MPOE) to the INC demarcation point at the floor terminal(s) within a customer's building or to another building on a customer's continuous property. The purpose of INC Cable is to provide the communications path from the Company's service entrance facility to the end-user's service location.

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INTRASYSTEM WIRE (SEE COMPLEX INSIDE WIRE)

JOB SCHEDULE

This schedule establishes the activity dates associated with a job. Start and completion dates for each major work activity are normally provided.

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LANDLORD See Property Owner/Landlord/Agent)

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NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

LATE PAYMENT CHARGE (Also See Guidebook Part 3, Section 1)

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

LINE EXTENSION

Line extensions consist of overhead or underground extensions of existing distribution facilities to new service connection facilities, and exclude additions to plant along existing telephone facilities. (See also Distribution Facility and Service Connection Facility.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access and Transport Area" denotes a geographic area established by the Company for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes. The Company will typically offer services to customers within a LATA only. (C)

LOCAL CALL

A completed call or telephonic communication between a calling station and any other station within the local service area of the calling station.

LOCAL LOOP DEMARCATION POINT (SEE SCHEDULE CAL.P.U.C. NO. A2.1.20.)

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Company, building/property owner/landlord/agent, and the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Company is responsible for the installation and maintenance of its facilities up to and including those located at the Company 's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). Installation and maintenance of facilities and equipment beyond the Company 's local loop demarcation point is the responsibility of the building/property owner/landlord/agent, or end-user customer. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

LOCAL SERVICE

An exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs or (N) Guidebook. The local service area may include the whole or a part of an (N) exchange area, or parts of all of two or more exchange areas.

LOOP START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by electrically bridging both wires of the telephone line.

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

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MANUAL TELEPHONE SERVICE

A service in which the switching of one line into connection with another for purposes of telephonic communication is performed manually by operators.

MEASURED RATE SERVICE

A telephone service with local service charges based upon the number of outgoing timed or untimed local messages or Zone Usage Measurement Service Zone 1 and Zone 2 messages.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MILEAGE CHARGES

The additional charges for exchange telephone service furnished outside the base rate area and for lines of greater than prescribed length based upon distance measurement.

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

MOBILEHOME PARKS

Mobilehome Parks, as defined below, shall not be considered Continuous Property. Instead, the Company shall provide service to mobilehome parks (T) in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A "mobilehome park" is any area or tract of land

- (1) where two or more mobilehome lots accommodate manufactured homes or mobilehomes and
- (2) which is subject to the permit to operate requirements under the Mobilehome Park Act (Health and Safety Code Section 18200, et. seq.) or
- (3) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park" unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

MODIFICATION

Any applicant/customer request for an alteration in an existing service which requires a new design, or a movement or physical alteration of facilities or equipment.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MOVE

A change of location of service or facilities within the customer's premises being served.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network that perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network.

NETWORK CONTROL SIGNALING UNIT

Denotes the terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling. (T)

NETWORK INTERFACE (NI)

(See Standard Network Interface)

NETWORK TERMINATING WIRE (NTW)

Wire between the distribution terminal and the network interface NTW includes wire that connects the building entrance terminal to the Company placed network access termination. This wire connection is called a "cross connect". (T)

NONPUBLISHED SERVICE

Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Schedule Cal.P.U.C. No. A2.1.34 established for the release of nonpublished information.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

NONRECURRING CHARGE

A one-time charge designed to cover miscellaneous expenses applicable to certain Company provided services and facilities. (T)

OFFICE

A place where business is transacted or a service is supplied, such as consulting, record keeping, clerical work, etc.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

OFF-PREMISES LOCATION

A premises of a customer other than the primary location (or on-premises location).

OTHER COMMON CARRIER

The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network telephone services.

PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S (FCC'S) RULES AND REGULATIONS

A codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government. Part 68, Subpart F, of the FCC's Rules and Regulations are Rules and Regulations to provide for uniform standards for the protection of the telephone network from harms caused by the connection of terminal equipment and associated wiring.

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PERMANENT DISCONNECT

A discontinuance of service in which the facilities used for the service are made available for use for another service.

PREMISES; BUSINESS, RESIDENCE (See Building Usage, Business Service and Residence Service)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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PREMISES WIRE

Customer provided wire between the INC demarcation point and the inside wire demarcation point. Where there is no INC cable, it is that wire between the Company's local loop demarcation point and the inside wire demarcation point. Premises wire can be either inside wire or intrasystem wire depending on the terminating services and facilities.

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PRIMARY LINE¹

For the purposes of the CHCF-B, "primary line" is the first line to household.

PRIMARY LOCATION

The customer premises location of the primary service as opposed to off premises locations. The primary station set or working service point in lieu of a primary station set is located at the primary location.

PRIMARY RATE AREA

See Base Rate Area.

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NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin on November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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PRIMARY SERVICE

Basic exchange service (as opposed to extension service) provided at the primary location.

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

The working service point at the primary location is used in lieu of the "primary station set" where all telephones are customer-provided. Extension services are charged to connections in addition to the working service point at the primary location. For authorized customer-provided key equipment and PBX systems the working service point is used in lieu of the "primary station".

PRIVATE LINE

A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

PRIVATE SCHOOLS

Private schools eligible to participate in the "Education First Program" are those schools that are not under direct Federal or public supervision or control, provide K-12 Educational Curriculum and have one-hundred (100) plus student enrollment and have a Private School Affidavit on file with the California State Department of Education. In addition, the private school must be a nonprofit agency, organization or institution whose net earnings do not benefit and cannot lawfully benefit, any private shareholder, owner or entity.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

PROPERTY OWNER/LANDLORD/AGENT

The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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RATE CENTER

The term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of interexchange and interdistrict mileage rates. Also refer to Guidebook Part 9, Section 1.

REMOTE ISLAND AREA

A specified geographical area surrounded by unfiled territory that is served and rated from and is considered a part of a designated exchange.

RESIDENCE¹

For the purposes of the California High Cost Fund B (CHCF-B) a residence (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied entirely by a single family or individual functioning as one domestic establishment.

A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit for the application of CHCF-B.

RESIDENCE SERVICE

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

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997, for Resale and for Retail, December 10, 1997 for So. California and December 12, 1997 for No. California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

RIGHT OF WAY

Denotes legal permission granted the Company by the property owner to allow the Company to install, maintain, and repair intra/interbuilding network cable and any associated plant facilities on a property. This permission is usually in writing and is recorded as an easement against the property. (T)

ROOM

Space in a building surrounded by walls or closed partitions provided the opening between the top of such walls or closed partition and the ceiling is less than two feet.

SALES AGENCY PROGRAM

The Sales Agency Program allows a Company Authorized Sales Representative to market, on a commission basis, within geographical areas designated by the Company, Network and Exchange Services at rates, charges and regulations as set forth in the Company's Schedules. A Company Authorized Sales Representative may also be compensated for sale of the Company Services under the G.O. 96-A contract process. (T)

Each Authorized Sales Representative must sign a Network Services Marketing Agreement. The Authorized Sales Representative shall meet all requirements and standards as set forth in the agreement and failure to do so shall result in termination of the vendor from the plan at the option of the Company. (T)

Purchase of Company services through an Authorized Sales Representative does not remove the responsibility of the applicant/customer for payment of service, usage or adherence to other Rules set forth in the Company's Tariff Schedules and Guidebook. (T)

A customer who is represented by an Authorized Sales Representative shall retain the same remedial rights against the Company as if the services were subscribed to directly from the Company. (T)

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Company. (T)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

A one time charge that applies to an access line and services provided by the Company. (T)

SERVICE CONNECTION FACILITY

Denotes wire/cable, either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's local loop demarcation point.

SERVICE DATE

The date the Company will complete all INC cable installation and test activities. (T)

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SERVICE OBSERVING EQUIPMENT

Any equipment or arrangement specifically designed and furnished a customer to overhear or observe a telephone conversation to which they are not a party. Such equipment or arrangement is furnished with an automatic tone warning device which produces a distinct audible signal that is repeated at regular intervals on the telephone line and heard by all parties to the conversation being observed.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SERVICE STATION LINES

Denotes the telephone facilities provided by the customer in isolated and sparsely developed areas where it is not practicable for the Company to make such facilities available. (T)

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SHORT DURATION SERVICE

Service established, at the customer's request, for a continuous period of 24 hours or less. The service is provided only where all facilities necessary for furnishing the service are available.

SIMPLE SERVICE

Line termination associated with non-key and non-switching system services.

SIMPLE WIRE

(See Inside Wire)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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SPECIAL ARRANGEMENT OF EQUIPMENT

An equipment configuration of tariff or Guidebook service, facilities or equipment which constitutes a special offering suitable for one or a limited number of customers.

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (EXCEPT AS SET FORTH IN A2.1.13, 15, 16 AND 32 OF THIS SCHEDULE AND GUIDEBOOK PART 4, SECTION 5).

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Guidebook Part 2, Section 5 for details.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SPECULATIVE PROJECTS AND RISK SERVICES

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

STANDARD NETWORK INTERFACE

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Company's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Company's local loop demarcation point and will be maintained by the Company at the rates and charges specified in Guidebook Part 8, Section 8. (T)

START OF INSTALLATION

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

STATION

A telephone or other terminal equipment connected to a Company
telecommunications service at the customer premises which enables the
customer to establish the communications connections and to effect
communications through such connections. (T)

The term "Station" includes but is not limited to software programming
and/or devices located in the Company's central office that provide
distribution, queuing, routing or interactive capability for incoming
calls that may be sent to or retrieved from a customer premises. This
type of station may be used for, but is not limited to, such services as
Centrex Uniform Call Distribution and other services which offer central
office queuing capability of incoming calls or the other capabilities as
stated above. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SUBDIVISION

Improved or unimproved land under a definite plan of development with the property subdivided into individual lots, that are identified by filed and approved subdivision plans, where it can be shown that there are reasonable prospects within the next three years for five or more permanent telephone line terminations, at a density of at least one line per acre.

SUBPART F (SEE PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S Rules and Regulations.)

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SUBURBAN AREA

The portion of the exchange area located outside of the base rate area.

SUPERSEDURE

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in eligible service or facilities.

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TELEPHONE

A unit of equipment consisting of a transmitter, receiver and associated apparatus.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

A temporary discontinuance without termination of the service, made at the request of the customer or on the initiative of the Company.

(T)

TEMPORARY SERVICE

A service required temporarily (excluding Short Duration Service), such as that furnished to contractors for use during a construction project, service to a convention, circus, resort, guests at resorts, election service or other service of a similar nature where it is definitely known that service will not be permanent.

TENANT

A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

TERMINAL EQUIPMENT

Terminal equipment includes devices or apparatus and their associated wiring provided by a customer or authorized user that do not constitute a multiline terminating system and that where connected to the communication path of the telecommunications network are connected either electrically, acoustically or inductively. Terminal equipment includes telephones, data equipment and ancillary equipment.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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TOLL MESSAGE

A completed call or telephonic communication between two exchange stations located in different local service areas, between toll stations, or between a toll station and an exchange station to which rates are applicable in accordance with the provisions of the Guidebook toll rates.

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TOLL RESTRICTION¹

An exchange service that prohibits the completion of billable toll calls.
(See description in Schedule Cal.P.U.C. No. A2.1.2.J.)

TOUCH-TONE CALLING SERVICE

A service arrangement permitting the use of dual tone multi-frequency signaling to originate calls.

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TRACT

See Subdivision

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TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switchboard.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

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UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes and pull boxes where and as required plus trenching costs as defined in Trenching Costs preceding.

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UNPAID LIVE BALANCE

The total amount of the previous month's bill less payments and adjustments.

UTILITY

Pacific Bell.

VIRTUAL

The term "virtual" is controlled and/or defined software as opposed to having an identifiable physical, hard-wired connection.

VISIBLE FROM

Shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

WALL SET

Combined wall telephone handset with bell-in-base. A telephone designed to be fastened (or mounted with modular jack) to the wall of a room or building.

WIRE CENTER

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

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

A portion of an exchange area, as shown on maps filed herein. (T)

ZONE USAGE MEASUREMENT SERVICE (ZUM)

A method for rating calls for the services and in the exchange calling areas as outlined in Schedule Cal.P.U.C. No. A5.2.

Included in the calling areas are three Zones: 1, 2 and 3. Zone 1 and 2 applies to calls within a local service area and Zone 3 to calls between exchanges or district areas in the 13 - 16 rate mileage band.

The service includes four rating elements applicable to calls: frequency, duration, distance and time of day (discounts are available during off-peak hours).

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

1. Exchange service is available through facilities owned and maintained according to the Company's standards and in single office exchanges or (T)
single office district areas of an exchange or in multioffice exchanges or
/ultioffice district areas of an exchange, is operated from the dial
central office designated by the Company. (T)
- a. When a central office in the exchange or district areas in which the
premises of the customer are located is not equipped to provide a service
or service enhancement desired by a customer (other than local or
extended service), the Company may designate a central office located in (T)
another exchange or district area to serve the customer. The additional
facilities required to extend the service or service enhancement from the
exchange or district area to the exchange or district area in which the
customer is located will be furnished at the charges and rates specified
in the tariff or Guidebook schedule under which the service or service (N)
enhancement is offered.
- b. When a central office in the exchange or district area in which the
premises of the customer are located is equipped by the Company to provide (T)
the service or feature, the Company may, at its option, provide the (T)
service or feature to the customer from this central office and
discontinue providing the service or feature from the other exchange or
district area. At that time, the charges and rates for the additional
facilities will be discontinued.
- c. The exchange is generally divided into a base rate area and a suburban
area.
- d. Residence primary access line will not be provided on a business
premises. When business primary access line is provided in a residential
dwelling with residence primary service, a separate premises for
residence service and for business service must be designated as set
forth in Schedule Cal.P.U.C. No. A2.1.1 Definition of Terms.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

A. GENERAL (Cont'd)

2. Primary Access Lines (D)

a. Individual access line service will be (D)
furnished at a customer's premises terminated on a Network Interface.

b. Primary access lines furnished in (D)
connection with exchange services will be provided through facilities
owned and maintained according to the Company's standards. (T)

c. A Company-provided telephone will be included in the rate for an (T)
individual access line semi-public service.

d. Except as otherwise shown extension line services will be provided by (T)
the Company on noncontinuous property.

3. Mileage Measurements

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

4. Frozen/Grandfather Services¹

Services that have been frozen and/or grandfathered will continue to
be furnished to the same Customer at the same premises until such time
as stated in the tariff or Guidebook. (N)

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

Note 1: Existing service arrangements will be maintained up to and
including the Company's local loop demarcation point. Work
activity beyond the Company's local loop demarcation point is the
responsibility of the customer at the customer's expense.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

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

1. Class of Service

The following classes of service are furnished:

- a. Business² (N)
- b. Residence

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate¹
- c. Coin² (N)

NOTE 1: Business organizations which transmit messages for the deaf may
subscribe to one untimed measured rate business individual access
line or trunk up to the number of teletype machines in service at
each business location equipped for this purpose. Such businesses
must furnish evidence acceptable to the Company of furnishing this (T)
service for the deaf in order to qualify for untimed service.

NOTE 2: This service is detariffed. (N)
See Guidebook at att.com/servicepublications (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

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

3. Grade of Service

In general, the following grades of service are furnished

| <u>Grade of Service</u> | <u>Area Applicable</u> ¹ | |
|---|-------------------------------------|-------------------|
| Individual Access Line Service | BRA, RIA and SA | |
| Trunk Line Service ² for: | | (N) |
| Private Branch Exchange | BRA, RIA and SA | |
| Telephone Answering Service | BRA, RIA and SA | |
| Mechanized Switching System Service | BRA, RIA and SA | |
| Airport Intercommunicating Service | | |
| Mechanized Station Service | BRA | |
| Automatic Call Distributing Service | BRA, RIA and SA | |
| Centrex Service | BRA, RIA and SA | |
| 800 service | BRA, RIA and SA | |
| Individual Line Semipublic Service (coin or noncoin) | BRA, RIA and SA | |
| Individual Line COPT Service | BRA, and SA | |
| Public Telephone Service | BRA, RIA and SA | |
| Individual and Trunk access line business ² and residence service are rendered in the suburban area under rates for that service applicable in the base rate area. | | (N) |
| Enhanced services are furnished by the Company under its schedule of rates. | | (T) |
| Service is furnished at the base rates, shown in the applicable tariff schedules or Guidebook, to Exchange Telephone Service at the primary location of the primary service. | | (N) (N) (T) |

NOTE 1: BRA - Base Rate Area
 RIA - Remote Island Area
 SA - Suburban Area

NOTE 2: See Guidebook at att.com/servicepublications

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

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

3. Grade Of Service (Cont'd)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES

Extension services will be installed from the Company's local loop (T)
demarcation point at the main service location to the Company's (T)
demarcation point at the off premises location in accordance with the
following:

1. Same Customer:

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

- a. A residence extension service will not be installed on a business premises except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service.

2. Joint Users or Different Customers:

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

- a. A residence extension line service will not be installed on an off-premises location of a different business customer, except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on an off-premises location of a different business customer when such lines terminate on a telephone answering service.

NOTE 1: Offering limited to services established prior to January 1, 1984.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES (cont'd)

3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.
4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.
5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service¹. (N)
6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Company's local loop demarcation point. (T)

NOTE 1: For Foreign Exchange Service, see Guidebook Part 4, Section 3. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

D. ADDITIONAL ACCESS LINES

Additional access lines will be provided up to and including the Company's (T) local loop demarcation point except as otherwise shown.

E. RESERVED

F. FARMER LINE SERVICE (REFER TO GUIDEBOOK PART 4, SECTION 2) (T)

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

G. TELEPHONE ANSWERING SERVICE (REFER TO GUIDEBOOK PART 6, SECTION 9) (T)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

H. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)

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

I. QUICK DIAL TONE

Quick Dial Tone provides residential locations with basic access capability to the Company's local loop demarcation point prior to a formal (T) service request from a Customer¹ to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. Access to outgoing calls is restricted except for calls to 9-1-1 emergency service². Quick Dial Tone is provided at no charge.

The Company's liability to 9-1-1 customers and third parties using the (T) 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a. Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900³ and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹

(D)

Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California Lifeline and single line business service.

(D)

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

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

K. PRODUCT GROUPING

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

(Group names will not be included in individual product tariffs.)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

NOTE 3: California 900 and California 976 services withdrawn effective November 1, 2010.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

L. LIMITED DISCONNECT

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Company's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit. (T)

Once telephone service is established or reinstated, if disconnected, in accordance with the Company's tariffed rules and regulations, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills. (T)

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, (N)
see AT&T Guidebook, Part 2, Section 2 - Rule No. 3. (N)

A. GENERAL

1. Applications for service covered by the filed schedule of rates will be accepted by the Company. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs and Guidebook.
2. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s) and first name(s). The information may be verified by the Company. The application will be considered complete (unless otherwise specified in Schedule Cal.P.U.C. No. A2.1.3) when at least one of the following valid identification items has been provided by the applicant(s):
 - a. California Driver's License number.
 - b. California Identification Card number.
 - c. Social Security Card number.
 - d. Immigration and Naturalization Service Identification number.
 - e. United States passport number.
 - f. Other item of identification acceptable to the Company.

The Company may request the applicant(s) to voluntarily provide their Social Security number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the Company will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; if the applicant voluntarily provides the SSN without even being asked to (do so, the following two points need not be covered. Otherwise, the Company will inform the applicant that (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN.

The Company may request an applicant(s) to visit an approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designed by the Company.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Company shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Company, as a condition precedent to the initial establishment of such service.

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory.

4. The Company will generally accept oral application(s) from a customer for new service, transfers of service, additions to or changes in the existing service of such customer during normal business hours, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.

5. Customers shall notify the Company when they re-terminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply.

6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.

7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service², Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹, AT&T Switched Ethernet Service^{SM3} and NG 9-1-1 High Capacity Service³: (N)

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

NOTE 1: Services in this paragraph are found in the AT&T California Guidebook.

NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. See AT&T California Guidebook, Part 20, Section 6.

NOTE 3: Services in this paragraph are found in Section A21.3 and A21.4. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

8. An application is merely a request for service and by itself does not (T)
bind the Company to provide service except under reasonable conditions, (T)
or bind the applicant to take service.

9. An application for service that extends into high voltage environments, (T)
such as power generating stations, co-generating stations, substations,
and switchyards, may require special high voltage protection equipment as
set forth in Guidebook, Part 8-Section 8 and Part 2, Section 7, to
protect against the effects of Ground Potential Rise (GPR) and/or
induction caused by faults in the customer's electric power system.

As a condition of service, the applicant for such service shall provide
the Company, in writing, the technical data needed to determine the (T)
special protection requirements as set forth under Regulations in (D)
Guidebook Part 8, Section 8 and Part 2, Section 7 at the time of (T)
application for initial service or where additions or changes are made to (T)
existing service. (T)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT

When an applicant/customer cancels, modifies or defers an order for service
or facilities before the service is connected, a charge applies to allow
the Company to recover the nonrecoverable costs of engineering, labor, (T)
material, equipment and other related expenses. The applicant/customer
must be notified in writing at the time the initial order is taken that
should the applicant/customer cancel, modify or delay the order, charges
will apply.

Unless otherwise provided, the following conditions apply to applications
for exchange, intrastate private line and other special services such as:
IOD, Farmer Line, Billing Services, etc., except service and facilities as
set forth in A2.1.13, A2.1.15¹, A2.1.16² and A2.1.32 of this schedule and (T)
Guidebook, Part 4, Section 5 and Part 8, Section 8. These conditions apply (T)
to installation of new or additional service, equipment or facilities
and/or moves, changes or rearrangements of existing service, equipment or
facilities.

NOTE 1: See A2.1.15, D. following.

NOTE 2: See A2.1.16, A.5. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

1. Cancellation or modification by an applicant/customer of an application for new or additional service, equipment or facilities.

- a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1): No charge.

- b. Between start and completion of installation:

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, equipment and facilities ordered.

- c. After completion of installation but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

- 1) All regularly applicable service connection and nonrecurring charges and
 - (2) All regularly applicable basic termination charges in full, and
 - (3) All regularly applicable minimum service charges, and
 - (4) Such other amounts as may be specified in the schedules covering the items involved, and
 - (5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and
 - (6) Such charges, as set forth for tariffed services in Schedule Cal.P.U.C. (N) No. A2.1.36 Special Construction of Exchange Facilities.¹ (T)
For detariffed services, see Guidebook, Part 2, Section 5. (N)
 - d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the customer/applicant changed the original order.

NOTE 1: For purposes of applying this rule, charges shall be applied as set forth in 4. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

2. Cancellation or modification by an applicant/customer of an application
for a move, change or rearrangement of existing service:

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C.
No. A2.1.1 See Definition of Terms): No charge.

b. Between start and completion of installation:

Charge the estimated cost of the partially completed move, change or
rearrangement ordered by the applicant/customer, not to exceed the
charges applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

See 1.c. preceding for regulations and charges that are applicable.

d. In the case of modification, charges for the subsequent order are in
addition to the charges for costs incurred before the applicant/customer
changed the original order.

3. Deferral by an applicant/customer of an application for new or additional
service, equipment or facilities; or an application for a move, change or
rearrangement of existing service, equipment or facilities: An
application may be deferred for one or more periods totalling, in all,
not more than six (6) months beyond the in-service date last established
prior to start of installation, after which time it shall be either
completed for service and regular rates and charges applied or considered
as cancelled and treated in accordance with items 1. and 2. preceding:

For deferments of up to six (6) months beyond the in-service date last
established upon prior to "start of installation", the following
applies:¹

a. Prior to "start of installation": No charge.

NOTE 1: An extension of time beyond the six (6) month period when requested
by the applicant/customer may be allowed at the discretion of the
Company in writing.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. (Cont'd)

b. Between start and completion of installation:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, charge all estimated costs incurred due to the deferment, not to exceed the total of charges and rates applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, apply charges according to 1.c. preceding.

4. Charges based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders and any other costs incurred by the Company following the "start of installation (as defined in Schedule Cal.P.U.C. No. A2.1.1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

5. Application Cancelled by Company (T)

If the applicant/customer refuses to comply with Company's rules prior to the "start of installation", as defined in Schedule Cal.P.U.C. No. A2.1.1, the Company may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Company cancels the application after a six (6) month deferral, or, after the "start of installation", because of the applicant's/customer's refusal to comply with Company's rules, the charges as set forth in 1.b. or c. preceding, shall apply. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

C. SPECIAL SERVICE ARRANGEMENTS

Special arrangements or special assemblies of equipment and facilities or specially furnished equipment will be provided to the customer by the Company subject to an Agreement filed under Sections IX and X of General Order No. 96-A and/or the Tariff Schedules of the Company. (T)

1. When an applicant/customer cancels, modifies or defers a special arrangement or a special assembly of equipment, facilities or specially furnished equipment they shall be liable for developmental costs incurred by the Company at the time of cancellation, modification or delay, as agreed to by the Company and the customer in Agreement form number M 1470 shown in Schedule Cal.P.U.C. No. A2.3.1, provided that the following conditions have been met:
 - a. The applicant or customer has requested Company to proceed with the development of equipment and/or facilities. (T)
 - b. The Company has advised the applicant or customer that, in accordance with their request, the Company is ready to proceed with the development of equipment and/or facilities. (T)
 - c. The Company has advised the applicant/customer that estimated developmental charges will be applicable in the event of a cancellation, modification or delay prior to the acceptance of final rates and charges and agreed upon in-service date. (T)
 - d. A copy of Agreement form M 1470, signed by the Company and by the applicant or the customer, is on file with the Company at the time of cancellation. (T)
2. For the purposes of Agreement form M 1470, estimated developmental costs shall include (when incurred) the recurring and nonrecurring costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges and any other costs incurred by the Company prior to applicant/customer acceptance of the final charges and rates. Estimated developmental costs shall not exceed 100% of the nonrecoverables included in the final charges and rates. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable for tariffed services are specified in Schedule Cal.P.U.C. Nos. A2.1.13 Temporary Service¹; A2.1.15 Line Extensions¹; A2.1.16 Service Connection Facilities¹; A2.1.36 Special Construction of Exchange Facilities; A2.1.32 Replacement of Aerial With Underground Facilities; and Guidebook, Part 4, Section 5 for Line Extensions in Suburban Areas; and Schedule Cal.P.U.C. No. B2 for Private Line Services. (N)

When the required facilities are not available and the Company constructs temporary underground facilities to provide service for the period during which the permanent facilities are under construction, at the request of the applicant or customer, provisions of Schedule Cal.P.U.C. No. A2.1.15, I. General, Paragraph 10. and/or A2.1.16, Part 1, A. General, Paragraph J; are applicable. (T)

When special construction is required to provide temporary service¹ or speculative projects and risk services¹ conditions outlined in Schedule Cal.P.U.C. No. A2.1.6 apply in addition to A2.1.15 and A2.1.16.

Unless otherwise provided, when orders for special construction of facilities are cancelled, modified or deferred Schedule Cal.P.U.C. No. A2.2.1.3.B. is applicable.

1. Income Tax

Contributions in Aid of Construction have been made taxable to the Company by the Tax Reform Act of 1986 for Federal purposes and conformed to by the Franchise Tax Board for purposes of California Corporate Franchise Tax. Therefore, the Company shall bill an additional fee to the customer to cover the cost of additional income taxes that have resulted from payments that defray the cost of construction, other contributions, and the fair market value of property contributions received in aid of construction, and the prior nonrecurring rates which will remain in effect. (T)

NOTE 1: As defined in A2.1.1 in this schedule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

- a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.23 (23%) beginning September 6, 2017, (C) through December 31, 2018. Beginning January 1, 2019, the tax factor of 0.26 (26%) shall be calculated. The tax factor from June 1, 2013, through September 5, 2017, was 0.21 (21%). (C)

The Company will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

- b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

4. Applicability: The ITCC shall apply to Contributions under the tariffs, and Guidebook including but not limited to Schedule Cal.P.U.C. Nos. (N)
A2.1.4, A2.1.13, A2.1.15, A2.1.16, A2.1.32., A2.1.36, A2.3, B4, and (T)
Guidebook, Part 4, Section 5. (N)

5. State Taxes: Should any California state tax be imposed on Contributions in aid of Construction or other Contributions, it shall be collected in accordance with Ordering Paragraph 6 of Decision No. 87-09-026.

6. Internal Revenue Service: The Company shall recover through rates and penalties, interest, or taxes incurred if the Internal Revenue Service deems the method of tax collection authorized by Decision No. 87-09-026 a violation of the tax normalization rules and imposes additional taxes, penalties and interest. (T)

7. Government Agencies: The Company may accept a contractual promise to pay the ITCC, including interest thereon, (using an agreement form filed with and approved by the Commission) from a government agency required to make a Contribution pursuant to the tariffs or Guidebook where its project: (N)

a. Provides public benefit as defined above, or

- b. Results from condemnation of the Company's facilities, or the threat or imminence thereof, which is supported by evidence provided by the government agency which is acceptable to the Company. (T)

Unless a determination acceptable to the Company is issued by the Internal Revenue Service (IRS) that there is no tax liability to the Company on the Contribution for which the promise to pay was made, the ITCC, including interest thereon, shall be due and payable no later than September 10, 1989. If the IRS makes a determination that the Contribution (or a contribution of that type) is taxable prior to September 10, 1989, the payment becomes due at that time. (T)

The government agency shall also pay, upon the Company's demand, any expense associated with, or incurred by the Company related to the promise to pay, such as, but not limited to, administrative and legal costs and/or IRS penalties. (T)

In the event that the Company sustains a loss due to failure of a government agency to pay an ITCC and Interest pursuant to a contractual promise to pay, such a loss may be recovered in rates by using method 3 as set forth in Decision No. 87-09-026. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

8. When interest is payable under this part of the tariff by the contributor to the Company, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication. (T)

E. BILLING

After determination of the applicant/customer's liability and the appropriate charges for billing by the Company, the bill will be rendered to the applicant/customer. The three (3) month limitation to back bill, as set forth in Schedule Cal.P.U.C. No. A2.1.9 for exchange services, because of the complexities involved, is not applicable to the recurring and nonrecurring charges incurred for Special Construction of Exchange Facilities, as set forth in Schedule Cal.P.U.C. No. A2.1.36 or to any applications for complex service which are cancelled, modified or deferred at the request of the applicant/customer under the provisions as set forth in B. preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for tariffed telephone service will not be required as a special condition precedent to service except:

1. As may be required by regulations as set forth in the regular schedule of rates and rules approved or accepted by the Public Utilities Commission of the State of California.
2. In the case of line extensions, temporary service or service to speculative projects or risk services, in which case a contract may be required for a period not to exceed three years unless by special permission from the Public Utilities Commission of the State of California.
3. Each contract shall contain the following provision: This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise of its jurisdiction.

- B. For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2 - Rule No. 4. (N)
|
(N)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

For Remote LAN (Local Area Network), Asynchronous Transfer Mode (ATM) (N)
Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, |
Rule No. 5. (N)

A. CONTRACTS

Each contract form for tariffed telephone service will contain substantially the following provisions:

This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise jurisdiction.

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

2. Three Payment Options

Electronically: through Automatic Payment Service or Online:
SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment
Center - PO Box 5025, Carol Stream, IL 60197-5025.

3. Reserved

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

B. BILLS (Cont'd)

4. Billing Questions

BILLING QUESTIONS: Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 2000 Town Center Boulevard, Fleming Island, FL 32003; or visit att.com. If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322. (T) (T)

5. Federal Surcharges

The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

6. Tariff Information

Call 1-888-319-8800 or visit www.att.com/servicepublications.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
B. BILLS (Cont'd)

7. Caller ID Selective & Complete Blocking¹

Caller ID sends your name and phone number to the person or
business called. Selective Call Blocking prevents your information (T)
from being displayed for one call. Dial *67 (1167 - rotary phone)
before calling. Complete Blocking keeps your information from
being displayed on all your calls except those you elect not to
block. Dial *82 (1182 - rotary phone) to unblock. No blocking on
911, 800 or 900 calls. Both blocking options are free. (T)
(D)
|
(D)

NOTE 1: Residence bills only.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

B. BILLS (Cont'd)

8. Late payment charges¹

a. For residential accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of \$x.xx plus x.xx% will be assessed if your payment is not received by the "Amount After" date shown on the Payment Stub. (T)

b. For business accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of x.x% (calculated monthly) or \$xx.xx, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance.

NOTE 1: Late Payment Charges are found in the AT&T California Guidebook, Part 3, Section 1. Customer bills will contain the current rates consistent with the Guidebook. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

C. DEPOSIT RECEIPTS

1. Each receipt for a deposit collected for the establishment of credit will contain the following notation:

The Company will refund the deposit in accordance with the following: (T)

- a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- b. When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A2.1.6, and upon the customer's request for return of the deposit with interest.
- c. Upon discontinuance of telephone service, the Company will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised. (T)
- d. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest. (T)
- e. Interest on Deposits
 - (1) The Company will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in (2) following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months. (T)
 - (2) No interest will be paid if deposit is held less than full month increments.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, (N)
See AT&T Guidebook, Part 2, Section 2, Rule No. 6. (N)

A. BUSINESS SERVICE

1. Establishment of Credit for Business Service - Temporary Service,
Speculative Projects and Risk Services

An applicant for temporary telephone service, speculative projects and risk services with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 before service is connected.

2. Establishment of Credit for Business Service - Other Business Applicants

Each applicant for telephone service shall be required to provide the full legal name(s) of the individual, partners, or corporation (Name of officers) applying for service and is required to pay any final business telephone bill over 60 days old. An applicant will not be required to pay a deposit to establish service provided:

- a. Applicant is a customer or has been a customer of the Company or any other telephone Company in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment or abandonment thereof, during the last twelve months of that service and where applicable, shall provide the telephone number and the disconnection date of a previous service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

3. Reestablishment of Credit for Business Service - Temporary Services,
Speculative Projects and Risk Services

- a. A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Company for the premises for which service is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 and to pay a "Restoration - Reconnection Charge"¹ as shown in Schedule Cal.P.U.C. No. A2.1.11 before service is restored. (T)
- b. An applicant for temporary telephone service, speculative projects and risk services with an unpaid bill from any previous service will be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 before service is connected.
- c. An applicant for temporary telephone service, speculative projects and risk services to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Company for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Company. (T) (T)

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services. (T)

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants (Cont'd)

b. An applicant who previously has been a customer of the Company and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company and to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service while completing payment arrangements¹ on any unpaid balance agreeable to the Company and/or in lieu of a deposit.

c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

5. Limit of Credit For Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Company may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit.

6. Establishment of Credit for OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service (T)

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME)² Service in the AT&T California Guidebook, Part 6, Section 9, and Part 20, Section 6, respectively, Establishment of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.1 are applicable. (T)

NOTE 1: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. (N)
See AT&T California Guidebook, Part 20, Section 6. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE

1. Each applicant will be required to furnish a complete application as specified in Schedule Cal.P.U.C. No. A2.1.3 "APPLICATION FOR SERVICE" and establish credit in one of the following ways:

- a. Applicant is a customer of the Company or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application and does not have an unpaid final bill over 60 days old. The applicant will provide the Company with the verifiable telephone number of their other service. (T)
- b. Applicant has been a customer of the Company or any other telephone utility in California in the last two years, and during the last twelve consecutive months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Company with the verifiable telephone number and disconnection date of their previous service. (T)
- c. Applicant's credit is otherwise established to the satisfaction of the Company. (T)
- d. Applicant pays the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7 "Advance Payments and Deposits".

If it is determined that false information has been provided, correct information and a deposit as set forth in A2.1.7, B.2.a, will be required.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Company for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B. before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Company. (T)
- b. An applicant who previously has been a customer of the Company and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.3 or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. (T)

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants (Cont'd)

- c. A customer or a previous customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, will be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

3. Limit of Credit for Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Company may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹

Residence and business service accounts will be classified in one of the following account groups:

| <u>Customer Class</u> ² | <u>Criteria</u> |
|------------------------------------|--------------------|
| R | Above Average Risk |
| M | Average Risk |
| L | Below Average Risk |
| U | Unknown |

Applicants Known to AT&T (T)

Level of risk and Customer Class assignment will be determined primarily based upon the demonstrated AT&T credit behavior of the applicant for a similar class of service. (T)

Applicants Unknown to AT&T (T)

Applicants who have not had verifiable prior or concurrent residence telephone service with the Company will be assigned to Customer Class R, M, or L according to an external credit bureau score indicating the risk level of extending credit to the applicant. Applicants who have no verifiable credit history with the Company or an external credit bureau but provide positive identification will be assigned to Customer Class U. (T)

NOTE 1: Account Credit Classification will not be available (implemented) until April 1, 1996.

NOTE 2: A written explanation of any customer class determination or action will be provided to a customer upon request.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

- b. For Residence Customers Classes M and L the date payment is due ("Due-by-Date") will normally be the next regular bill date. For Residence Customers Classes R and U, "Due-by-Date" will normally be 15 days from date of presentation. For Business Customers, Classes R, M, L and U, the "Due-by-Date" will normally be 15 days from date of presentation.

An account will be considered delinquent if the payment is not received by the Company by the "Due-by-Date" shown on the bill, except for (T)
residence and small business or individual accounts, the account will be considered delinquent if payment is not received within 22 days after presentation or by the Due-By-Date shown on the bill, whichever is later.

- c. Where applicable, a temporary disconnection of service notice will be sent to the customer if the account is delinquent.

- d. Special bill and payment notice.

A special bill and payment notice for excess message toll usage may be submitted to customers with a written notice for payment within 7 days from the date of presentation. The Company may impose toll restriction (T)
if payment is not received by the Company within 7 days or an (T)
alternative payment arrangement has not been accepted by the Company. (T)

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

- when toll exceeds \$100 in less than a full billing period

Business

- when toll exceeds \$200 in less than a full billing period

(2) Customer Class M

Residence

- when toll exceeds \$200 in less than a full billing period

Business

- when toll exceeds \$400 in less than a full billing period

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

d. Special bill and payment notice. (Cont'd)

Special bills may be rendered under the following conditions: (Cont'd)

(3) Customer Class L

Residence

- when toll exceeds \$300 in less than a full billing period

Business

- when toll exceeds \$600 in less than a full billing period

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

(D)

(D)

e. Collect Call Blocking/Restriction

(T)

Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered.
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.
3. For the following services, please see Advanced Payments and Deposits requirements in the Guidebook, Part 2, Section 2, Rule No. 7:

OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service², Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services, Voice-Based Information Services, Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service¹.

For the following services, please see Payment Arrangements and Credit Allowances requirements in Schedule Cal.P.U.C. No. 175-T, Section 2.4:

NG 9-1-1 High Capacity Service³

(N)

(N)

NOTE 1: Services in this paragraph are found in the AT&T California Guidebook.

NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. See AT&T California Guidebook, Part 20, Section 6.

NOTE 3: Service in this paragraph is found in A21.4.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS

1. Collection of Deposits

The Company may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held.

2. Amounts of Deposits to Establish or Reestablish Credit

a. For Residence Service

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges. The Company may require an additional deposit for additional services it provides.

b. For Business Service

(1) To Establish Service

An amount equal to twice the estimated average monthly bill, but not less than \$25.00. Advance payments may also be required.

(2) To Reestablish Credit

An amount equal to twice the current bill or twice the average monthly bill for the last three months, when available.

In lieu of paying a deposit to re-establish credit a customer may choose to have their line equipped with Toll Restriction as set forth in Schedule Cal.P.U.C. No. A2.1.2 Description of Service.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amounts of Deposits to Establish or Reestablish Credit (Cont'd)

c. Temporary Service, Speculative Projects and Risk Services.

- (1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Company.
- (2) If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Company. If the additional deposit is not paid within seven days the service shall be temporarily discontinued without further notice.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

(D)

(D)

3. Interest on Deposits

- a. The Company will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in b. following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
- b. No interest will be paid if deposit is held less than full month increments.

4. Return of Deposits

- a. The Company will refund the deposit in accordance with the following:

(1) Temporary Service

Deposits will be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.

(2) Speculative Projects and Risk Services

Deposits may be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills of the customer and the balance, if any, will be refunded.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

- b. Deposits collected as set forth in B.2.d preceding may be retained by the Company for twelve (12) consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Company will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service. (T)

c. Other Service

- (1) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff and/or Guidebook schedules and the excess portion of the deposit will be returned, and the applicant will be so advised. (N) (T) (T)
- (2) When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.
- (3) Upon discontinuance of telephone service, the Company will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised. (T)
- (4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.8 RULE NO. 8 - NOTICES

Any notice the Company may give to a customer supplied with telephone service by the Company may be given orally, unless otherwise provided by these Rules or by a bill or other written notice properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative, or hand delivered to the customer or the customer's representative or to the current billing address.

Any notice from any customer to the Company may be given orally, unless otherwise provided by these Rules, to the Company by the customer, or any authorized representative, at the Company's local Business Office where service is rendered to the customer, or by written notice properly addressed and mailed to the Company.

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2 - Rule No. 8. (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, (N)
see AT&T Guidebook, Part 2, Section 2 - Rule No. 9. (N)

A. CUSTOMER RESPONSIBILITY

A customer for service shall be responsible for the payment of all exchange, toll and other charges applicable to their service made in accordance with the Company's schedule of rates and regulations.

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

CUSTOMERS OF RECORD AND APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE
ON FILE BEFORE JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

Business and Residence Service (except foreign exchange local services):

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

(2) San Francisco and East Bay Exchanges

Bills for measured rate exchange service will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE ON AND AFTER JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges

Business and Residence Service (except foreign exchange local services).

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

b. Southern California Exchanges

(1) Business Service except Business Extended Service

Bills for measured rate exchange service, except business extended service, will be rendered in arrears.

(2) Business Extended Service

Bills for measured rate extended service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

(3) Residence Service

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

Bills for COPT exchange service will be rendered in advance.
Bills for messages will be rendered in arrears.

4. Toll Service

a. Toll Service in Conjunction with Flat Rate and Measured Rate Service.

Bills for toll service will be rendered in arrears and, in general, will be presented with the bills for exchange service.

5. Special Bills

The Company may render a special toll bill or other special bill (T)
where it appears necessary or advisable that may be separate from
and more frequent than the bill for exchange service.

6. Electronic Bill

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

Customers may receive a paper copy of their bill at no charge². Customers have the option of receiving their bills electronically, on disk or magnetic tape as shown in 6. Electronic Bill, preceding and Guidebook, (T)
Part 8, Section 8¹. (T)

8. Rate Changes

Rate changes to individual products or services occur on the day during a customer's billing period that a new rate becomes effective³. Rate changes for packages occur on the first day of a customer's billing period after a new rate becomes effective. Packages are comprised of two or more (D)
individual tariffed and/or detariffed products or services. (N)

C. BILLING PERIOD

Bills for exchange and toll service will be rendered and coin boxes opened as nearly as possible at regular intervals. Except where the period specified in the rate schedule or Guidebook differs, the normal (N)
billing period will be one month. Where it appears necessary or advisable, however, bills may be rendered more frequently.

NOTE 1: Customers subscribing to services identified in Guidebook, Part 8, (T)
Section 8, may choose to discontinue receipt of their paper bill or (T)
paper bill detail under the regulations shown therein.

NOTE 2: For reprints of paper bills already rendered, see Guidebook, Part 8, (T)
Section 8 - Duplicate Bill Charge. (T)

NOTE 3: California Public Utilities Commission General Order 96-A, Section IV.B defines the "effective" date as the date on which the rates, charges, rules, and classifications stated in a utility's tariff sheets first become effective.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS

Bills are due and payable on date of presentation, including closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service.

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Company. Regular business hours at the Company's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. (Central Time). Payments received by the Company after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Company's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time). Payments received after 4:00 p.m. (Central Time) are credited the following business day. (T)

All charges for exchange and toll services are payable only in lawful money of the United States, by checks drawn or payable from United States banks or checks preprinted in U.S. dollars from Canadian Banks, authorized credit cards, debit cards, authorized Gift Certificates, or AT&T accepted digital cryptocurrencies¹ that are converted to and posted to AT&T accounts in U.S. dollars. (T)

Customers who choose to use cryptocurrency authorized by AT&T where that option appears as a payment option to pay AT&T billed service charges on their myAT&T (online) account, must accept user terms for the service, including any fees or charges associated with the cryptocurrency. (N)

A Returned Check Charge, as set forth in Guidebook, Part 3, Section 1. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

NOTE 1: Cryptocurrency generally refers to a digital representation of value that functions as an electronic medium of exchange, a unit of account, or stored value that has an equivalent value in U.S. currency and that can be used to pay for goods and services, but does not have legal tender status in the U.S. (N)

NOTE 2: Credits and debits posted to AT&T accounts will be in U.S. Dollars. Automatic payment option is not available with cryptocurrencies. (N)

Material omitted now on Sheet 66.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS (Cont'd)

Late payment Charge - Also see Definition of Terms as shown in Schedule (L)
Cal.P.U.C. No. A2.1.1.

A Late Payment Charge as set forth in the Guidebook, Part 3, Section 1. is applicable if payment is not received at the Company or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "LATE: After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Company. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed.

NOTE 1: If a late payment charge appears on a customer's bill even though the payment was received by the Company or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment. (L)

(L) Material formerly on Sheet 66.
Material omitted now on Sheet 66.2

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS (Cont'd)

(L)

Upon notification of disputed charges on the bill, the Company will temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Company resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. If the Company resolves the billing dispute in favor of the Company and payment of the disputed amount has been withheld, the Company will notify the customer and payment of the disputed amount is due by the due date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff.

In the event the Company determines that the customer's billing claim was made in bad faith, the Company reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

Except as otherwise provided, service connection, in place connection, installation and nonrecurring charges are payable at the time application for the particular service and equipment is made. Charges for moves and changes are billed upon completion of the work. See Advance Payments in Schedule Cal.P.U.C. No. A2.1.7.

Deposits for the establishment or reestablishment of service are payable before service is installed or restored. A deposit may be collected from an existing customer. See Deposits in Schedule Cal.P.U.C. No. A2.1.7.

(L)

(L) Material formerly appeared on Sheet 66.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

E. PRORATING OF BILLS

For the purpose of administering this Rule with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

1. Monthly Bills

Opening and closing bills, except those involving the minimum billing period, and monthly bills for telephone service normally furnished on a monthly basis, rendered for periods in excess of or less than a billing month, will be prorated on the basis of the number of days in the period in question to thirty (30) days in the billing month. In the case of measured rate service, the local message unit allowance or Zone Usage Measurement Service allowance for a fraction of a month will also be prorated as above.

2. Annual Bills

Bills for telephone service normally furnished on an annual basis, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service and for a fractional portion of a month on the same basis as for monthly billing.

3. Basic Termination Charges

If at any time during the specified period following the installation of equipment subject to a basic termination charge, such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Company's applicable (T) tariff or Guidebook rules, the customer shall pay to the Company, upon (N) demand, the basic termination charge specified for said equipment, less a credit for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purposes of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed.

Basic termination charges for fractional portions of a month shall be prorated on the same basis as for monthly billing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

F. MINIMUM BILLING

When the period for which service is taken is less than one month in the case of service normally furnished on a monthly basis, the total fixed charge will not be less than the minimum fixed charge for the particular service involved. (D)

G. RATES APPLICABLE DURING TEMPORARY DISCONNECTION OF SERVICE FOR NONPAYMENT

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed fifteen (15) days subsequent to the date of temporary disconnection.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

H. CREDIT CARD BILLING

1. Payment with an authorized credit card is conditional.

If all or any portion of an amount to be paid by an authorized credit card of an applicant or customer is not honored, the Company may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the monthly telephone bill and will be subject to the provision for discontinuance of service as set forth in Schedule Cal.P.U.C. No. A2.1.11.

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Company, such refund may be made at the Company's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account. See M., following (N) for refunds on final bills. (N)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.

2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.

3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.

4. When discrepancies exist between customer's service and Company's billing for exchange service, such discrepancies shall be adjusted in accordance with the following:

a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.

b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

4. When discrepancies exist between customer's service and Company's billing (T)
for exchange service, such discrepancies shall be adjusted in accordance
with the following: (Cont'd)

- c. If the discrepancy results in undercharges, the customer will be billed
the lesser of:

(1) The total net undercharge or

(2) Monthly net undercharge for a period of three months preceding the
date of the bill.

- d. Separate adjustments shall be made for each class of service separately
served and billed.

5. The correctness of message toll billing shall be determined separately for
each toll message. Each overcharged message shall be credited to a
customer's bill. A bill shall not include any charges for service
furnished prior to three months preceding the date of the bill; except, a
bill may include charges for collect, calling card and third number
calls placed within a period of five months preceding the date of the
bill.

6. Overcharge Penalty¹

- a. Where a customer disputes a current bill or bills dated one month
immediately preceding the date of the current bill, the Company will (T)
apply a monthly 1.5% overcharge credit to the overcharged amount at the
time the amount appears as a credit or is refunded pursuant to b.
following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth
in Schedule Cal.P.U.C. No. A2.1.9 and Guidebook Part 3, Section 1; (N)

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

- b. The Overcharge Penalty shall be credited to the customer's account,
unless the customer requests that it be remitted by check. The customer
shall be informed of this option promptly upon recognition of the error.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Company, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Company. (T)
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Company under tariff Schedules A and B and for services in the Guidebook offered on a detariffed basis pursuant to Decision No. 07-09-018. (N)
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6. (N)
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a. (T)
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Company or, if this cannot be determined, the bill period of the Company error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Company at the time of the refund of the overpayment. The refund month shall be the month the Company records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check. (T)
- f. The Company shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Company. (T)

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING

1. Residence services installment billing

Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Company in three consecutive monthly installments without interest.

(D)

(D)

2. For special installment billing provisions for other services, see Guidebook Part 2, Section 2.

(T)

(N)

(D)

(D)

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

(N)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

c. Customer-Owned Pay Telephone (COPT) service

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment offered in Schedule Cal.P.U.C. No. A16.2.

3. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11, A.2.

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.
2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.
3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs and/or Guidebook of the Company. (N)
(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Company using an authorized credit card or debit card that is accepted by the Company. Transactions will be posted to the customer's account within two business days.

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

M. REFUNDS ON FINAL BILLS

The Company will refund a credit balance on a final bill in the form of a prepaid credit card.

(N)

|

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

For Remote LAN (Local Area Network) Service, applicable rules are limited (N)
to A., following.
For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service,
see AT&T Guidebook, Part 2, Section 2, Rule No. 10. (N)

A. DISPUTED BILLS

In case of a dispute between the customer and the Company as to the correct amount of a bill rendered by the Company for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements:

1. First, the customer may make a request, and the Company will comply with the request, for an investigation and review of the disputed amount. The Company will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount.
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Company has notified the customer by written notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11.
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Company, the customer may appeal to the CPUC for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission.
4. The Company will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding.

NOTE 1: The address of the Commission is: California Public Utilities
Commission, Consumer Affairs Branch, 505 Van Ness Avenue,
Room 3210, San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Company, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount. (T)
6. After the investigation and review are completed by the Company and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. (T)

B. OTHER DISPUTES

In case of a dispute between the customer and the Company which cannot be resolved with mutual satisfaction, the customer can make the following arrangements: (T)

1. The customer may make a request to the Company for an investigation and review of the disputed matter. (T)
2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Company, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Company notifies the customer that the investigation and review are completed. (T)
3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11. (T)
4. The Commission will review the claim and communicate the results of its review to the customer and the Company. (T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 11. (N)

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Company will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

The Company will hold a customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the Company discovered the removal.

2. Nonpayment of Bills

- a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

- (1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

Material omitted now located on Sheet 74.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

- a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided: (Cont'd)

- (2) The Company first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the customer to whom the service is billed, or delivered in person or delivered to the customer's billing address.

(L)

Further, the Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.

(L)

- b. Reserved

(L) Material formerly located on Sheet 74

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefore will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished for that customer at a location served by the Company, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service. (T)

e. Joint-user Service

The Company may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Company for business telephone service previously furnished. (T)

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

g. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

i. New Residence or Business Service

A customer's request for new residence or business telephone service may be denied, or if that service has been installed, may be temporarily or permanently discontinued where business or residence services were provided to:

- (1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment or fraud; or
- (2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service¹

The Company may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.) (T)

The Company may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided: (T)

- (a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

- (b) The Company secures evidence from an external source that a fraudulent pattern of nonpayment is probable. (T)

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Company by the previous customer and shall also be liable for a deposit. (T)

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service¹ (Cont'd)

The Company may not discontinue existing service or deny requests for new (T)
service at an address for new business or residence service where services
provided to a prior residence or business customer were disconnected for
nonpayment, except where it is found that the delinquent customer still
occupies the same address or is affiliated with the newly connecting
customer. (Except as provided in 5. following.)

The Company may require a written statement from a newly connecting (T)
customer stating that the former customer at that address no longer
occupies the address and/or was and is not affiliated with their
business.

In the event that the statement is falsified the new customer will (T)
be held liable for the entire delinquent bill owed the Company by
the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently
discontinued except upon written notification of at least
seven (7) days. See other applicable notice requirements in
D. following.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

- k. Basic Service will not be disconnected for non-payment of Residence (T)
service as contained in Schedule Cal. P.U.C. No. A5.2.2, Residence Service
or single line business service as contained in AT&T California Guidebook, |
Part 4, Section 2, 1. Business Service, (B) Measured Rate Service. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

3. Unsafe or Prohibited Facilities, Appliances or Apparatus

The Company may refuse to furnish service on the premises of an applicant (T) for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe.

4. Interference With Telephone Service of Other Customers¹

The Company will attempt to reach and resolve the matter with the customer (T) who is causing the interference. When it is not possible to reach the offending customer by telephone or where the offending customer refuses to stop the interference, the Company may disconnect without advance notice (T) the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Guidebook Part 7, Section 4. (T)
(D)

NOTE 1: Following disconnection of service or service arrangement, the Company (T) will take immediate steps to notify the customer thereof.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud

- a. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Company. (T)
- b. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Company will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to suspected fraud. If the Company is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. (T)

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Company's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

- e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Company finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Company. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. (T)
- f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service) to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. (T)

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

- g. The Company will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: (T)
- Ascertain the validity of the customer's identity.
 - Verify the credit information used to establish the account.
 - Confirm the customer's payment history.
 - Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
 - the volume of calls,
 - the methods used to place and receive calls,
 - the destination of the calls
 - the duration of the calls and
 - use of service arrangements.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

h. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.

i. The Company will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Company's Fraud Center. (T)

j. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section 5 of this Schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer. (T)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit

- a. If, for any applicant's convenience, the Company provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Company may discontinue service but not sooner than 7 days after giving such notice. (T)
- b. The Company may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

7. Noncompliance with the Company's Rules (T)

The Company may discontinue service if a customer fails to comply with any (T)
of the rules herein, or with the regulations in Guidebook Part 8, Section (T)
8, provided such failure is not remedied within a reasonable time, after (T)
due written notice has been given, except as otherwise provided in such
rules and regulations.

8. Revocation of Permission to Use Property

If the Company's service facilities of the customer are installed on (T)
property other than the customer's property and the owner of such property
revokes their permission to use it, the Company shall have the right to (T)
discontinue service upon 10 days' written notice, without obligation or
liability to the customer. If service is discontinued under these
conditions, the customer may have service reestablished under the
provisions of Schedule Cal.P.U.C. No. A2.1.16 or Guidebook Part 4, (T)
Section 5. (N)

9. Service Not to be Immediately Used

The Company may refuse the installation of service that is not to be used (T)
within a reasonable period after installation.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Company has provided service where high voltage protection is (T)
required as set forth in Guidebook Part 2, Section 7 and Part 8, Section 8 (T)
but the required equipment has not been provided or the equipment that has
been provided is nonfunctional or inadequate and the customer fails, upon
written notice, to establish or reestablish the required special high
voltage protection or apply for such protection with the Company as set (T)
forth in Guidebook Part 2, Section 7 and Part 8, Section 8, the Company |
will disconnect service 120 days after giving such notice. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

10. Telephone Calls with Intent to Annoy

- a. The Company may discontinue service of any customer who, with intent to (T)
annoy, telephones another and addresses to or about such other person
any obscene language or addresses to such other person any threat to
inflict injury to the person or property of the person addressed or any
family member.
- b. The Company may discontinue service of any customer who, with intent to (T)
annoy, repeatedly telephones another without disclosing his true
identity to the person answering the telephone, whether or not
conversation ensues during the telephone calls.
- c. If the telephone calls described in Part 10.a. and b. preceding are
placed to the Company, the Company shall not discontinue service, but (T)
shall make reasonable efforts to persuade the customer not to place such
calls, including refusal to transact business with the customer except
by written communication.

11. Discontinuance of Commstar II

The Company may discontinue the telephone service of a customer with (T)
Commstar II for nonpayment or noncompliance with other rules. Where
residence and business services of the same customer are combined on
Commstar II, all lines of the same customer may be discontinued. Where
more than one customer's service is involved only the line(s) of the
customer who is delinquent can be discontinued. Any optional group
features charged to the line(s) would also be discontinued.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

12. Impairment of Service

- a. If a customer uses their service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Company will notify in writing said (T) customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Company may discontinue the (T) service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Company switching (T) office resulting in preventing, obstructing or delaying the telephone service of others.
- b. The Company has the right to refuse telephone service to any premises and (T) at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Company to transmit a message or to (T) locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Company by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Guidebook Part 3, Section 1, will be added to the amount due. (T)
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Guidebook Part 3, Section 1 will apply. A deposit may also be required. All charges must be paid before service will be reconnected. (T)
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid or, if already connected, will be discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Guidebook Part 3, Section 1, is paid. (T)
- e. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

B. RESTORATION - RECONNECTION CHARGE

The Company will collect a reconnection charge when restoring service (T)
which has been temporarily suspended or partially or temporarily
discontinued. The applicable restoral charges are set forth in Guidebook (T)
Part 3, Section 1, Service Charges, for all exchange services. Charges as
set forth in Guidebook Part 3, Section 1 will apply when restoring service (T)
which has been permanently discontinued in accordance with the provisions
of this rule.¹

NOTE 1: The Company may collect the restoration charge before or after the (T)
service is restored.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:¹

- a. (1) Storage capability of numbers to be called, or
- (2) A random or sequential number generator that produces numbers to be called; and
- (3) An ability to dial a call; and

b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

- a. An ADAD may be used pursuant to a prior agreement from the called party that they desire to receive such telephone communication; or
- b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or
- c. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:
 - (1) States the nature and length in minutes of the recorded message; and
 - (2) Identifies by name the individual, business, group, or organization calling including address and telephone number; and
 - (3) Asks the called party whether they are willing to listen to the recorded message; and
 - (4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.
- d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 p.m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Guidebook Part 8, Section 8. for information on Certification for (T) Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

3. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone Company in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message. (T)

The telephone Company shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Company's facilities. If the Company finds that a reasonable probability exists that the ADAD operation will overload its network, the Company may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload. (T)

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Company may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Company may disconnect the service with no prior notice. (T)

The telephone customer who uses ADAD equipment shall notify the Company in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume. (T)

No ADAD shall be connected to the network until the telephone Company has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Company, by regulation or by statute, as customers who are not to receive ADAD calls. (T)

4. The telephone Company may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.
6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Company will not (T)
partially, temporarily or permanently discontinue telephone service to any
customer except upon written notice of at least 5 days, advising the
customer of the intention to discontinue, the reasons for the
discontinuance, and the steps which must be taken to avoid discontinuance.
Such notice shall also advise the customer of the provisions of Schedule
Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall
advise the customers that they can invoke these provisions if unable to
resolve the dispute with the Company. This notice may be waived in a case (T)
of an emergency which renders the immediate discontinuance of service to
the premises imperative. Denial of dial tone is a partial discontinuance
of service under this Rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 12. (N) | (N)

The rates and charges billed by and paid to the Company for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

Before the Company's customer service representative offers a bundle to a customer requesting new telephone service, the Company's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services.

The Company, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California LifeLine.

The Company shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer.

The Company shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Company's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

For all inbound residential customer calls:

- a. Respond to Customer Request - On inbound residential calls, the Company will address the customer's request first. (T)
- b. Customer Proprietary Network Information (CPNI) - The Company will ask the customer for permission to access CPNI as required by 47 CFR Section 64.2001 et seq. (T)
- c. Inside Wire Repair - Whenever the Company offers inside wire repair service to customers who identify themselves as tenants in response to inquiry by the Company, the Company will inform the customer that the landlord is responsible for repair and maintenance of inside wire to one jack per residence. (T)
- d. Caller ID - The Company shall inform customers regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This disclosure requirement also applies to existing customers when the Company offers Selective Blocking versus Complete Blocking. (T)
- e. Confirmation Letter - Within ten business days after taking a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Company will mail, electronically by e-mail¹ or by postal service depending on the customer's request, a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring and non-recurring rates as set forth in the effective tariffs of the Company which are applicable to the services ordered. In the event the customer placing the order provides notification in writing that a confirmation letter is not desired, the Company will be relieved of this request. (T)

NOTE 1: E-mail confirmation will only apply where facilities and/or operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE
PROVIDED TO THE PUBLIC (Cont'd)

Material omitted now located on Sheet 84.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE
PROVIDED TO THE PUBLIC (Cont'd)

The Company will inform its residence subscribers of their right to (T)
service connection or repair within a four-hour period during every
service call when their presence is required in compliance with
Section 1722 of the Civil Code.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE
PROVIDED TO THE PUBLIC (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

For Remote LAN (Local Area Network) Service, applicable rules are limited to A.1, following. (N)
For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 13. (N)

A. GENERAL

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

- a. The applicant shall pay in advance or otherwise as required by the Company, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹
- b. The applicant shall establish or reestablish credit as required by Schedule Cal.P.U.C. No. A.2.1.6, A.1 or A.3 except that the amount of deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 shall not exceed the estimated bill for the duration of service.

2. Change to Permanent Status²

- a. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule, the service shall be classified as permanent and the payment made in excess of that required for permanent service or under Guidebook Part 4, Section 5 for permanent service shall be refunded. Speculative and risk services, as defined in A2.1.1 of this schedule, will not be changed to permanent status.
- b. If at any time the character of a customer's operation changes so that in the opinion of the Company the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.

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

NOTE 2: See AT&T Guidebook, Part 4, Section 5. (T)

Material omitted now located on Sheet 86

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES
(Cont'd)

A. GENERAL (Cont'd)

3. Refunds¹ (Cont'd) (T)

a. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the charges shown in Guidebook Part 4, Section 5 in effect at the time temporary service was first rendered to the customer, or the present charges shown in the Guidebook, whichever is less restrictive to the customer. (L)

b. Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Schedule Cal.P.U.C. No. A2.1.7, to establish credit. (L)

NOTE 1: See AT&T Guidebook, Part 4, Section 5.

(L) (T)

(L) Material formerly located on Sheet 85.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000. (T)
3. The Company will not provide a credit allowance for interruptions of service caused by the customer's facilities, equipment, or systems. (T)
4. Except as provided in A3. of this rule, the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Company up to and including its local loop demarcation point, including tariffed exchange, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type) and all other tariffed services, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all tariffed services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect. (N)
5. Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall:
 - a. Furnish such power which shall be suitable for the purpose;
 - b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
 - c. Allow the Company access to the power supply, if necessary. (T)

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)
A. LIMITATIONS (Cont'd)

6. Services Other Than Directory

The following allowances are provided for interruptions in service, as specified for particular tariffed services furnished solely by the Company. (N)
(T)

- a. The Company shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period or interruption in the following services: (T)

(1) Reserved (T)

(2) Private line services and channels, as follows:

Private line telephone service.¹

Private line teletypewriter and Morse services.¹

Channels for data transmission.¹

Channels for remote₁ metering, supervisory control and miscellaneous signaling purposes.

Channels for one-way speech networks in connection with loudspeakers.²

Channels for one-way₂ program transmission networks in connection with loudspeakers.

Channels for farmer lines and toll service station lines.

Bells and lights system attack warning service.

(3) Reserved (T)
(D)

NOTE 1: The allowance applies only to service within the same exchange area.

NOTE 2: The allowance applies only to station equipment and/or channel facilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

- b. The Company shall allow for interruptions in tariffed exchange telephone service of 24 hours or more not due to conduct of the customer an amount equal to the fixed monthly charges for tariffed exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples. (N)

(D)

- c. The Company shall allow for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges in half-hour multiples for each 30-minute period or major fraction thereof after the initial period, of interruption in the following private line services and channels: (T)

- (1) Private Line telephone service.
- (2) Private line teletypewriter and Morse Services.
- (3) Channels for data transmission.
- (4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

c. (Cont'd) (T)

(5) Channels for the remote operation of private mobile radio-telephone systems. (T)

(6) Channels for one-way speech networks in connection with loudspeakers. (T)

(7) Channels for one-way program transmission networks in connection with loudspeakers. (T)

(8) Special assembly services and channels for miscellaneous experimental purposes. (T)

The allowance on (1) preceding applies only to full period service.

The allowance on Items (1) through (5) preceding applies only to (T)

service between separate exchange areas. The allowance on (7) and (8) preceding applies only to interexchange and interdistrict channels. (T)

d. The Company shall allow for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to the pro rata charges in five-minute multiples for each five-minute period or major fraction thereof of interruption in the following private line services and channels. (T)

(1) Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.

(2) Channels for video transmission in connection with television viewers.

e. The Company shall allow for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request). (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

- f. The Company shall allow for interruptions of two consecutive hours or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in educational television systems. (T)
- g. The Company shall allow an amount calculated as shown in (2) following, for interruptions in Dataphone Digital Service based on the Average Station Value, as defined in (1) below, and the length of the interruption, not due to conduct of the customer or authorized user or failure of facilities provided by the customer or authorized user or due to the failure of the customer to authorize replacement of any element of special construction, as specified in Schedule Cal.P.U.C. No. B2.2.5. The period during which no credit allowance will be made shall begin on the seventh day after the customer receives the Company's notification of the need for such replacement and shall end on the day after the Company receives the customer's authorization for such replacement. (T)

(1) Average Station Value

The average station value is calculated by dividing the total monthly charge for a service by the total number of stations on the service. The total monthly charge shall be comprised of all charges associated with the service, including charges for all equipment assigned to all Digital Station Terminals on the service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

g. (Cont'd)

(T)

(2) Credit Allowances for Interruptions

For the purpose of determining the amount of allowance every month is considered to have 30 days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected.

- An interruption credit allowance is determined by (i) calculating the Average Station Value for one full day [Average Station Value divided by 30 (days)]; (ii) multiplying the result of (i) by the "credit" as specified following then; (iii) multiplying the result of (ii) by the number of stations affected.

- Interruptions of 24 Hours or Less

| Length of Interruption | Credit |
|--|----------|
| Less than 30 minutes | None |
| 30 minutes up to but not including 3 hours | 1/10 day |
| 3 hours up to but not including 6 hours | 1/5 day |
| 6 hours up to but not including 9 hours | 2/5 day |
| 9 hours up to but not including 12 hours | 3/5 day |
| 12 hours up to but not including 15 hours | 4/5 day |
| 15 hours up to 24 hours inclusive | One day |

Two or more interruptions of 30 minutes or more during any period up to but not including 3 hours, shall be considered as an interruption.

- Interruptions Over 24 Hours

Credit will be allowed in 1/5 day multiples for each 3 hour period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

h. For purposes of these regulations, an interruption is deemed to exist (T)
from the time it is reported to or detected by the Company. (T)

7. Subject to Section 3 of this Rule the Company shall allow for errors or (T)
omissions in alphabetical telephone directories (excluding the use of
bold face type) an amount within the following limits:

a. For listings in alphabetical telephone directories furnished without
additional charge, an amount not in excess of the minimum monthly charge
to the customer for exchange service during the effective life of the
directory in which the error or omission occurred.

b. Reserved (T)
(D)
|
(D)

c. For listings in information records furnished without additional charge,
an amount not in excess of the minimum monthly charge to the customer for
exchange service during the period the error or omission continued.

d. Reserved (T)
(D)
(D)

e. For listings in telephone directories furnished in connection with mobile
telephone service, an amount not in excess of the guarantee and fixed
charges for the service during the effective life of the directory in
which the error or omission occurred.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

8. Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in (T)
its facilities at any time and will have the right to suspend or
interrupt service temporarily for the purpose of making the necessary
repairs or changes in its system. When such suspension or interruption
of service for any appreciable period is necessary, the Company will give (T)
the customers who may be affected as reasonable notice thereof as
circumstances will permit, and will perform the work with reasonable
diligence, and if practicable at times that will cause the least
inconvenience.

When the Company is repairing or changing its facilities, it shall take (T)
appropriate precautions to avoid unnecessary interruptions of
conversations or customer's service.

9. Errors in Transmitting, Receiving or Delivering Oral Messages by
Telephone

The Company shall not be liable for errors in transmitting, receiving or (T)
delivering oral messages by telephone over the lines of the Company and (T)
connecting utilities.

10. Loss Arising From Non-Delivery of Written Messages

The Company shall be liable for loss or damage that may occur in the (T)
course of the employment of any messenger not to exceed twenty-times the
charge for such messenger service, and shall be liable for loss or damage
that may occur in the transmission of any message over its lines not to
exceed the amount received for sending same.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 15.

A. GENERAL

1. Except as otherwise provided in these rules and as otherwise required by federal law for facilities placed on U.S. Government land, the Company will construct, own and maintain line extensions along dedicated streets and acceptable easements which can be obtained without charge or condition or condemnation.
2. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the estimated additional cost involved.¹
3. In lieu of all or part of the payment in 2. above, the applicant may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant. Upon acceptance by the Company, ownership of any material so furnished shall vest in the Company.¹
4. In suburban areas, charges beyond the free allowance of 300 feet of line extension facilities and 50 feet of service connection facilities apply as set forth in Guidebook Part 4, Section 5. (C)
5. Line extensions to serve temporary or speculative projects are subject to provisions of A2.1.13. (C)
6. Where its own operating conditions warrant, the Company will construct and maintain its facilities underground at its expense.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)
A. GENERAL (Cont'd)

7. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See 8. and 9. following for exemptions to this requirement.) (L)

a. Five or more lots for single-family and/or multi-family dwellings; unless:

(1) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service; or (L)

(2) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground line extension or service connection facilities. Whenever the Utility invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

(L) Material formerly located on Sheet 95

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

A. GENERAL (CONT'D)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings;
unless: (Cont'd)
(2) (Cont'd)

The Company does not elect to install the extension underground for its (T)
own operating convenience. Whenever the Company elects to install the (T)
extension underground for its operating convenience, the extra cost
compared with overhead shall be borne by the Company. (T)

- b. Five or more dwelling units in two or more buildings located on a single
parcel of land.
- c. Two or more enterprises on a single parcel or on two or more contiguous
parcels of land; where each enterprise is to be engaged in; trade, the
furnishing of services, or a process which creates a product or changes
materials into another form or product (e.g., shopping centers; sales,
commercial, or industrial enterprises; business or professional offices;
educational or government complexes; shops; and factories).
8. If an applicant elects to be served by aerial electrical facilities which
are not in violation of a legal prohibition imposed by a municipality,
the CPUC or other governmental agency having jurisdiction, the Company is (T)
not obligated to construct underground.
9. In exceptional circumstances, when the application of these rules appears
impractical or unjust, the Company or the applicant may refer the matter (T)
to the Public Utilities Commission for special ruling or for approval of
mutually agreed upon special conditions prior to commencing construction.
10. Where an applicant requests service within a real estate project in
advance of construction of permanent underground facilities, service will
be provided aerial or underground by means of temporary facilities,
subject to the following:
- a. Arrangements have been made with the Company for construction of (T)
permanent underground line extension and/or service connection
facilities to and within the project in its entirety, in accordance with
Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

10. (Cont'd)

- b. The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities, unless as determined by the Company, extenuating circumstances preclude the construction of permanent facilities before permanent telephone service is needed. The Company reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project. (T)
- c. The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Company, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first. (T)
- d. Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

B. AERIAL LINE EXTENSIONS

1. Aerial Line Extensions

Aerial line extensions will be constructed at the Company's expense, subject to the general provisions in A. preceding. (T)

C. UNDERGROUND LINE EXTENSIONS

1. Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for the line extension facilities or where another telecommunications carrier constructs facilities without cost to the applicant:
- a. The Company will construct an underground extension at its expense. Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro-rata cost thereof. (T)
- b. The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the Company a reasonable construction period. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

2. Within new subdivisions in their entirety wherein all or a portion of the requirement will be for business service and the Company determines that (T)
an underground supporting structure is needed:
 - a. The Company will provide the conduit material, and metallic manhole (T)
covers where specified, or, where mutually agreeable, the applicant may
provide the conduit material to the Company's specifications and the (T)
Company will reimburse the applicant at the Company's current cost for (T)
that type of conduit.
 - b. If the specifications in d. following include transiting conduit to serve (T)
parcels outside the subdivision, the Company will provide all conduit (T)
material and reimburse the applicant their incremental cost attributable
to transiting conduits over and above a total of four local and
transiting conduits in any section of the underground supporting
structure. The applicant and the Company shall agree upon the amount of (T)
such reimbursement before construction begins.
 - c. The applicant shall be responsible for loss, unreasonable breakage and (T)
any liability in connection with the conduit material or manhole covers
provided to the applicant by the Company.
 - d. The applicant will construct to the Company's specifications and deed to (T)
the Company the complete underground supporting structure.¹ (T)
 - e. The Company will complete the line extension at its expense, subject to (T)
the provisions of 1. preceding where buried cable is to be used.

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. Line extensions to new subdivisions from the Company's planned distribution facilities are based upon the Company's current Long Range Outside Plant Plan. This Plan designates the physical routing of distribution facilities to and within a given Distribution Area in order to design, operate and administer the Company's network in the most economical and efficient manner. Line extensions to serve applicants in a given Distribution Area may only be constructed, as determined by the Company, from the Distribution Area designated by the current LROPP. (T)
- a. For that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision, responsibilities for the cost of said portion will be the same as those within a subdivision, as determined by 1. or 2. preceding for the type of construction employed. (T)
- b. In those cases where the line extension must extend across an existing street to reach the development and the public agency will not permit open cutting for residential developments, the applicant is responsible for the estimated difference in cost between normal trenching and conduit placement (exclusive of pavement cutting and repaving) and the cost of boring. For commercial developments the applicant is responsible for the cost of the bore less the material cost of conduit. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. (Cont'd)

- c. For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between the underground and equivalent aerial facilities.¹ For underground installations the Company is entitled to four conduits, the equivalent capacity of a pole line. Where another telecommunications carrier constructs facilities without cost to the applicant, the remainder may be constructed subject to the provisions of C.1. preceding. (T)
4. To and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, line extensions will be constructed as in 1. through 3. preceding, provided:
- a. The applicant will pay in advance the estimated total cost of the Company's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 45 days after the actual cost is determined by the Company. This adjusted advance, excluding any payment required by 3.b. preceding and the cost set forth in 1.b., 2.c. and d., and 3.a. preceding is refundable as provided following.¹ (T)
- b. When, within the first three year period after completion of the Company's construction, the subdivision density requirement has been met, the Company will refund the refundable advance in a. preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Company will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone line and line termination density to the subdivision density requirement. No interest will be paid on such advances. (T)
5. All other underground line extensions.¹

If the applicant requests or is required, such as by local ordinance or municipal condition, for example, to have underground line extensions, in cases other than those included in 1. through 4. preceding, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between underground and equivalent aerial facilities. Where another telecommunications carrier constructs line extensions without cost to the applicant, the line extension may be constructed at no cost to the applicant.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE
EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS

1. Cancellation of Application

- a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.
- b. Where construction of line extension facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the design and construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially cancelled (one or more services or facilities, but not all), charges for such cancelled service or facilities shall apply. Charges are determined as set forth in 4. following.²

2. Change or Modification of an Application

- a. Where a request for an alteration in an existing application for line extension facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge is applicable which is equal to the cost incurred in the design and construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in 4. following.²

3. Deferment of an Application¹

- a. An application for line extension facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with 1.b. preceding.

NOTE 1: An extension of time beyond the twelve (12) month period requested by the applicant may be allowed at the discretion of the Company in writing. (T)

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE
EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS
(CONT'D)

4. Determination of Charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant received written notice (signed by the applicant and Company) at the time the request for such facilities was taken stating that charges would apply should the applicant request the cancellation, modification or deferment of the application for such facilities. (T)
- c. Installation of line extension facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.
- d. Non-recoverable costs of engineering, labor, material, equipment and other related expenses incurred by the Company as a result of the work performed will apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 16. (N)
|
(N)

A. SERVICE CONNECTION FACILITIES

1. General

- a. Except as otherwise provided in these rules, the Company will, at its expense, construct, own and maintain service connection facilities up to and including the Company's local loop demarcation point necessary to serve applicants or customer in accordance with its rates, rules and current construction standards.
- b. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the estimated additional cost involved.
- c. In lieu of all or part of the payment in b. preceding, the applicant may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant. Upon acceptance by the Company, ownership of any material so furnished shall vest in the Company, except for that portion of underground supporting structures located on private property as set forth in 4.b.(1)(b) following.
- d. In suburban areas, charges for service connections apply as set forth in Guidebook Part 4, Section 5.
- e. Service connection facilities to serve temporary or speculative projects are subject to the provisions of Schedule Cal.P.U.C. No. A2.1.13.
- f. Where its own operating conditions warrant, the Company will construct and maintain its facilities underground at its expense.
- g. Only underground service connection facilities₁ will be constructed to and within the following types of new subdivisions; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See h. and i. following for exemptions to this requirement.)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

(1) Five or more lots for single-family and/or multi-family dwellings;
unless:

- (a) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric Company for aerial service, or: (T)
- (b) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Company's opinion warrant the installation of underground service connection facilities. (T)
Whenever the Company invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension. (T)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

- (1) Five or more lots for single - family and/or multi-family dwellings
unless: (Cont'd)
(b) (Cont'd)

The Company does not elect to install the extension underground for its (T)
own operating convenience. Whenever the Company elects to install the (T)
extension underground for its operating convenience, the extra cost
compared with overhead shall be borne by the Company. (T)

- (2) Five or more dwelling units in two or more buildings located on a
single parcel of land.

- (3) Two or more enterprises on a single parcel or on two or more contiguous
parcels of land; where each enterprise is to be engaged in; trade, the
furnishing of services, or a process which creates a product or changes
materials into another form or product (e.g., shopping centers; sales,
commercial, or industrial enterprises; business or professional
offices; educational or government complexes; shops; and factories).

- h. If an applicant elects to be served by aerial electrical facilities which
are not in violation of a legal prohibition imposed by a municipality,
the CPUC or other governmental agency having jurisdiction, the Company is (T)
not obligated to construct underground.

- i. In exceptional circumstances, when the application of these rules appears
impractical or unjust, the Company or the applicant may refer the matter (T)
to the Public Utilities Commission for special ruling or for approval of
mutually agreed upon special conditions prior to commencing construction.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

j. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:

- (1) Arrangements have been made with the Company for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16. (T)
- (2) The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities. The Company reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project. (T)
- (3) The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Company, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first. (T)
- (4) Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

- k. The Company will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Continuous property which is divided into parcels may be served as if the parcels were individually owned properties as follows: On commercial property, additional local loop demarcation points may be constructed at Company expense to each parcel or building on a parcel if the building is leased for a minimum of three years. The applicant must provide to the Company a copy of the lease or a notarized statement describing the term of the lease. If the same tenant leases other buildings on the parcels, requests for additional local loop demarcation points will be provided under Special Construction charges as set forth in Schedule Cal.P.U.C. No. A2.1.36. This rule provision does not apply to fiber, residential or agricultural property, tenant spaces within a commercial multi-story or multi-unit building, buildings on commercial continuous property that are currently served or were designed to be served through an existing Local Loop Demarcation Point on the property, or to property outside the Base Rate Area. (T)

Where the immediate intended use of parceled Continuous Property is not clear, the Company may provision each parcel under special construction arrangements. If, within three years after the special construction billing date, the subdivided properties have been sold or held under separate ownership, the Company will reimburse any special construction charges previously paid in connection with such properties. If the subdivided properties have not been sold or held under separate ownership within such three-year period, the Company will not reimburse any special construction charges previously paid in connection with such properties. (T)

Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

2. Continuous Property Service Connection Facilities

Where an applicant requests service connection facilities on continuous property, the following will apply:

- a. The Company will provide a primary service connection facility on a customer's continuous property to the main distribution terminal at a single location determined by the Company and the property owner. Where no agreement can be reached, the Company will designate the location of the demarcation point. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

2. Continuous Property Service Connection Facilities (Cont'd)

b. The primary service connection facility will be provided over the most economical route as determined by the Company as set forth in a. (T)
preceding. Where the customer requests a route other than that
specified by the Company, and the Company agrees, as set forth in (T)
a. preceding, Special Construction charges set forth in Schedule
Cal.P.U.C. No. A2.1.36 may apply.¹

c. Customers may request additional service connection facilities to other locations on their continuous property.² Rates and Charges as set forth in Schedule Cal.P.U.C. No. A2.1.36 will apply. A building on commercial continuous property that is not parceled and is leased to a separate business entity for a minimum of three years, and is not also occupied by the property owner, may be served as set forth in 1.k. preceding.

3. Aerial Service Connection Facilities from aerial distribution facilities are furnished at the Company's expense. (T)

b. Aerial service connection facilities from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.³ Any difference between the amount advanced and the actual cost will be advanced or refunded, as the case may be, within 30 days after the actual cost is determined by the Company. (T)

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

NOTE 2: Pair counts in service connection facilities may not multiple between building on the same customer's continuous property.

NOTE 3: Governmental entities as defined in G096-A, Section X, are excluded from the advance payment requirements of this paragraph.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

3. Aerial Service Connection Facilities (Cont'd)

- c. Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

4. Underground Service Connection Facilities

When applicant requests, or is required to have, underground facilities, the Company will furnish them under the following conditions: (T)

a. To the property to be served

- (1) Where a service connection facility will be connected to underground distribution facilities, that portion of the main service connection facility not on the property to be served will be constructed by the Company without charge, provided: (T)

- (a) If underground line extension and/or service connection facilities are being constructed for a new real estate development as provided in d. following or in A.2.1.15,C.4., the Company's costs of those portions of service connection facilities to the properties to be served are also subject to the advance and refund provisions of d. following or A.2.1.15,C.4.¹ (T)

- (b) Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Company's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs. (T)

- (2) Where the service connection facilities will be connected to main aerial distribution facilities the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities for that portion of the underground service connection facilities not on the property to be served.¹

- (3) Where the customer requests additional service connection facilities to be connected to underground distribution facilities, that portion of the additional service connection facilities not on the property to be served (for example, in the dedicated street or easement) will be constructed as set forth in Schedule Cal.P.U.C. No. A2.1.36.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served¹- Residential

For the purpose of this rule: (i) A service connection facility (or a branch thereof) intended to serve all or a portion of one building is denoted as being separate. (ii) Where a service connection facility is intended to serve two or more buildings on one continuous property, the section extending from the property line and excluding the separate branches to individual buildings is denoted as the common portion.

(1) Except as provided in d. following, the trench or underground supporting structure for a "separate" service connection facility and for any "common portion" for which an easement acceptable to the Utility is not obtainable without charge or condemnation, or where an easement is not accepted as set forth in (2) following, will be provided as follows: (N)

(a) Where the Utility determines that buried wire or cable is to be used for the service connection facilities, the applicant or customer will provide the trench or pay the trenching costs. Such trench will be to the Utility's plans and specifications between designated points on the building served and the boundary of the common portion easement, Utility easement or dedicated street, as required.

(b) Where the Utility determines that conduit is to be used for the service connection facilities, the applicant or customer will construct, own and maintain at his expense the underground supporting structure. Such underground supporting structure will be to the Utility's plans and specifications between designated points on the building served and the boundary of the common portion easement, Utility easement or dedicated street, as required.

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered as part of the applicants' continuous property.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served¹- Residential (Cont'd)

(1) Except as provided in d. following, the trench or underground supporting structure for a "separate" service connection facility and for any "common portion" for which an easement acceptable to the Utility is not obtainable without charge or condemnation, or where an easement is not accepted as set forth in (2) following, will be provided as follows: (Cont'd) (N)

(c) Where a Carrier constructs the underground supporting structure at no charge to the Applicant, SBC may construct the underground structure between designated points on the building served and the boundary of the Utility's easement or dedicated street as required. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. (N)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered as part of the applicants' continuous property. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served - Residential (Cont'd)

(2) Except as provided in d. following, where feasible, a single service connection facility will be constructed to serve two or more buildings on one continuous property. If an easement acceptable to the Company¹ (T) for the common portion of such an arrangement has been obtained without charge or condemnation, the trench or underground supporting structure for the common portion and those segments of separate portions lying within the boundary of the easement will be constructed as set forth in this part (2). Unless otherwise agreed between the applicant and the Company, the width of such easement shall not exceed five feet. (T) However, where the easement of the common portion is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened where required so as to include those portions of separate service connections that will be constructed beneath the street pavement.

(3) Where all requirements for the common service connection are for residential service:

The Company will provide the trench or underground supporting structure (T) at its expense, providing the applicant performs or pays for any pavement cutting and repaving and for clearing the route and grading it to within six inches of final grade, all in time to give the Company a reasonable (T) construction period.

(4) Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro rata cost thereof. However, if soil (T) conditions or topography will cause trenching costs to materially exceed the Company's average trenching costs, the applicant may be required to (T) pay a nonrefundable amount equal to such excess costs.

NOTE 1: Easements are not accepted on condominium property where all the land is held in common or on apartment property. Service to these properties will be provisioned as set forth in Schedule Cal.P.U.C. No. A2.1.20.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial

The trench or underground supporting structure for service connection facilities will be provided as follows:

- (1) Where the Company determines conduit is to be used for service connection facilities, applicants or customers will construct, maintain, and own the underground structure. Such underground supporting structure will be constructed, at the customer's expense, to the Company's plans and specifications between designated points on the building served and the boundary of the Company's easement or dedicated street as required. (T)

- (a) Where the Company initiates upgrading of its existing services with newer technology to existing commercial buildings on commercial continuous property, that are currently served or were designed to be served, through an existing local loop demarcation point on the property, after exploring other alternatives, Company may construct, at its expense, the underground supporting structure on behalf of the property owner. Upon completion of the constructions, the underground supporting structure shall become the personal property of, and shall be maintained by the property owner. (N)

- (2) Where the Company determines buried wire or cable is to be used for the service connection facilities, the applicant or customer will provide the trench. Such trench will be constructed, at the customer's expense, to the Company's plans and specifications between a designated point on the building served and the boundary of the Company's easement or dedicated street as required. (T)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Company to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Company shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered part of the applicants' continuous property. (T)

Material omitted now located on Sheet 107.2. (N)

Continued

NETWORK AND EXCHANGE SERVICES

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial (Cont'd)

The trench or underground supporting structure for service connection facilities will be provided as follows: (Cont'd)

- (3) Where the applicant requests service to a continuous property under development which may or will contain individually-owned parcels and common areas, the applicant will construct, own and maintain the underground supporting structure for common and separate service connections on the private property at the applicant's expense (e.g. shopping centers, commercial centers). The Company may obtain an easement for placement of its cable facilities in the applicant's structure. (L)
- (T)
- (L)

(L) Material formerly located on Sheet 107.1.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial (Cont'd)

The trench or underground supporting structure for service connection facilities will be provided as follows: (Cont'd)

(N)

(4) Where a telecommunications Carrier constructs the underground supporting structure at no charge to the applicant, the Utility may construct, at its expense, the underground structure between designated points on the building served and the boundary of the Utility's easement or dedicated street as required. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof.

(N)

d. Within real estate developments that do not satisfy the density requirements for a subdivision, and the requirement is for business service, residence service or a combination of both, service connections will be constructed as set forth in a.(1), b.(1) or (2) preceding, provided:

(1) The applicant will pay in advance the estimated total cost of construction². Any difference between the amount advanced and the actual cost shall be advanced or refunded as the case may be, within 30 days after the actual cost is determined by the Utility. This adjusted advance excluding any payment required by a.(2) preceding, and the cost set forth in a.(1), b.(1) or (2) preceding, is refundable as provided following.³

(T)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered part of the applicants' continuous property.

(N)

(N)

NOTE 2: Government entities as defined in G.O. 96-A, Section X, are excluded from the advance payment requirements of this paragraph.

NOTE 3: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

d. (Cont'd)

(2) When, within the first three year period after completion of construction, the subdivision density requirement has been met the Company will refund the refundable advance in (1) preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Company will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone termination density to the subdivision density requirement. No interest will be paid on such advances. (T)

e. The Company will, at its expense, furnish, install, and maintain the service connection wire or cable for working service as set forth in a.(1), b.(1), or 3. preceding. (T)

(1) The Company will incur the entire expense for the maintenance of all common portion direct buried service connection facilities. (T)

(2) When an above ground obstruction to a direct buried service connection facility exists, the Company will select the most direct and most economical route and incur the entire expense of providing an alternate underground route. If the alternate underground route selected by the Company requires pavement cutting and repaving, the Company will incur that expense. This alternate route will be mutually agreeable to the Company and the property owner. (T)

(3) If the alternate underground route selected by the Company is not agreeable to the property owner, the property owner will provide conduit for segments of the route that preclude normal trenching or will perform or pay for the removal (and replacement, if desired) of any structure or landscaping built over the separate branches of direct buried service connection facilities, including but not limited to walkways, driveways, patios, buildings, planter boxes, retaining walls, decks or extensive landscaping excluding lawn. The Company will incur the cost of any excavation or trenching required to repair or replace the separate branches of direct buried service connection facilities. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

(D)

(D)

5. Existing service connection facilities will be reinforced as required to accommodate added service requests in regulations preceding.

6. Application Cancelled, Modified, or Deferred by an Applicant for Service Connection Facilities to and within New Subdivisions and Real Estate Developments

a. Cancellation of application

(1) Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.

(2) Where construction of service connection facilities has been started prior to the cancellation, a charge equal to the costs incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. (T)
Where partially cancelled (one or more services or facilities, but not all), charges for such cancelled service or facilities shall apply. (T)
Charges are determined as set forth in d. following.¹

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

b. Change or Modification of an Application

Where a request for an alteration in an existing application for service connection facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge equal to the cost incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in d. following.²

c. Deferment of an Application¹

An application for service connection facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with a.(2) preceding.

d. Determination of Charges

- (1) In determining the charge for a., b. and c. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.

NOTE 1: An extension of time beyond the twelve (12) month period when requested by the applicant may be allowed at the discretion of the Company in writing.

(T)

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

d. Determination of Charges (Cont'd)

- (2) Such charges apply provided the applicant received written notice
(signed by the applicant and Company) at the time the request for such (T)
facilities was taken, stating that charges would apply should the
applicant request the cancellation, modification or deferment of the
application for such facilities.
- (3) Installation of service connection facilities is considered to have
started as defined by "Start of Installation" in Schedule Cal.P.U.C. No.
A2.1.1.
- (4) Nonrecoverable costs of engineering, labor, material, equipment and other
related expenses incurred by the Company as a result of the work (T)
performed will apply. If an advance payment has been collected and held,
it will be refunded subject to the applicable charges noted above.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE

1. General

- a. Service Entrance Facilities and Network Terminating Wire (NTW)¹ will be furnished, installed and maintained by the Company. The Company will (T)
connect its facilities at the local loop demarcation point to inside wire
or intrabuilding network cable furnished and installed by others as set
forth in Schedule Cal.P.U.C. No. A2.1.20, Guidebook (Part 8, Section 8) (T)
and Part 68, Subpart C and F, of the FCC's Rules and Regulations. (T)

- (1) In hazardous or inaccessible locations the owner, applicant/customer or his contractor will furnish, install and maintain cable that conforms with the specifications of the Company and the Company may (T)
use such cable in the provision of the Company's service. (T)

NOTE 1: Network Terminating Wire is wire that connects the building entrance terminal to the Company's network access termination point or the (T)
building owner's access terminal. This wire connection is called a
"cross connect" and is classified as either Utility Network
Cross-Connects (UNCs) or Service Provisioning Cross-Connects (SPCs) as
set forth in Schedule Cal.P.U.C. No. A2.1.20.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

- b. The Company will determine the type of service entrance facilities and NTW and the location of protective apparatus and other associated equipment at the local loop demarcation point. The Company will determine the method of installation of the NTW. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)
- c. Reserved
- d. Overtime service entrance facilities and NTW placement or rearrangement work by the Company when requested by the applicant/customer for their convenience will be done at an additional charge equal to the difference in cost between straight time work and overtime work except as provided in the Guidebook Part 3, Section 1.¹ (T)
- e. In buildings that are or may be occupied by more than one applicant/customer, the Company will upon request install, maintain or rearrange NTW in a manner which requires entering an area which is, or may be, occupied by a party other than the applicant/customer, provided that the applicant/customer makes suitable arrangements with the party controlling the area for the Company's employees to enter and work in the area. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

- f. The applicant/customer shall provide or arrange for the following items where determined necessary by the Company for the installation, maintenance, and removal of service entrance facilities and Network Terminating Wire. These items shall be without cost to the Company and in accordance with the Company's standards and applicable laws, ordinances, rules, and regulations of public authorities. (T)
- (1) Suitable and adequate space for service entrance facilities and NTW, protective apparatus and associated equipment; (T)
- (2) Acceptable ground for electrical protection; (T)
- (3) Penetrations of fire walls; drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for installation of service entrance facilities and NTW, protective apparatus and associated equipment; fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes; (T)
- (4) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Company's work operation; and (T)
- (5) Safe working conditions for the Company's employees. (T)

Continued

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

- g. In exceptional circumstances, when the application of this rule appears impractical or unjust, the Company or the applicant/customer may refer (T) the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon regulations prior to commencing construction.

2. Additions and Changes

- a. Existing NTW will be rearranged or replaced as required to accommodate added service requests.
- b. All moves, changes, rearrangements, removals or modifications of existing Company owned Service Entrance Facilities, Network Terminating Wire, and associated protective apparatus, terminals and hardware located on/in an applicant/customer building or buildings on continuous property will be performed by the Company. The applicant/customer will (T) be required to pay, in advance, the estimated cost involved to the Company¹ where such work is requested by the applicant/customer. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. NETWORK TERMINATING WIRE (Cont'd)

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S
PREMISES (Cont'd)

C. ELECTRIC POWER

1. Where commercial electric power is required for the operation of the service or equipment requested, the applicant/customer shall, at their expense and as specified by Company, provide or arrange for the installation and maintenance of the necessary electrical wiring and outlets and shall supply the electric power required. (T)
2. This rule provision does not apply when the Company is initiating upgrading the current services with newer technology to existing commercial buildings on commercial continuous property that are currently served or were designed to be served through an existing Local Loop Demarcation Point on the property. The Company will only provide and/or pay for all nonrecurring electrical costs attributed to the installation of the power outlet in such cases. (N)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES AND NTW AND ASSOCIATED
EQUIPMENT

1. The Company shall own, furnish, and maintain all service entrance facilities and NTW and other equipment necessary to provide telephone service, except as otherwise specified in the tariffs and/or Guidebook. (T)
All service entrance facilities and NTW provided shall conform to the established construction standards of the Company. (N) (T)
2. Except as otherwise specified in the tariffs and Guidebooks, all service entrance facilities and NTW and equipment furnished by the Company in connection with a customer's service shall be carefully used and only duly authorized employees of the Company shall be allowed to connect, disconnect, move, change, or alter in any manner any or all such cable and equipment. (N) (T) (T)

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

(D)

Continued

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES, NTW AND ASSOCIATED
EQUIPMENT (Cont'd)

3. The customer will be held responsible for loss of or damage to any
equipment or apparatus furnished by the Company, unless such loss or (T)
damage is due to causes beyond their control.
4. No equipment, apparatus, circuit or device not furnished by the Company (T)
shall be attached to or connected with the facilities furnished by the
Company, whether physically, by induction or otherwise, except as (T)
provided in the tariffs, Guidebook and/or authorized by F.C.C. Part 68. (N)
In case any such unauthorized attachment or connection is made, the (T)
Company shall have the right to remove or disconnect the same; or suspend
the service during the continuance of said attachment or connection; or
to terminate the service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.17 RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. OWNERSHIP OF TELEPHONE DIRECTORIES

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

B. ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

The assignment of a number to a customer's telephone service will be made at
the discretion of the Company. The customer has no proprietary right in the (T)
number and the Company may make such reasonable changes in telephone number (T)
or central office designation as the requirements of the service may demand.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

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

A. CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (Cont'd)

B. RESALE OF SERVICES

Services available for resale are found in Schedule Cal.P.U.C. No. 175-T, (T)
Section 18, Services for Resale. The regulations in B.1. following, |
supercede any provisions prohibiting resale that may appear in the (T)
applicable tariff schedule or Guidebook. (N)

(D)

(D)

Message Telecommunications Service (Local Plus) such as Value PromiseSM (T)1
offer the ability to discount intraLATA toll originating or terminating on | |
a reseller switch and transported through the Company network. (T)1

(D)

(D)

(D)

1. Regulations

a. Resellers must meet all regulatory requirements of the California Public Utilities Commission (CPUC), including, without limitation, a valid intrastate Certificate of Public Convenience and Necessity (CPCN), and meet any CPUC registration requirements.

b. Resellers must pay applicable tariff rates for the products purchased.

c. Resellers become the customer of record for the Company; the end user (T)
customer is the customer of the reseller.

NOTE 1: Information formerly contained in Note 4.

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF
SERVICES (CONT'D)

B. RESALE OF SERVICES (CONT'D)

1. Regulations (Cont'd)

d. For Message Telecommunications Service and Value PromiseSM

- (1) Using Guidebook Part 9, Section 3, the reseller's end users will have (T)
to dial an access code (an 800 number, a local seven digit number or
10XXX) to reach the reseller.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.19 RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES

A. ACCESS TO CUSTOMER'S PREMISES

The Company's authorized employees may enter a customer's premises at all (T)
reasonable hours for any purpose reasonably pertinent to the furnishing of
telephone service and the exercise of any and all rights secured to it by
law or by these tariff rules or Guidebook rules supporting detariffed (N)
services.

The Company may remove any and all of its property, located on the (T)
customer's premises at the termination of service, as provided for in
these tariff rules or Guidebook rules supporting detariff services. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT

A. RESPONSIBILITIES

The Company will provide facilities, equipment, and services to its local loop demarcation point. The Company is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point. The customer is responsible for the completion of services beyond the Company's local loop demarcation point.¹ (T)

Customer requested services beyond the local loop demarcation point may be provided by the Company at the customer's expense. (T)

B. LOCAL LOOP DEMARCATION POINT

1. The Company's local loop demarcation point separates the Company's network responsibility for its facilities, equipment and services from that of the building owner or end-user customer. This demarcation point designates the end of the Company's network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)
2. The local loop demarcation point may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Company's network facilities. (T)
3. The local loop demarcation point is located at the MPOE/MPOP to any single or multi-story building, and includes the Company's entrance facility, except as set forth in 4. following. The Company will not be required to place its demarcation point on more than one floor of a multi-story building. (T)

NOTE 1: Network Terminating Wire (NTW) is wiring on the Company's side of the demarcation point at the minimum point of entry and is the responsibility of the Company, as described in C5. following. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

B. LOCAL LOOP DEMARCATION POINT (Cont'd)

4. Exceptions:

- a. Emergency Reporting Services (E911/911): The demarcation point is at the Company provided terminal equipment, including the equipment where the equipment has been provided by the Company. (T)
- b. Disabled Services: The demarcation point is at the Company provided terminal equipment. The Company's responsibility includes the terminal equipment where the equipment has been provided by the Company. (T)
- c. If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (generally known as "Direct Feed"), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. Where another telecommunications carrier offers to construct such facilities without cost to the applicant, the Company may also construct additional facilities without charge to the property owner or applicant. Additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from one location to another location. (T)
- d. Fiber Optic Cable: These rules apply only to metallic (i.e., copper) facilities.
- e. Carrier Points of Presence ("POP"): Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, Local Loop Demarcation Point rules do apply to all Company provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end user of the service(s). (T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs)

1. Definition: There are two types of cross-connects.

- a. Wires that connect the Company's building entrance terminal to the Company's network access termination point, e.g., ready access terminals (RATs) or Network Interface Units (NIUs). (These configurations comprise a small portion of the Company's network.) Such cross-connects do not connect directly to the building owner's access terminal. They need not be altered in order for another utility to provide service to customers. Therefore, they need not be accessible to other utilities or the building owner. As a result, such cross-connects are part of the Company's network. These cross-connects will be identified as Utility Network Cross-Connects (UNCs). (T)
 - b. Wires that connect the Company's network access termination point to the building owner's access terminal. These are the cross-connects that may be removed or changed when a customer switches from one provider to another. These cross-connects will be identified as Service Provisioning Cross-Connects (SPCs). Bridge clips that connect the Company's network to the building owner's wiring are also SPCs. (T)
 - c. There are configurations that have no building owner's access terminals. In these cases, the inside wire runs from the customer's equipment directly to the utility network access termination point. No SPC is utilized. Such configurations are beyond the scope of these rules.
2. SPCs shall be owned by the facilities-based carrier that provides service to the customer.
 3. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.
 4. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs) (Cont'd)

5. Existing SPCs need not be removed and replaced by SPCs owned by the facilities-based carrier that provides service to the customer until: (L)
- a. The customer transfers to a new carrier.
- b. The customer orders any changes to his or her service that would require movement or removal of existing SPCs. (T) (T)
- c. Existing SPCs must be removed for maintenance, repair or other legitimate purposes. (T) (L)
6. Whenever a utility removes another carrier's SPCs, it shall do so in a safe manner that causes no harm to another carrier's facilities. (T) (L) (L) (D)

Material omitted now located on Sheet 118.1.1.
(L) Formerly located on Sheet 118.1.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

D. INC DEMARCATION POINT

1. The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the end-user's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.
2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in 3. following and B.4 preceding.
3. Where there is no intrabuilding network cable or it is in a single story building, the INC demarcation is the Company's local loop demarcation point. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. INSIDE WIRE DEMARCATION POINT

1. The inside wire demarcation point is located where customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.
2. The inside wire demarcation point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Company is the vendor of choice for inside wire repair and CPE trouble (T) isolation, begins where the customer's inside wire connects to the INC. Where there is no INC, the inside wire demarcation point is the minimum point of entry.

F. CONTINUOUS PROPERTY

1. Continuous Property is land which is
 - a. wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
 - b. which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.
2. There are three basic types of Continuous Properties:
 - a. Single-tenant commercial in which one owner or tenant occupies all buildings.
 - b. Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a tenant (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums are Continuous Property, unless the condominium project is constructed where each condominium building is on land held in separate ownership from the common areas. Ownership may be defined as the vertical limits of ownership interest that include the airspace above and the earth below the building.

NOTE 2: A "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

2. There are three basic types of Continuous Properties: (Cont'd)

- c. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common¹ do not constitute Continuous Property.

3. Existing Continuous Property

- a. For existing continuous property the Company will designate the main distribution terminal which is the Local Loop Demarcation Point, for each local loop serving the property, for purposes of the unbundling of INC in each building. Where there is not a main distribution terminal on existing Continuous Property, the current serving arrangements will not change unless and until such time as a rearrangement or reinforcement of serving arrangement and/or additional plant is required after August 8, 1993. At that time, the utilities will treat such property as New Continuous Property under Schedule CAL.P.U.C. No. A2.1.20, F.4

The utilities will have until August 31, 1998 to designate the primary INC Demarcation Points in at least the majority (51%) of the buildings and properties with respect to which construction or renovation has been completed prior to August 8, 1993. In the interim, the utilities will assist building owners, at no charge, to designate the primary Demarcation Point. The utilities will designate the primary Demarcation Point for new or renovated buildings or properties upon completion of construction.

- b. INC within building (riser and lateral) that was in place prior to August 8, 1993 will be the responsibility of the continuous property owner after that date. All rearrangements and/or maintenance of the INC will be the responsibility of the continuous property owner.

- (1) Company owned plant facilities (Non INC) between buildings on existing continuous property may be purchased by the property owner as set forth in Schedule Cal.P.U.C. No. A2.8 or when relocation of the MPOE results in transfer of utility property as set forth in 3.d. following.

NOTE 1: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property

b. (Cont'd)

(2) The Company is responsible for the investment and its maintenance where (T)
the Company retains ownership of plant facilities between buildings on (T)
an existing continuous property. The Company's responsibility (T)
applies to all investments, excluding INC.

(3) Where the Company does not retain ownership of INC cable infrastructure (T)
located on the customer's side of the Local Loop Demarcation Point, the
property owner assumes all responsibility as of August 8, 1993.

c. The Company will provide to building/property owners and/or their agent¹ (T)
upon request and for a charge,² such INC charts or diagrams (i.e., cable
location maps) as may be in existence. See Guidebook Part 8, Section 8 (T)
for new INC cable location map requirements. (T)

Until August 8, 1998, the Company's shareholders will assume the costs (T)
for repairs to the INC not caused by willful misuse or negligence of
continuous property owners who have requested INC information (i.e.,
cable location maps) from the Company but do not receive it within 90 (T)
days of the request, for an owner of continuous property. This
obligation shall apply to existing continuous property in which the
Company installed INC prior to August 8, 1993 and shall continue until (T)
the date the property receives the information.

The Company's liability for repairs under this paragraph shall begin no (T)
sooner than 90 days from August 4, 1993 for continuous property not
withstanding the date of the property owner's request for cable
information. Property owners shall be responsible for demonstrating the
date of the Company's receipt of their requests by using certified mail (T)
or other verifiable method of dating their requests. (T)

NOTE 1: Agent(s) requests for INC charts or diagrams (i.e. Cable Location
Maps) must include the written consent of the building/property
owner authorizing the agent to obtain such information.

NOTE 2: See Guidebook Part 8, Section 8. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1 .20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property

d. On continuous multi-tenant property, the Company must relocate the MPOE/LLDP if a property owner or his/her agent requests it, provided the following conditions are met: (T)

- (1) The property owner agrees, and has the ability to pay for all relocation expenses reasonably incurred.
 - (a) Special construction charges for design and construction will be collected in advance as set forth in Schedule Cal.P.U.C. No. A.2.1.36 for the relocation of the MPOE/LLDP.¹
 - (b) The property owner or customer is responsible to schedule and pay for the move of existing services to the new MPOE as set forth in the Guidebook Part 3, Section 1 and Schedule Cal.P.U.C. No. 175-T, and FCC No. 1. (N)
- (2) Relocation is technically feasible. (The Company bears the burden of proving technical infeasibility.) (T)
- (3) Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.
- (4) The relocation of the MPOE/LLDP will be negotiated between the property owner and the Company. Where an agreement cannot be reached, the Company will designate the new location for the local loop demarcation point. (T)
- (5) The property owner will provide the supporting structure and other necessary items required for the Company's relocation of the MPOE/LLDP on the continuous property as set forth in Schedule Cal.P.U.C. No. A2.1.16. (T)

To the extent that the relocation of the MPOE/LLDP results in Company property being transferred to the property owner, the Company shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

4. New Continuous Property

- a. For new continuous property, regardless of use, the Company's local loop (T)
demarcation point will be at the appropriate main distribution terminal
as determined by negotiations between the property owner and the
Company. Where an agreement cannot be reached, the Company will (T)
designate the local loop demarcation point location.
- b. It is the property owner's responsibility to provide and maintain INC
within and between buildings on a continuous property. The Company may, (T)
at the customer's request and expense, provide intrabuilding network
cable.
5. Where an owner of continuous property requests additional local loop
demarcation points or changes an existing local loop demarcation point,
the owner will be required to pay for any additional network cable and
facilities required through special construction agreements set forth in
Schedule Cal.P.U.C. No. A2.1.36 except as provided in B.4. preceding (T)
and Schedule Cal.P.U.C. No. A2.1.16, or at the Company's option, where
another telecommunications carrier constructs such facilities without
charge to the property owner then the Company may construct without charge (T)
to the property owner.
6. The building owner must provide adequate termination facilities in
accordance with INC Cable regulations and standards detailed in Guidebook (T)
Part 8, Section 8. (N)
7. The INC and inside wire demarcation points are located as described in B.
and C. preceding.
8. At the request of a property owner, a Company may waive the designation of (T)
a single Local Loop Demarcation Point for a Continuous Property if, due to
the unique characteristics of the property, a hardship would be created
for the property owner and/or the Company. Examples of such Continuous (T)
Property include (a) national, state and local parks, beaches, highways,
harbors and similar publicly-owned property and (b) railroad rights-of-way
and extensive, privately-owned tracts of land with developed communities
(e.g., the City of Irvine) and similar privately owned property. The
Company will treat land within the boundaries of privately-owned property (T)
under (b) above as Continuous Property provided that it has the
characteristics of Continuous Property, e.g., (a) it is wholly leased by a
single individual or entity and (b) it contains or will contain multiple
buildings.

This paragraph is not intended in any way to waive the unbundling of INC
and NTW in each building.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.21 RULE NO. 21 - RESERVED

(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE

A. USE OF SERVICE

1. Business and Residence Service¹ (T)

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

a. Business rates apply at the following locations:

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

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service1 (Cont'd)

a. Business rates apply at the following locations: (Cont'd)

(6) Office Located in a Residence

When an office is located in a residence and is used for business purposes only, or for both business and residence purposes, the portion of a room, a room or rooms used as an office will be considered a business premises as defined in Schedule Cal.P.U.C. No. A2.1.1. When a primary exchange service is provided to such an office, this service must be a business service. When an extension service is provided, such service may be a business or residence extension service as set forth and defined in these Rules and tariff schedules. The residence extension service will be furnished for answering purposes only and will be equipped to prevent outgoing calls². A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service (see A2.1.2,C. preceding).

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

b. Residence rates apply at the following locations:

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

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

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

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service¹ (Cont'd) (T)

e. Rates for Extension Services

(1) Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges and regulations as set forth in applicable Guidebook sections. (N)

(2) Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A2.1.2,C. and other applicable tariff schedules and/or Guidebook section. (N)
(N)

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. PRIORITY OF ESTABLISHMENT

Applications for establishment of service will be completed in accordance with the chronological order of their receipt, insofar as practicable, in the following order in accordance with the facilities available:

1. Where serious sickness, public safety, public necessity, or war conditions are involved.

2. Supersedure or Change in Billing of a working service.

3. Simple Service - where no premises visit is required.

Complex Service - where in place connection charges are applicable.

4. Business application held over a period of two months.

5. Residence application held over a period of two months.

6. Business application held under a period of two months.

7. Residence application held under a period of two months.

Should an application qualify for more than one priority preceding, the highest priority will take precedence.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Company may refuse a request for supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to Guidebook Part 3, Section 1, for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Company of their responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Company may remove the product and/or service at the time the order for the supersedure or change in billing is taken. These products and/or services are Concession, California LifeLine, (T)
Discount Calling Plans and essential services. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Company or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs and/or Guidebook of the Company which are applicable to services currently being billed³. (T) (N) (N) (T)

Within two working days after the taking of a completed order the Company will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs and/or Guidebook of the Company which are applicable to the services currently being billed.² (T) (T) (N)

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Company. (T)

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

The Company may discontinue the service, with the approval of the outgoing customer, when required authorization is not obtained from the incoming customer within five (5) business days of the request for Supersedure or Change in Billing. (T)

NOTE 1: Refer to Guidebook Part 3, Section 1, for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 3: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹

For Remote LAN (Local Area Network) Service, see AT&T Guidebook, (N)
Part 6, Section 9. For Asynchronous Transfer Mode (ATM) Service and
Frame Relay Service, see AT&T Guidebook Part 20, Section 6. (N)

A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT

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

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

B. DIFFERENT SERVICE

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

C. TEMPORARY SERVICE NEW LOCATION

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

D. OPTIONAL SERVICES²

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

NOTE 1: The subscriber shall provide proof of loss if such proof is required (T)
by the Company.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

E. TELECOMMUTING OPTIONAL SERVICES²

1. The Company may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges. (T)
- a. Business Access Lines
- b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
- c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
- d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
- e. Reserved (T)
(D)
- f. ISDN
- g. Switched 56
- h. Advanced Digital Network (ADN)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Company. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Whenever there exists a "state of extreme emergency," as now or hereafter defined in the California Disaster Act and Civil Defense Act of 1950, the Company shall take such emergency measures as ordered or (T)
directed from time to time by the California Public Utilities Commission.
In the absence of such order or direction by the Commission, the Company may (T)
take any and all such emergency measures as it may within its discretion
deem necessary in the public interest for the preservation and maintenance
of service to the Company's local loop demarcation point for (T)
all essential users. In the event that emergency measures are initiated by
the Company in the absence of an order or direction by the Commission, the (T)
Company shall, wherever practicable, notify the Commission in advance of the (T)
action which it proposes to take. Any action thus proposed by the Company (T)
shall be subject to review by the Commission. Should conditions make
advance notification impracticable, the Company shall notify the Commission (T)
of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken in accordance with this rule, the priority of such restoration shall be determined in accordance (T)
with the Company's Rule A2.1.23.

Each and every service furnished by the Company shall be subject to this (T)
rule and the Company shall in no event be liable for any damage resulting (T)
from measures taken pursuant to this rule except in the case of willful
misconduct.

B. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. These include any exchange and/or Private Line services associated with NSEP services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

The installation, use and restoration of TSP System service shall be subject to the regulations, rates and charges as set forth in Schedule Cal.P.U.C. No. 175-T Section 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

For Remote LAN (Local Area Network) Service, see AT&T Guidebook, (N)
Part 6, Section 9. For Asynchronous Transfer Mode (ATM) Service and
Frame Relay Service, see AT&T Guidebook Part 20, Section 6. (N)

1. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Company at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement.
2. Alternative service or service arrangements will only be offered in the following situations:
 - life threatening situations
 - medical emergencies
 - when the service outage is caused by the Company
 - cable damage
 - when the Company provides a repair commitment that is longer than normal and the additional time will have an adverse affect on customers¹.
3. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days.
4. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.27 RULE NO. 27 - RESERVED

(T)

(D)

(D)

Continued

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS

A. ADEQUATE NOTICE

Any telephone service furnished under the Company's tariffs and used by a customer, their employee or agent, to overhear or observe any telephone conversation, to which they are not a party, over any part of the exchange and toll network, requires that adequate notice be given to all parties to the telephone conversation that the conversation is being overheard, observed, or recorded. Such adequate notice shall be given by: (T)

1. A tone warning device known as "beep tone" which automatically produces a distinct signal audible to all parties to a telephone conversation; or
2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or
3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted; or
4. By an Interactive Voice Recording (IVR) message when a customer calls the Company's customer service office. The IVR message will inform customers that the call may be monitored or recorded for quality assurance purposes and will allow a customer to opt-out of having the call monitored or recorded. (T)

B. CUSTOMER NOTIFICATION

The Company shall notify the customer when it has learned of monitoring which does not use one of the authorized methods of providing notice. (T)
Unless the customer will discontinue such use, the Company shall discontinue service for noncompliance with this rule if, after written notice of at least five (5) days, the customer has not initiated compliance with such notice. The written notice shall advise the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. The written notice shall also advise the customer of the provision in C. following. (T)

Continued

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS (Cont'd)

C. DISPUTES

In the event of a dispute between the Company and the customer as to whether(T)
the customer is in fact in violation of the provisions of this tariff
schedule, or if a customer desires special relief from those provisions by
reason of special hardship or impossibility of compliance, the customer may
file a formal complaint with the California Public Utilities Commission in
the manner provided under the Commission's "Rules of Practice and
Procedure". During the period the complaint is pending before the
Commission, the Company shall not discontinue service for noncompliance. (T)

D. INDEMNITY

The customer releases, indemnifies and holds the Company harmless from any (T)
and all loss, claims, or demands, or any liability whatsoever, whether
suffered or asserted by the customer or by any other person, which arise
directly or indirectly from the actions taken by the Company to enforce this(T)
rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

- A. California Public Utilities Commission's Decision No. 91188, in Case No. 4930, requires that each communications Utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "B" of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix "B" of Decision No. 91188, Case No. 4930, is quoted herein:

"APPENDIX" 'B'

- "1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
- "2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
- "3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the subscriber the communications utility shall promptly restore such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF
SERVICE (Cont'd)

A. (Cont'd)

"4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both

(1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law, and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result and

(2) the burden of persuading the Commission that the service should be refused or should not be restored.

"5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule shall notify the applicant or subscriber in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or subscriber may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.

"6. At the expiration of fifteen days after refusal or disconnection of service pursuant to paragraph 1 of this rule the utility, upon written request of the applicant or subscriber, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or subscriber. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF
SERVICE (Cont'd)

A. (Cont'd)

7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.
8. The term 'person', as used herein, includes a subscriber to communications service, an applicant for such service, a corporation, a company, a co-partnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
9. The term 'communications utility', as used herein, includes a 'telephone corporation' and a 'telegraph corporation', as defined in Division 1 of the California Public Utilities Code."

B. FOR THE INFORMATION OF OUR CUSTOMERS, THE ADDRESS OF THE COMMISSION'S
OFFICE IS AS FOLLOWS:

California Public Utilities Commission (T)
State Building
505 Van Ness Avenue, Room 3210 (T)
San Francisco, California 94102

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(T)
(D)
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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

1. In Areas Affected By General Public Interest.

The Company will, at its expense, replace its existing aerial facilities (T)
with underground facilities along public streets and roads and on public
lands and private property across which rights-of-way satisfactory to the
Company have been obtained or may be obtained without cost or (T)
condemnation, by the Company, provided that the governing body of the (T)
city or county in which such facilities are located has:

a. Determined after consultation with the Company and after holding public (T)
hearings on the subject, that undergrounding is in the general public
interest in a specified area for one or more of the following reasons:

- (1) Such undergrounding will avoid or eliminate an unusually heavy
concentration of aerial facilities;
- (2) Said street, or road or right-of-way is in an area extensively used by
the general public and carries a heavy volume of pedestrian or
vehicular traffic;
- (3) Said street, road or right-of-way adjoins or passes through a civic
area or public recreation area or an area of unusual scenic interest to
the general public.

b. Adopted an ordinance creating an underground district in the area
requiring, among other things:

- (1) That all existing and future electric and communication distribution
facilities will be placed underground, and
- (2) That each property owner will provide and maintain the underground
supporting structure needed on their property to furnish service to
them from the underground facilities of the Company when such are (T)
available, except as provided in A.1.c following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH
UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

1. In Areas Affected By General Public Interest (Cont'd)

- c. Upon request of the governing body the Company will pay for the installation of no more than 100 feet of each customer's underground service connection facility occasioned by the undergrounding. The governing body may establish a smaller footage allowance or may limit the amount of money to be expended on a single customer's service, or the total amount to be expended on consumer services in a particular project. The Company will pay for the installation of each customer's underground service connection facility at the time and only to the extent that the electric utility pays for the customer's underground electric service lateral. (T)
- d. The Company will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced. (T)

2. At the Request of Governmental Agencies or Groups of Applicants.

In circumstances other than those covered by 1. preceding, the Company will replace its aerial facilities located in a specified area with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Company have been obtained, or may be obtained without cost or condemnation, by the Company upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met: (T)

- a. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing or are required by suitable legislation to pay the cost or to provide and to transfer ownership to the Company of the underground supporting structure along the public way and other Company rights-of-way in the area¹, and (T)
- b. All property owners in the area are required by ordinance or other legislation, or all agree in writing, to provide and maintain the underground supporting structure on their property, and (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in
ScheduleCal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

d. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area. 2 (T)
2 (T)

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Company and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, an amount equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities¹. At the conclusion of the project, the Company shall reimburse the applicant for any amount paid in excess of the actual cost. If the estimated cost paid by the applicant was less than the actual cost incurred by the Company, the applicant shall pay the Company the difference at the conclusion of the project. (C)
(N)
(N)

Pursuant to Government Code § 66473.6, whenever a city or county imposes as a condition to its approval of a tentative map or a parcel map a requirement that necessitates replacing, undergrounding, or permanently or temporarily relocating existing facilities, the applicant shall pay the Company, in advance, a sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities. At the conclusion of the project, the Company shall reimburse the applicant for any amount paid in excess of the actual cost. If the estimated cost paid by the applicant was less than the actual cost incurred by the Company, the applicant shall pay the Company the difference at the conclusion of the project. 2 (N)
2 (N)

4. At Company Initiative.

The Company may from time to time replace sections of its aerial facilities with underground facilities at Company expense for structural design considerations or its operating convenience.

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

NOTE 2: Pending CPUC approval of Advice Letter No. 40390. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH
UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

5. Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED

(T)

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(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

(T)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

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(D)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. RELEASE OF INFORMATION

1. Nonpublished Service

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case No. 10206, requires that each communications Utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "A" of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix "A" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein:

APPENDIX 'A'

Nonpublished Service

- a. Definition of nonpublished service: Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by telephone utilities in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of nonpublished information.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

b. Agencies authorized to receive nonpublished information:

(1) Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.

(2) An agency of the federal government which is lawfully authorized to:

- Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
- Prosecute violations of the criminal laws of the United States; or,
- Enforce civil sanctions which are ancillary to criminal statutes; or,
- Conduct investigations into matters involving the national security of the United States; or,
- Protect federal or foreign officials; or,
- Protect public health and safety or,
- Conduct emergency rescue operations.

(3) Any public health agency of the State of California or of a city, county, or other local government.

(4) County or city 911 projects.

(5) State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

(6) Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of unpaid debts. (N)

(7) California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

c. Procedure for release of nonpublished information to authorized agencies.

(1) A telephone utility shall only provide nonpublished information to persons within authorized agencies who are either

- Peace officers pursuant to California Penal Code Section 830 and all subsections thereof and who are lawfully engaged in a criminal investigation in their official capacity, or
- Health officers who are acting in their official capacity and are lawfully investigating a matter involving a serious communicable disease or life-threatening situation, or
- Employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in b.(2) preceding, or
- Employees of a county or city 911 project when acting in an official capacity, or
- Employees of an agency listed in b.(5) preceding when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.

(2) Nonpublished information shall be released by a telephone utility to an authorized agency upon the agency's written request provided that the agency has previously furnished the utility with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name, and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or by a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

- c. Procedures for release of nonpublished information to authorized agencies. (Cont'd)

- (3) Nonpublished information shall also be released by a telephone utility to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephonic request and listing designated persons, by name, title, and telephone number, who are authorized to request, by telephone, nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons.

The nonpublished information requested by telephone shall be provided by the utility only on a call-back verification basis.

The requesting agency shall, within five working days after making the telephonic request, mail the utility a letter confirming the request.

d. Notification to Customer

- (1) The telephone utility shall not notify a customer regarding the release of customer's nonpublished information unless the customer contacts the utility and specifically requests to know whether their nonpublished information has been released.
- (2) When a customer inquires of the utility whether their nonpublished information has been released, the customer shall be informed that if information has been released they will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the customer will receive no communication from the utility.
- (3) If requesting agency certifies that disclosure to a customer about the release of his or her nonpublished information to that agency could impede an ongoing criminal investigation, the telephone utility shall withhold notice to the customer for a period of one year from the date of release of the information to the agency.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

d. Notification to Customer (Cont'd)

(4) The one-year period of nondisclosure shall be extended for successive one-year periods upon new written certification by the agency in each instance.

(5) If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been a request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

e. Exception for Health Officers

No notification shall ever be made to a customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the customer could violate a client's or contact's right of privacy and confidentiality.

f. Release of Information to Interexchange Carriers

The Company will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing or service purposes as set forth in Schedule Cal.P.U.C. No. 175-T. (T)

g. Retention of Records

All written documents pertaining to nonpublished service shall be retained by telephone utilities for at least one year. When an agency requests that notice to the customer be withheld, the telephone utility shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

h. Unsolicited Telephone Efforts

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. RELEASE OF INFORMATION

1. Credit Information and Calling Records

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case No. 10206, requires that each communications Utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "B" of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix "B" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein, except as modified by Decision Nos. 83-06-066, 83-06-073 and 83-09-061.

"APPENDIX" "B"

Release of Credit Information and Calling Records

a. Definitions

(1) Credit Information

A customer's credit information is the information contained in the customer's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: non-published customer information, or customer's name, address, and telephone number as listed in the telephone directory.

(2) Calling Records

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registers are examples of calling records.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF
(Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

b. Release of Customer Credit Information and Calling Records

A customer's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

- (1) Upon receipt of a search warrant obtained pursuant to California or federal law, or of a Federal Grand Jury Subpoena or a Federal Agency Subpoena; or
- (2) Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedures Section 1985.3, or successor provisions, as they then exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 1985.3. The utility shall abide by all orders to quash, protective orders and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
- (3) Upon receiving permission of the customer to release the information.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF
(Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

c. Deferral of Notification

- (1) Notification to the customer will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made. Upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the customer of its receipt of the subpoena before divulging the information or records requested.
- (2) The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
- (3) Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
- (4) Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the customer.

d. Exception to Procedure for Release or Credit and Calling Records

The procedure set forth above does not apply where the requester is a collection agency working for the utility on the customer's account.

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e. Retention of Records

Records of requests for credit information and calling records, other than from a utility's employees, shall be retained for a period of at least one year from the date on which the customer is notified in writing of the request. A copy of the letter of notification which was sent to the customer shall also be retained for a like period of one year.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. GENERAL

1. Normal Provision of Facilities and Service.

Facilities to provide exchange service to applicants/customers are furnished in accordance with the Company's standards up to and including its local loop demarcation point as set forth in Schedule Cal.P.U.C. No. A2.1.2. It is contemplated that facilities are available or will be made available as part of a telephone plant designed and constructed to meet the service requirements usually encountered in the localities or areas served. (T)

2. Special Provision of Facilities and Service.

- a. Line extensions, Service Connections and Facilities on Customer's Premises or new facilities to provide exchange telephone service to applicants/customers will be furnished up to and including the Company's local loop demarcation point as set forth in Schedule Cal.P.U.C. No. A2.1.15, A2.1.16, and Guidebook Part 8, Section 8. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Guidebook Part 4, Section 5. (T)
- b. The provision of "Other Equipment and Wiring" as set forth in Guidebook Part 3, Section 1 is applicable to service connection facilities. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

A. GENERAL (Cont'd)

2. Special Provision of Facilities and Service (Cont'd)

- c. Applicants/customers may desire service arrangements or facilities in the provision of their service which is beyond that normally provided by the Company. When such an applicant/customer requirement exists, the Company may furnish where operating conditions permit up to and including its local loop demarcation point, such other arrangements as the applicant/customer requests, at charges based on the costs of providing such additional service or facility arrangements, see C. charges following.¹ (T)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Facilities and services provided under special construction will be provided as set forth in 2.a. preceding and the following:

- a. At the request of the applicant/customer, the Company may construct additional facilities, including additional entrance facilities to other buildings on continuous property, of a type or in a location other than that which the Company would otherwise utilize in order to provide service for the applicant/customer. (T)
- b. In order to comply with requirements specified by the applicant/customer, construction by the Company involves a routing of facilities other than that which the Company would normally utilize in order to provide services for the applicant/customer. See 2.b. following. (T)
- c. At the request of the applicant/customer, the Company constructs a greater quantity of facilities than that which the Company would otherwise construct in order to fulfill the applicant's/customer's initial requirements for services. See 2.c. following. (T)
- d. The facilities to provide services are not available and at the request of the applicant/customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

1. Facilities and services provided under special construction will be provided as set forth in 2.a. preceding and the following: (Cont'd)

- e. Except as covered in Schedule Cal.P.U.C. No. A2.1.15, A.10 and A2.1.16, A.1.j, the facilities to provide services are not available and at the request of the applicant/customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction. (T)

The provision of any of the above listed special construction shall be entirely at the option of the Company¹. (T)

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer are furnished over the most economical route as determined by the Company up to and including its local loop demarcation point. Where an applicant/customer requests a serving arrangement furnished in a manner other than the most economical route as determined by the Company, the arrangements requested are generally one of the following: (T)

- a. Furnish facilities over the same physical route but in two or more different cables. Generally, the cables would be separated but share common poles, manholes or duct runs.
- b. Facilities furnished over two or more separate routes. This would be alternate routing, i.e. facilities would be furnished in separate cables, separate routes and not share common pole line, ducts or manholes in any part of the route. The facilities could be used to separate services between the central office and the Company's local loop demarcation point on the customer's premises over the two or more routes, possibly providing a better opportunity for continuity of service of the communications services provided. (T)
- c. Standby facilities are those furnished to provide redundancy for all or a portion of the services furnished between a central office and a customer's premises. Such redundancy could be provided over an alternate route or in the same route via a different cable. In addition, equipment, that is under the operational control of the customer located at the customer's premises is the customer's responsibility. The Company is responsible only up to and including its local loop demarcation point for the provision of such service. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Charges based on costs are applicable to special provision of facilities and service. An advance payment of 100% of estimated cost will be required by the Company to protect its investment. The amount of the advance payment will be credited to the customer's account upon completion of the construction and the billing for the service arrangement.¹ (T)
2. Charges may be quoted based on the material used and labor required that the Company may provide in connection with the outside plant and central office facilities to provide the arrangement requested. (T)
3. Application of Charges
 - a. Additional cable may be required, which may not be reusable in place when the customer disconnects such a service arrangement. This could include portions of cable facilities along existing rights-of-way or dedicated streets where such cable was furnished for the use of one customer. Charges applicable to the facilities furnished are reflective of the material furnished. In addition, labor is required to place and terminate the facilities placed. Additional labor may be required to rearrange existing facilities to accommodate the additional facilities placed. Service connections may also be affected and may require additions and rearrangements to which charges would apply.
 - b. Furnishing facilities over the same route but in two or more different cables.
 - (1) Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.
 - (2) If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charge to the applicant/customer for the furnishing of separate outside plant facilities.
 - (3) Facilities requiring the reinforcement of an existing route and which would not be constructed by the Company except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

3. Application of Charges (Cont'd)

- b. Furnishing facilities over the same route, but in two or more different cables. (Cont'd)

(4) New exchange facilities will be furnished up to and including the Company's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the service furnished will apply. (T)

(5) Rearrangement of exchange facilities to utilize two routes will be furnished by the Company, not to exceed the charges of furnishing of new services as set forth in the applicable tariffs. (T)

c. Facilities furnished over two or more separate routes.

(1) Where existing outside plant facilities are capable of providing the arrangements requested by the applicant/customer, but rearrangement is required, the applicant/customer will pay charges equal to the costs of furnishing such rearrangements of distribution or of service connection.

(2) Where a line extension of an existing facility route is required to provide an alternate serving arrangement, the applicant/customer will pay charges based on the additional costs involved in furnishing the line extension on the alternate route which are in addition to the costs involved in furnishing service over the normal route.

(3) New exchange facilities will be furnished up to and including the Company's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the services furnished will apply. (T)

(4) Rearrangement of existing exchange facilities over either the normal or the alternate route to accommodate the request of the applicant customer as to the route requested for use, will be provided at costs not to exceed the service connection or nonrecurring charges applicable to the services furnished.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

3. Application of Charges (Cont'd)

d. Facilities furnished on a standby or redundant basis.

(1) Charges for furnishing facilities will be the same as that set forth in c. (1), (2), (3) and (4) preceding.

(2) In addition to the nonrecurring charges for establishing the standby route, the monthly rate for each pair furnished in the redundant route will be the monthly rate associated with the normal service.

(3) Where equipment is furnished to transfer facilities between the normal route and the standby route, it may be provided at rates and charges as set forth in Schedule Cal.P.U.C. No. B3.2.11 Special Assemblies A. General, Nos. P 70-33 and P 70-34.

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT

1. Cancellation of Application

a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.

b. Where installation of equipment or facilities, other than those provided by special construction, has been started prior to the cancellation, the charges and regulations as set forth under Schedule Cal.P.U.C. No. A2.1.3 are applicable.¹

c. Where special construction of exchange facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the special construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially cancelled (one or more services or facilities, but not all), charges for such cancelled service or facilities shall apply. Charges are determined as set forth in Schedule Cal.P.U.C. Nos. A2.1.3 of this schedule and 4. following.¹

2. Change or Modification of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3 are applicable and 4. following.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. Deferment of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3
are applicable and 4. following.

4. Determination of charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant/customer received written notice (signed by the customer and Company) at the time the order for (T) such service was taken stating that charges would apply should the applicant/customer request the cancellation, modification or deferment of the application for service.
- c. Installation of special construction of facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

As authorized by Public Utilities Code Section 404(c) and Resolution M-4874, a 1.1% surcharge shall be applied to all intrastate customer billings (excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill, incarcerated individuals and Universal Lifeline Telephone Service) for the Public Utilities Commission Reimbursement Fee. The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill, exclusive of federal and local excise taxes². (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The fee assessed on telephone corporations is ordered by the Commission under authority granted by PU Code Section 433. On December 19, 2024, Resolution M-4874 decreased the fee from 1.2% to 1.1%, effective January 1, 2025. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033, effective December 1, 2011, this surcharge is no longer applied to customer billings for services provided under the California LifeLine program. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF
ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND
CONCURRENCE OF THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE
UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Commission Reimbursement Fee rate contained
in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The fee
assessed on telephone corporations is ordered by the Commission under
authority granted by PU Code Section 433. On December 19, 2024,
Resolution M-4874 decreased the fee from 1.2% to 1.1%, effective
January 1, 2025.

(C)
|
(C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA UNIVERSAL SERVICE PPP SURCHARGE

(C)

This surcharge provides universal service support for the following California Universal Service Public Purpose Programs (PPPs) pursuant to the California Public Utilities Commission Decision 22-10-021 (issued October 24, 2022, Effective April 1, 2023):

(C)

California Advanced Services Fund (CASF): supports the deployment of broadband facilities and broadband services adoption in unserved and underserved areas through project-specific grant funding.

California High Cost Fund-A (CHCF-A): provides subsidy to 10 of the 13 small local exchange carriers (LECs) for providing telephone service to residential customers in rural high cost areas.

California High Cost Fund-B (CHCF-B): provides subsidy to carriers of last resort for providing telephone service to residential customers in rural high-cost areas.

California Teleconnect Fund (CTF): provides a discount on select communications services to schools, libraries, hospitals, and other non-profit organizations (see Rule No. 41).

Deaf and Disabled Telecommunications Program (DDTP): provides telecommunications devices to deaf or hearing impaired consumers.

Universal LifeLine Telephone Service (ULTS): provides discounted home phone and cellular phone services to qualifying households.

(C)

(L)

(L)

(L) Material previously on this sheet is now located on Sheet 152.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA UNIVERSAL SERVICE PPP SURCHARGE (Cont'd)

Pursuant to Decision 22-10-021 and Resolution T-17818, a per access line surcharge rate of \$0.90 will apply effective May 1, 2025, and thereafter, until further revised by the Commission. (C) (C)

The surcharge rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge rate applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994, except as noted below.

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021.

The Company shall be indemnified, defended, and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021.

Exceptions:

- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Incarcerated Individuals

Continued

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA UNIVERSAL SERVICE PPP SURCHARGE (Cont'd) (C)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement
- California Universal Service PPP Surcharge (N)
(D)
|
- FCC Federal Subscriber Line Charge (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - RESERVED

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Company will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including California LifeLine installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- AT&T Messaging
- Pacific Bell Directory Advertising
- Payment Convenience Fee

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- California Universal Service PPP Surcharge

(N)

(D)

|

(D)

- FCC Federal Subscriber Line Charge

If the California High Cost Fund-B (CHCF-B) is ever terminated, the Company will maintain its rate reductions as ordered by D.98-07-033 for three months after the termination of the CHCF-B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, and subsequent decisions, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services to qualifying schools, libraries, hospitals and health clinics, community-based organizations and California community colleges. CTF discounts are available only to those CTF participants who have an approval letter from the California Public Utilities Commission. (C) (C) (N)

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2.

These discounted rates may not be resold to, or shared with any other nonqualifying entity or person. (L) (L)

1. Reserved (C)

(D)

(D)

(L) Material formerly on Sheet 158.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

(D)

(D)

2. Services Eligible for CTF Discounts

(L)

The products/services included in the CTF Eligible Service List are subject to a 50% non-voice subsidy on all monthly recurring rates (excluding non-recurring charges) for qualifying entities where services are available.

(C)

(C)

(D)

(L) (D)

(L) Material formerly on Sheet 158.1.2
Omitted material now on Sheet 158.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹

(D)
(T) (L)

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% non-voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding. (D)

b. Schools

Participating schools shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding, after first deducting the applicable E-rate discounts. (D)

For E-Rate schools, their CTF discount shall be no higher than their Federal E-Rate discount by November 1, 2016. The California Teleconnect Fund E-rate Cap shall be effective for each customer as of the customer's first billing cycle that begins on or after November 1, 2016. (D)

The 50% non-voice discount shall be calculated as follows: (D)

- (1) A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company. (C)
- (2) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.
- (3) A CTF participant—that applied for an E-rate discount, but was denied – the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.
- (4) A CTF participant that is a necessary small school as defined in Section 42283 of the Education Code will receive the 50% CTF discount on CTF-eligible services unless the participant presents the company with an E-rate discount. The CTF participant will need to provide documentation supporting its eligibility as a necessary small school as defined in Section 42283 of the Education Code to the company. (C) (L)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

(L) Material formerly located on Sheet 158.1.3 (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

b. Schools (Cont'd)

The 50% non-voice discount shall be calculated as follows: (Cont'd) (D)

- (5) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services. (N)
- (6) The statewide average E-rate percent is deducted from the approved CTF participant's eligible-services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate.
- (7) The CTF discount amount shall be equal to or less than the Federal E-rate subsidy dollar amount.
- (8) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Material omitted now on Sheet 151.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd)

(T)

c. Libraries

(T) (L)

Participating libraries shall be entitled to a 50% non-voice discount off (D)
tariffed and/or Guidebook rates or negotiated/contract rates, whichever
are lower, for services identified in 2., preceding, after first
deducting the applicable E-rate discounts.

The 50% non-voice CTF discount shall be calculated as shown in (D)
3.c.(1) through (5), following. (N)
(D)

(D) (L)

A CTF participant with a pending E-rate application will have the current (N)
statewide average E-rate percent applied before the CTF discount is applied to
their eligible services. This process will be followed until the CTF participant
can present their actual E-rate percent to the company.

- (1) A CTF participant that has not filed for E-rate will have the
current statewide average E-rate percent applied before the CTF
discount is applied to their eligible services.
- (2) A CTF participant—that applied for an E-rate discount, but was
denied - the company will apply the 0% E-rate discount documented
in the funding commitment letter and then apply a 50% CTF discount
to their eligible services.
- (3) If a CTF participant has been approved for E-rate for the entire
fiscal year, but the dollar amount granted is not sufficient to
cover all the CTF-eligible services for the entire fiscal period,
the company will apply the actual E-rate documented in the funding
commitment letter even if the E-rate funding has been depleted prior
to the end of the fiscal period, before applying the 50% CTF
discount to their eligible services.
- (4) The statewide average E-rate percent is deducted from the approved
CTF participant's eligible-services solely for the purposes of
calculating the CTF discount. The statewide average E-rate percent
shall be added back to the billed amount for payment by the
participant- However, when the participant receives its approved E-
rate benefit, the participant's account will be retroactively
adjusted to reflect the approved E-rate.

Note 1: Effective July 1, 2019, CTF discounts for voice service are
discontinued per Decision 19-04-013.

(N)

(L) Material formerly on Sheet 158.1.4
Material omitted now on Sheet 158.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd)

(T)

c. Libraries (Cont'd)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding.

(N)

(N)

d. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% non-voice discount off posted or negotiated/contract rates, whichever are lower.

(D)

e. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding.

(D)

The 50% non-voice CTF discount shall be calculated as shown in 3.e.(1) through (5), following.

(N)

(N)

CBOs offering Head Start -

(T)

E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO.

(T)

A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company.

(N)

- (1) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.
- (2) A CTF participant-that applied for an E-rate discount, but was denied - the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.
- (3) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services.

Note 1: Effective July 1, 2019 CTF discounts for voice service are Discontinued per Decision 19-04-013.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

e. Community Based Organizations (CBOs) (Cont'd)

(5) The statewide average E-rate percent is deducted from the approved CTF participant's eligible services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate. (N)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

f. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice CTF discount shall be calculated as follows: (D)

(1) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year. (D)

(2) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. (D)

Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.

(D)

NOTE 1: Effective July 1, 2019, CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

(D)

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

B. BILLING

(T)

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

C. SPECIAL CONDITIONS

(T)

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, Community Based Tax Exempt Organizations and California community colleges on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers.

In the event of such a suspension, all services billed at CTF discounted rates will be converted to and billed at the regular tariffed or contracted rates.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

(D)

(D)

Material omitted now located on Sheet 158.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

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(D)

Material omitted now located on Sheet 158.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

(D)

(D)

Material omitted now located on Sheet 158.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - RESERVED

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - RESERVED Cont'd)

(T)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1.43 RULE NO. 43 - GENERAL TERM NO. 1 - APPLICATION OF SURCHARGES

Applicable to: Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and
Frame Relay Service

Pursuant to Resolution T-16901 and Decision 22-10-021, all (C)
telecommunications carriers are required to apply a CPUC mandated
Universal Services Public Purpose Programs surcharge rate (excluding a. (C)
Universal Lifeline Telephone Service (ULTS) billings; b. charges to
other certificated carriers for services that are to be resold; c. coin
sent paid telephone calls (coin in box) and debit card calls; d.
customer-specific contracts effective before 9/15/94; e. usage charges
for coin-operated pay telephones; f. directory advertising; g. one-way
radio paging; and h. incarcerated individuals) and the CPUC (C)
Reimbursement Fee rate (excluding a. directory advertising and sales;
b. terminal equipment sales; c. inter-utility sales; d. Universal (C)
Lifeline Telephone Service; and e. incarcerated individuals) to
intrastate services. For a list of the Universal Service Public Purpose
Programs and Reimbursement Fee, and the surcharge amounts, please refer (C)
to the AT&T California tariffs. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.44 RULE NO. 44 - PINE MOUNTAIN LEARNING CENTER LINE EXTENSION GRANT PROJECT (N)

APPLICABILITY

Applicable to the line extension rates, charges and other terms and conditions applicable to the Pine Mountain Learning Center (PLMC) Line Extension Grant Project as set forth in Schedule Cal.P.U.C. No. A5. Sheet 803, Exchange Area Maps.

TERRITORY

Within the Lebec Exchange within the PMLC Line Extension Grant Project as set forth in Schedule Cal.P.U.C. No. A5. Sheet 803, Exchange Area Maps.

RATES

- A. The total cost of the PMLC Line Extension Grant Project is \$390,000.00 to be funded entirely from the Rural Telecommunications Infrastructure Grant Program.
- B. For the Footage allowance for customers within the PMLC Line Extension Grant Project, see Schedule Cal.P.U.C. No. A5. Sheet 803, Exchange Area Maps, and AT&T California Guidebook Part 4 Section 5, Section 8.L "Line Extensions in Suburban Areas - Rates and Charges."
- C. Service Order, Central Office Connect and Premises Visit: See AT&T California Guidebook, Part 3 Section 1 "Service Charges."

Note: 2.1.44 Rule No. 44 is effective upon authorization by the California Public Utilities Commission of the Rural Telecommunications Infrastructure Grant for the PMLC Line Extension Grant Project and the completion of construction of the project.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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A2. GENERAL REGULATIONS

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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z Correction - Removal of material inappropriately reflected in Advice Letter
No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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z Correction - Removal of material inappropriately reflected in Advice Letter
No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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z Correction - Removal of material inappropriately reflected in Advice Letter
No. 14889.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS

2.3.1 GENERAL

The Forms listed herein have been filed and approved by the California Public Utilities Commission. Copies of the forms are kept on file at the Utility's Public Office located at 444 Bush Street, San Francisco, California 94108.

A. AGREEMENT FORMS

| <u>TYPE OF AGREEMENT</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> | |
|---|------------------------|-------------------------|-----|
| Agreement Covering Income Tax Component for Governmental Agencies | GE 0022 | 185 | |
| Agreement Covering Minimum Period of Service where Line Extensions Are Involved | LF 4585 | 277 | (D) |
| | | | |
| | | | (D) |
| Agreement for Use In Connection with the Furnishing of a Special Arrangement or Assembly of Equipment and Facilities for Specially Furnished Equipment | M 1470 | 283 | |
| Agreement of Sale of Coin Operated Telephone Equipment | R 0014 | 289.2.1 | (D) |
| | | | (D) |
| Confirmation of CompleteLink SM , ¹ Agreement | | 280 | (D) |
| | | | |
| | | | (D) |
| Payment Plan Agreement | UE 0013 | 289.2.5 | |
| Value Promise SM Advantage 1000 Term Discount Service Agreement | UE 0049 | 296.3.3 | |
| Value Promise SM Plus Term Discounts Service Agreement | UN 0051 | 296.3.1 | |
| Value Promise SM Plus Term Discount Terms and Conditions | UN 0051 Exhibit A | 296.3.2 | |

NOTE 1: Frozen/Grandfathered CompleteLinkSM effective December 15, 2006.
See A2.1.2,A.4, preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

B. APPLICATION FOR SERVICE AND RELATED FORMS

| <u>TYPE OF FORM</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> | |
|---|------------------------|-------------------------|-----|
| Directory and Operator Assistance Exemptions | | | (C) |
| Initial Letter and Application | | | |
| - Residence | NA | 192 | |
| - Business | NA | 195.1 | |
| Acceptance Letter | | | |
| - Residence | NA | 196 | |
| - Business | NA | 197 | (C) |
| | | | (D) |
| Application for Street Address Telephone | | | |
| Directory Service | D 1239 | 239 | |
| Application to Participate in Shared Key | | | |
| Telephone System Service | CO 3077 | 238 | |
| Authorization to Transfer Billing Responsibility- | | | |
| Business | K 2160-B | 263 | |
| Request for Telephone Number Assignment | K 2417 | 266 | |

C. BILL AND STATEMENT FORMS

| <u>TYPE OF FORM</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> |
|--------------------------------------|------------------------|-------------------------|
| Free Form Exchange Service Bill | NA | 188.1 |
| Part I - Summary Page | | |
| Free Form Exchange Service Bill | NA | |
| Part II - Terms and Conditions | | |
| Residence | | 188.2 |
| Business | | 187 |
| Statement Forms: | | |
| Miscellaneous Bill - Remittance Page | FARPO1 | 239.1 |
| Miscellaneous Bill - Detail Page | FADPO2 | 239.2 |
| Special Advance Toll Bill | NA | 274.1 |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

| <u>TYPE OF NOTICE</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> |
|---|------------------------|-------------------------|
| Courtesy Notice | NA | 190 |
| Disconnection Notice | *101 | (T) |
| - Residence | | 188.5 (N) |
| - Business | | 191.1 (N) |
| Past Due Notice | *102 | 289.21 |
| Final Bill Notice - Initial | *304 | 270 |
| Final Bill Notice - Final | *305 | 207 |
| High Risk Business Returned Check | L301 | 289.19 |
| High Risk Business Multiple Returned Checks | L302 | 289.20 |
| No Payment Received Letter (Residence and Business) | *801 | 289.24 |
| Payment Arrangement Confirmation Letter - Residence and Business | *401 | 186 |
| Payment Arrangement Confirmation Letter - Residence and Business | *402 | 212 |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

| <u>TYPE OF NOTICE</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> |
|---|------------------------|-------------------------|
| Regrade Letter - Residence (sheet 1 of 2) | *901-EDDC | 188.3 |
| Regrade Letter - Residence (sheet 2 of 2) | *901-EDDC | 188.4 |
| Regrade Letter - Residence | *901-IDDC | 191 |
| Returned Check Letter - Residence and Business | *602 | 289.18 |
| Returned Check Letter - Suspend Non-Pay Residence and Business | *601 | 289.17 |
| Third Party Notification - Residence and Business | *902 | 289.26 |
| Treat Live for Final Letter - Residence and Business | *301 | 203 |
| | | (D) |
| Toll Restriction Letter - Deposit Request | *701 | 289.20.1 |
| | | (D) |
| | | (D) |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

E. RECEIPTS

| <u>TYPE OF RECEIPT</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> | |
|-----------------------------------|------------------------|-------------------------|-----|
| | | | (D) |
| | | | |
| | | | (D) |
| Advance Payment - Special Billing | CO 1663 | 225 | (D) |
| | | | |
| | | | (D) |

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
F. MISCELLANEOUS

| <u>TYPE OF FORM</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> | |
|---|------------------------|-------------------------|-----|
| | | | (D) |
| | | | (D) |
| Credit Classification of Account | CCRCRMS | 219 | |
| Customer Commitment Notification | CO 1377 | 214 | |
| Emergency Service Number (ESN) Assignment Worksheet | LF 5061 | 279 | (D) |
| Information Provider Declaration | - | 228 | |
| Letter Regarding Former Business Customer's Occupancy | UN 0019 | 289.5 | |
| Written Statement Regarding Former Business Customer's Occupancy | - | 289.6 | |
| Letter Regarding Former Residence Customer's Occupancy | UN 0018 | 289.3 | |
| Written Statement Regarding Former Residence Customer's Occupancy | - | 289.4 | (D) |
| | | | (D) |
| Master Street Address Guide (MSAG), Change Form | LF 5060 | 278 | |
| Notice Stating That Copies of Rate Schedules Are on File for Information of Public | K 2155 | 262 | (D) |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

F. MISCELLANEOUS

| <u>TYPE OF FORM</u> | <u>FORM NUMBER</u> | <u>SHEET NUMBER</u> |
|--|------------------------|-------------------------|
| Repairman's No Access Notice | P 2205 | 288 |
| Request for Customer to Call Business Office | K 2304 | 264 |
| Returned Remittance | -- | 271 |

(D)

(D)

| | |
|----------------|-----|
| MFQ/MFQ Letter | 232 |
|----------------|-----|

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

| <u>FORM NUMBER</u> | <u>TYPE OF FORM</u> |
|--------------------|---|
| *101 | Disconnect Notice |
| *102 | Past Due Notice |
| | (D) |
| | (D) |
| | (D) |
| *301 | Treat Live for Final Letter |
| | (D) |
| *401 | Payment Arrangement Confirmation Letter |
| *402 | Payment Arrangement Confirmation Letter Residence and Business |
| *403 | Payment Arrangement Confirmation Letter Treat Live for Final |
| | (D) |
| | (D) |
| | (D) |
| | (D) |
| *601 | Returned Check Letter Suspend Non-Pay |
| *602 | Returned Check Letter |
| *701 | Toll Restriction Letter - Deposit Request |
| *702 | Toll Restriction Letter |
| *703 | Toll Restriction Removal Letter |
| *801 | No Payment Received Letter (Residence and Business) |
| *901 | Regrade Letter - Residence |
| *902 | Third Party Notification Letter |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

FORM NUMBER

TYPE OF FORM

(D)

--

Free Form Exchange Service Bill

(D)

(D)

|

(D)

CF 0267

Statement of Labor Charges and Proof of Warranty

(D)

|

(D)

CO 1377

Customer Commitment Notification

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

(D)

(D)

CO 1663

Advance Payment - Special Billing

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

(D)

|

(D)

--

Returned Remittance

--

Special Advanced Toll Statement

CO 3077

Application to Participate in a Shared Key
Telephone System Service

D 1239

Application for Street Address Telephone Directory
Service

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

FARPO1

Miscellaneous Bill - Remittance Page

FADPO2

Miscellaneous Bill - Detail Page

(D)

(D)

GE 0022

Agreement Covering Income Tax Component for
Governmental Agencies

(D)

(D)

K 2155

Notice Stating That Copies of Rate Schedule Are on
File for Information of Public

K 2160-B

Authorization to Transfer Billing Responsibility-
Business

K 2304

Request for Customer to Call Business Office

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

| <u>FORM NUMBER</u> | <u>TYPE OF FORM</u> | |
|--------------------|--|-----|
| K 2417 | Request for Assignment of Telephone Number | |
| L301 | High Risk Business Returned Check | (N) |
| L302 | High Risk Business Multiple Returned Checks | (N) |
| LF 4585 | Agreement Covering Minimum Period of Service where Line Extensions Are Involved | |
| LF 5060 | Master Street Address Guide (MSAG) Change Form | |
| LF 5061 | Emergency Service Number (ESN) Assignment Worksheet | |

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

(D)

M 1470

Agreement for Use in Connection with the Furnishings
of a Special Arrangement or Assembly of Equipment
and Facilities or Specially Furnished Equipment

(D)

(D)

(D)

P 2205

Repairman's No Access Notice

UE 0013

Payment Plan Agreement

(D)

(D)

(D)

UE 0049

Value Promisesm Advantage 1000 Term Discount
Service Agreement

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

UN 0018 Letter Regarding Former Residence Customer's
Occupancy Written Statement Regarding Former
Residence Customer's Occupancy

UN 0019 Letter Regarding Former Business Customer's Occupancy
Written Statement Regarding Former Business
Customer's Occupancy

(D)

(D)

(D)

(D)

UN 0051 Value PromiseSM Plus Term Discounts Service
Agreement

UN 0051 Value PromiseSM Plus Term Discount Terms
Exhibit A and Conditions

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS

GE 00221 Income Tax Component of Contribution Agreement (N)

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on (N)
white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*401 Payment Arrangement Confirmation Letter

Residence and Business

Date

Account Number: **telnumber-ccc**

Customer Name

This letter is to confirm the payment arrangement you made regarding your telephone bill. You agreed to make the following payments by the following dates:

| DATE | AMOUNT | PAYMENT LOCATION |
|------------------------|---------------------------|---------------------------|
| <u>arrdate1</u> | <u>amountduep1</u> | <u>paymentloc1</u> |
| <u>arrdate2</u> | <u>amountduep2</u> | <u>paymentloc2</u> |

Payment may be made by using a credit card accepted by AT&T or by electronic (T)
check through our Interactive Voice Response system or a representative at
1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your
bill online at att.com at an authorized AT&T payment location. You can go (T)
online at www.att.com/paylocations to find a payment location near you. (T)

Let us help you avoid collection activity in the future! AT&T offers two (T)
automatic payment programs: AT&T Direct Payment and AT&T Easy Charge. (T)
Automatic payment eliminates overlooked bills and the deduction is automatic;
there's no need to contact us each month. Your regularly scheduled bill will be
automatically paid on the due date. For more information go to att.com. (T)

If you have any questions regarding this notice, please call AT&T at (T)
1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach
us at 1-800-836-1644.

Thank you for choosing AT&T California. (T)

Continued

NETWORK AND EXCHANGE SERVICES

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Free Form Exchange Service Bill (Cont'd)

(N)

PART II - Terms and Conditions - Business

(N)



at&t

AT&T BUSINESS CUSTOMER
STE 100
1234 TELEPHONE LN
ANYTOWN CA 95999 9999

Page 4 of 4
Account Number 310 555 1111 001 1
Billing Date Jan 25, 2008

SAMPLE BILL

News You Can Use

PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non basic charges may result in other collection activities, including restriction of toll calls.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

Terms and Conditions

THREE PAYMENT OPTIONS: Electronically: through Automatic Payment Service or Online: MySBC eBill . . . At an Authorized Payment Location. Or mail to AT&T Payment Center, Sacramento CA 95897 0001.

BILLING QUESTIONS: Call number in Billing Summary (see page 1), write: Residence Service, POB 9039, South San Francisco, CA 94063, or Business Service, POB 78230, San Francisco, CA 94107 or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102 or at www.cpuc.ca.gov, or call 1 800 849 7570 or TDD 1 800 229 6646. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov or call 1 888 225 5322, or TTY 1 888 635 5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer Protection rules are available online at www.calphoneinfo.com.

FEDERAL SURCHARGES: The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

TARIFF INFORMATION: Call 1 888 319 8800 or visit our website www.sbc.com/public_affairs.

CALLER ID SELECTIVE & COMPLETE BLOCKING: Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial *67 (1167 rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls, except those you elect not to block. Dial *82 (1162 rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

LATE PAYMENT CHARGE: If the unpaid balance on your bill is \$30.00 or more, a late payment charge of 1.5% (calculated monthly) or \$10.00, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance.

(q)

(C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

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Continued

call 1 888 225 5322, or TTY 1 888 835 5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier charges ("slamming"). The California consumer Protection rules are available online at www.calphoneinfo.com.

FEDERAL SURCHARGES: The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

TARIFF INFORMATION: Call 1 888 319 8800 or visit our website www.sbc.com/public_affairs.

CALLER ID SELECTIVE & COMPLETE BLOCKING: Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial *67 (1167 rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls, except those you elect not to block. Dial *82 (1182 rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

LATE PAYMENT CHARGE: If the unpaid balance on your bill is \$30.00 or more, a late payment charge of \$2.50 plus 2.0% on the unpaid balance, calculated monthly, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub.

.U.C. NO. A2
Sheet 188.2
Sheet 188.2

(D)

(N)

Continued

(C)

(P)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901 - EDDC¹ - Residence
(Sheet 1 of 2)

(N)

<AT&T Logo>
«PicAddress1»
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»

Re: «TN1»

Dear «Salut» «LName»

We want to advise you of a change to your telephone service. This action is taken based, in part, on information in your credit report and after carefully reviewing your account and payment history.

You will continue to receive one bill a month, but we will be asking you to pay the bill approximately 1 week earlier, which will be 15 days from the date the bill is mailed. Please note that your account may be placed back on a 30 day payment cycle in the future, so please be sure to pay your bill in full on or before the due by date noted on your bill each month.

Federal law requires AT&T to notify you of our credit decision. In making this decision, AT&T used credit information reported from the credit agency listed below. This agency provides information used by AT&T to make credit decisions, but is unable to provide you with specific reasons about AT&T's credit decision. Under the Fair Credit Reporting Act, you have the right to obtain a free copy of your credit report by contacting the credit agency listed below within sixty (60) days after your receipt of this notice and you have the right to dispute the accuracy or completeness of any information in the credit report furnished by the credit agency.

EQUIFAX
P.O. Box 740241
Atlanta, GA. 30374-0241
1-888-259-2689

(N)

NOTE 1: Description: 8-1/2" x 11", Computer Generated

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901 - EDDC¹ - Residence (Cont'd)
(Sheet 2 of 2)

(N)

Making payments:

You can make a payment online at www.att.com, by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

Should you have questions concerning this letter, please contact AT&T California at 1.800.XXX.XXXX.

Thank you for allowing us to serve you.

Sincerely,
AT&T California

NOTICE

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract), because all or part of the applicant's income derives from any public assistance program, or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is Federal Trade Commission, Equal Credit Opportunity, Washington D.C. 20580.

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NOTE 1: Description: 8-1/2" x 11", Computer Generated

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101^{1,2} (Residence)

(N)

«PicAddress1»

«PicAddress2»

«PicAddress3»

«LTRDAT»

«Name1»

«Name2»

«Addr3»

«Addr4»

«Addr5»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»#MC#

Account Number: «TN1» «CUSCOD» «Check»

Disconnection Notice

Did you forget to pay your bill? Our records show that your account is past due in the amount of \$ «Amt1». If you have already sent your payment, we thank you and apologize for sending this notice.

If payment is not received by «Date2» your AT&T California services may be temporarily or permanently disconnected.

To stop temporary disconnection of your basic local service please pay \$ «Amt2». If disconnected a reconnection fee of \$«Amt5» per line will also apply.

To stop disconnection of your non-basic services please pay \$ «Amt1» plus any current charges that become past due.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

Your basic local service will not be disconnected for failure to pay the outstanding non-basic charges. However, action may be taken such as disconnection or restriction of these services and referral of non-basic charges to a collection agency.

(D)

|

(D)

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter continues on the tariff sheet following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
101^{1,2} (Residence) (Cont'd)

(D)
|
(D)

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service for a period of at least 120 days to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service) will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online at www.att.com/bill, using the myAT&T Mobile wireless app on your smartphone or also using our Interactive Voice Response system by calling 1-800-288-2020. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you. (T)
(T)

If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.
NOTE 2: This letter begins on the tariff sheet preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Courtesy Notice¹

(N)

«PicAddress1»
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»
«Addr5»

RE: «TN1» «CUSCOD» «Check»

Courtesy Notification

As you know, your telephone service has been temporarily interrupted. However, the number is still reserved for you.

The total amount due is \$«Amt1».

If we receive payment for basic charges before the expiration date of the disconnection notice previously sent to you, we will reinstate your telephone service. A restoral charge will apply. The amount of basic charges may be obtained by calling one of the numbers shown below.

You can make a payment online at www.att.com, or by calling 1-«TN2». You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

After the expiration date of the disconnection notice, your service will be completely disconnected and an order for new service will be required. Reconnection charges will apply, a deposit may be required and you may be assigned a new telephone number.

If you have any questions you may call 1-«TN2» to speak with a friendly representative.

NOTE 1: Description -Single Sheet, 8-1/2" x 11", black ink on white
paper: Computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901 - IDDC¹ - Residence

(N)

<AT&T Logo>

«PicAddress1»

«PicAddress2»

«PicAddress3»

«LTRDAT»

«Name1»

«Name2»

«Addr3»

«Addr4»

Re: «TN1»

Dear «Salut» «LName»

We want to advise you of a change to your telephone service. We have taken this action after carefully reviewing your account and payment history.

You will continue to receive one bill a month, but we will be asking you to pay the bill approximately 1 week earlier, which will be 15 days from the date the bill is mailed. Your payment habits will be considered in determining if your account will be placed back on a 30 day payment cycle. We recommend you pay your bill in full on or before the due by date noted on your bill each month.

Making payments:

You can make a payment online at www.att.com, by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

Should you have questions concerning this letter, please contact AT&T California at 1.800.XXX.XXXX.

Thank you for allowing us to serve you.

Sincerely,
AT&T California

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NOTE 1: Description: 8-1/2" x 11", Computer Generated

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
101^{1,2} (Business)

(N)

«PicAddress1»
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»
«Addr5»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»#MC#

Account Number: «TN1» «CUSCOD» «Check»

Disconnection Notice

Did you forget to pay your bill? Our records show that your account is past due in the amount of \$ «Amt1». If you have already sent your payment, we thank you and apologize for sending this notice.

If payment is not received by «Date2» your AT&T California services may be temporarily or permanently disconnected.

To stop temporary disconnection of your basic local service please pay \$ «Amt2». If disconnected a reconnection fee of \$«Amt5» per line will also apply.

To stop disconnection of your non-basic services please pay \$ «Amt1» plus any current charges that become past due.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

Your basic local service will not be disconnected for failure to pay the outstanding non-basic charges. However, action may be taken such as disconnection or restriction of these services and referral of non-basic charges to a collection agency.

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter continues on the tariff sheet following.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H.SAMPLE FORMS (Cont'd)

101^{1,2} (Business) (Cont'd)

(N)

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online to www.att.com or by using our Interactive Voice Response system. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

(N)

NOTE 1: Description - Multi-part, this form is computer generated.

(N)

NOTE 2: This letter begins on the tariff sheet preceding.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemption Application - Residence
Page 1 of 3

[Customer Name] DATE
[Address 1]
[Address 2] RE: [ACCOUNT NUMBER]
[City], [State][ZIP + 4]

**AT&T Application or Renewal Form for Operator
Assistance and Local Directory Assistance Exemptions**

Dear [Customer name],

Your request for AT&T Operator Assistance (OA) and Local Directory Assistance (DA)* exemptions has been received or it is time for your two-year renewal.

AT&T will not charge you the surcharge for Operator Assistance if you need an Operator to assist you in placing a call due to a disability. AT&T will not charge you for using Local Directory Assistance if you cannot use a telephone directory. You must meet the enclosed disability rules. Your disability must be confirmed in writing by a doctor or certifying agent. Use of OA and Local DA exemptions will be monitored by AT&T and is subject to review. Misuse of the exemptions may result in removal.

*Local Directory Assistance (DA) exemption applies to local listings only.
The exemption does not include National DA, Reverse DA, or Business Category Search.

Operator Assistance Exemption

If you are unable to place a call due to a disability, an AT&T Operator will place the call for you and you will not be charged a surcharge. Follow the steps to receive the exemption:

- Step 1: Dial "0".
- Step 2: Say your name and that you are disabled.
- Step 3: Give the Operator the number that you would like dialed.

Local Directory Assistance Exemption

If you have a disability, AT&T will not charge you for calls to Local DA made from your approved telephone number. Calls to Local DA made from your approved telephone number will be automatically removed from your bill.

Applying for or Renewing the Exemptions

To receive the OA and Local DA exemptions or to renew them, please complete the enclosed form and return it as directed below. This form for OA and Local DA Exemptions is good for a two-year period. The doctor's or certifying agent's signature and license number must be on the form. If you do not return the completed form, your account will be billed for future OA and Local DA calls.

Renewals of OA and Local DA exemptions must be returned within 45 days of this letter. Please allow seven (7) to ten (10) business days to process your application. If approved, the exemption will appear on your bill within two bill cycles.

NOTE 1: Description - Multi-part, computer generated, continues on next sheet. (N)
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Residence
(Cont'd)

Page 1 of 3

DIRECTIONS FOR RETURNING COMPLETED APPLICATION (choose one method):

Fax to: 866.945.4721

Mail to: AT&T
2150 Webster Street
Room 401
Oakland, CA 94612

For questions, please call us at **800.772.3140** or **TTY users 800.651.5111**.

Sincerely,
AT&T

Enclosures

(N)

(N)

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Residence
(Cont'd)
Page 2 of 3

(N)

**Disability Eligibility Requirements for
Operator Assistance and Local Directory Assistance Exemptions**

Who is eligible?

Persons with the following disabilities may qualify for exemptions from OA and Local DA:

| | |
|-------------------------------------|---|
| Visual Disabilities | (e.g., blindness, low vision, unable to read standard print with correction, etc.) |
| Physical Disabilities | (e.g., limited dexterity, loss of hands or use of/or control of hands; severe tremors, paralysis, etc.) |
| Cognitive Disabilities | (e.g., difficulty with short term memory, inability to sequence numbers, traumatic brain injury, etc.) |
| Hearing Disabilities | (e.g., a permanent loss or decrease in hearing) |
| Speech Disabilities etc.) | (e.g., difficulty pronouncing sounds and words, stuttering, |

IMPORTANT INFORMATION

- Enrollment in this program is not automatic. Incomplete applications will not be reviewed.
Applications that do not have the signature of the doctor or certifying agent* will not be reviewed.

*A certifying agent must be a qualified health care professional or a representative of an institution, agency or non-profit 501c3 organization actively engaged in work in the disability area specified by the applicant. A certifying agent must have direct knowledge or documentation of the applicant's condition or functional limitation. Examples of certifying agents include licensed physicians and/or surgeons operating in the scope of their licenses, Vocational Rehabilitation Agency Counselors, Teachers, Audiologists, Optometrists, Credentialed Therapists, Directors of independent living centers, local, state, or national chapter presidents of associations of/for persons with disabilities, or verification from qualified state agencies such as commissions for the blind, state departments of rehabilitation, or the National Library Service for the Blind and Physically Disabled.

- AT&T is NOT responsible for any charges that you may receive to obtain certification.
- This is a voluntary program of AT&T that may be terminated at any time.
- You are required to notify AT&T if this exemption is no longer needed. Use of this exemption will be monitored by AT&T and is subject to review. Customer abuse of the exemption may result in its removal.

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Residence
(Cont'd)
Page 3 of 3

(N)

**AT&T Application or Renewal Form for
Operator Assistance and Local Directory Assistance Exemptions**

PRINT CLEARLY OR TYPE:

Account Number: _____ **Date:** _____

Area Code/Telephone Number*: _____

**Note: The exemption will only be applied to the Telephone Number listed above.*

Check One: _____ Home _____ Business

Billing Name: _____

Home Street Address: _____

City, State, Zip: _____

Name of customer with disability: _____
(First Name) (MI) (Last Name)

Relationship to person billed for service:
_____ Self _____ Parent _____ Spouse _____ Other (Specify) _____

Signature of customer with disability: _____

Signature of person responsible for billing: _____

To be completed by Physician or Certifying Agent only:

I, _____, certify that it is my professional opinion that
Print Name Clearly

the applicant has one or more of the disabilities checked below that prevents or seriously limits use of telephone directories or impairs the individual's ability to complete calls using a standard keypad:

_____ Visual _____ Physical _____ Cognitive
_____ Other (Specify) _____ _____ Tennessee only: 65 or Older
(Proof of Age Required)

| | |
|------------------------------|--|
| License # | |
| Office Phone | |
| Street Address | |
| City, ST, Zip | |
| Signature of Physician/Agent | |

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Business
Page 1 of 3

(N)

[Customer Name] DATE
[Address 1]
[Address 2] RE: [ACCOUNT NUMBER]
[City], [State][ZIP + 4]

**AT&T Application or Renewal Form for Operator Assistance
and Local Directory Assistance Exemptions**

Dear [Customer name],

Your request for AT&T Operator Assistance (OA) and Local Directory Assistance (DA)* exemptions has been received or it is time for your two-year renewal.

AT&T will not charge you the surcharge for Operator Assistance if you need an Operator to assist you in placing a call due to a disability. AT&T will not charge you for using Local Directory Assistance if you cannot use a telephone directory. You must meet the enclosed disability rules. Your disability must be confirmed in writing by a doctor or certifying agent. Use of OA and Local DA exemptions will be monitored by AT&T and is subject to review. Misuse of the exemptions may result in removal.

*Local Directory Assistance (DA) exemption applies to local listings only.
The exemption does not include National DA, Reverse DA, or Business Category Search.

Operator Assistance Exemption

If you are unable to place a call due to a disability, an AT&T Operator will place the call for you and you will not be charged a surcharge. Follow the steps to receive the exemption:

- Step 1: Dial "0".
- Step 2: Say your name and that you are disabled.
- Step 3: Give the Operator the number that you would like dialed.

Local Directory Assistance Exemption

If you have a disability, AT&T will not charge you for calls to Local DA made from your approved telephone number. Calls to Local DA made from your approved telephone number will be automatically removed from your bill.

Applying for or Renewing the Exemptions

To receive the OA and Local DA exemptions or to renew them, please complete the enclosed form and return it as directed below. This form for OA and Local DA Exemptions is good for a two-year period. The doctor's or certifying agent's signature and license number must be on the form. If you do not return the completed form, your account will be billed for future OA and Local DA calls.

Renewals of OA and Local DA exemptions must be returned within 45 days of this letter. Please allow seven (7) to ten (10) business days to process your application. If approved, the exemption will appear on your bill within two bill cycles.

NOTE 1: Description - Multi-part, computer generated, continues on next sheet. (N)
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Business
(Cont'd)
Page 1 of 3

(N)

DIRECTIONS FOR RETURNING COMPLETED APPLICATION (choose one method):

Fax to: _____

Mail to: **AT&T**
P. O. Box _____

For questions, please call us at _____ (TTY 800.651.5111).

Sincerely,
AT&T

Enclosures

(N)

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Business
(Cont'd)
Page 2 of 3

(N)

**Disability Eligibility Requirements for
Operator Assistance and Local Directory Assistance Exemptions**

Who is eligible?

Persons with the following disabilities may qualify for exemptions from OA and Local DA:

| | |
|-------------------------------------|---|
| Visual Disabilities | (e.g., blindness, low vision, unable to read standard print with correction, etc.) |
| Physical Disabilities | (e.g., limited dexterity, loss of hands or use of/or control of hands; severe tremors, paralysis, etc.) |
| Cognitive Disabilities | (e.g., difficulty with short term memory, inability to sequence numbers, traumatic brain injury, etc.) |
| Hearing Disabilities | (e.g., a permanent loss or decrease in hearing) |
| Speech Disabilities etc.) | (e.g., difficulty pronouncing sounds and words, stuttering, |

IMPORTANT INFORMATION

- Enrollment in this program is not automatic. Incomplete applications will not be reviewed. Applications that do not have the signature of the doctor or certifying agent* will not be reviewed.

*A certifying agent must be a qualified health care professional or a representative of an institution, agency or non-profit 501c3 organization actively engaged in work in the disability area specified by the applicant. A certifying agent must have direct knowledge or documentation of the applicant's condition or functional limitation. Examples of certifying agents include licensed physicians and/or surgeons operating in the scope of their licenses, Vocational Rehabilitation Agency Counselors, Teachers, Audiologists, Optometrists, Credentialed Therapists, Directors of independent living centers, local, state, or national chapter presidents of associations of/for persons with disabilities, or verification from qualified state agencies such as commissions for the blind, state departments of rehabilitation, or the National Library Service for the Blind and Physically Disabled.

- AT&T is NOT responsible for any charges that you may receive to obtain certification.
- This is a voluntary program of AT&T that may be terminated at any time.
- You are required to notify AT&T if this exemption is no longer needed. Use of this exemption will be monitored by AT&T and is subject to review. Customer abuse of the exemption may result in its removal.

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Application - Business
(Cont'd)
Page 3 of 3

(N)

**AT&T Application or Renewal Form for
Operator Assistance and Local Directory Assistance Exemptions**

PRINT CLEARLY OR TYPE:

Account Number: _____ **Date:** _____

Area Code/Telephone Number*: _____

**Note: The exemption will only be applied to the Telephone Number listed above.*

Check One: _____ Home _____ Business

Billing Name: _____

Home Street Address: _____

City, State, Zip: _____

Name of customer with disability: _____
(First Name) (MI) (Last Name)

Relationship to person billed for service:
_____ Self _____ Parent _____ Spouse _____ Other (Specify) _____

Signature of customer with disability: _____

Signature of person responsible for billing: _____

To be completed by Physician or Certifying Agent only:

I, _____, certify that it is my professional opinion that
Print Name Clearly

the applicant has one or more of the disabilities checked below that prevents or seriously limits use of telephone directories or impairs the individual's ability to complete calls using a standard keypad:

_____ Visual _____ Physical _____ Cognitive
_____ Other (Specify) _____ Tennessee only: 65 or Older
(Proof of Age Required)

| | |
|------------------------------|--|
| License # | |
| Office Phone | |
| Street Address | |
| City, ST, Zip | |
| Signature of Physician/Agent | |

NOTE 1: Description - Multi-part, computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemption - Acceptance Letter - (N)
Residence

[Customer Name]
[Address 1]
[Address 2]
[City], [State][ZIP + 4]

DATE

RE: [BTN]

Dear [Customer name],

Your AT&T Operator Assistance and Local Directory Assistance exemptions have been approved as of [Date]. These exemptions must be renewed every two years.

For questions, please call us at **800.772.3140** or **TTY users 800.651.5111**.

Thank you for choosing AT&T.

Sincerely,

AT&T

(N)

Note 1: Description - Single Sheet - Computer generated

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Directory and Operator Assistance Exemptions - Acceptance Letter -
Business

(N)

[Customer Name]

[Address 1]

[Address 2]

[City], [State][ZIP + 4]

DATE

RE: [BTN]

Dear [Customer name],

Your AT&T Operator Assistance and Local Directory Assistance exemptions have been approved as of
[Date]. These exemptions must be renewed every two years.

For questions, please call us at _____ (TTY 800.651.5111).

Thank you for choosing AT&T.

Sincerely,

AT&T

(N)

Note 1: Description - Single Sheet - Computer generated.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*301 Treat Live for Final Letter - Residence and Business
First Page

Date

Account Number: **telnumber-ccc**

Customer Name

Our records indicate charges from your former telephone service located at **previous address1** are still outstanding.

For us to continue serving you at your present address, we must receive full payment of **amountdue** in our office by **paybydate**. If we do not receive payment by this time, your present telephone service **other telnumber**, may be temporarily disconnected without further notice or Toll Restriction will be imposed on your current account until the balance from your former service is paid in full.

In the case of temporary disconnection, a restoral charge of **restch** per line and a deposit of **depositch**, and all outstanding charges due for your basic service will be required before telephone service will be reconnected. If your present service is permanently disconnected, these charges will increase. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit.

AT&T California reserves the right to pursue other collection action for any unpaid non-basic service, including the removal of those services. (T)

Of course, any billing on your existing service must also be taken care of in accordance with the conditions under which that service is rendered.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at:

1-877-202-4558 for Residence Accounts
1-877-711-4722 for Business Accounts

Please Detach and Return This Portion With Your Payment
Restoral:**restch** Deposit:**depositch** Amount Due:**amountdue**
Account Number:**telnumber-ccc** Payment Due By:**paybydte**

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*301 Treat Live for Final Letter - Residence and Business

Second Page

You may pay your bill by electronic check or by using a credit card that is accepted by AT&T California at no additional charge. To do so, call us at: (T)
1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts).
You may also pay your bill at an authorized AT&T payment location. You can (T)
go online at www.att.com/paylocations to find a payment location near you. (T)

Billing for other than basic telephone service:

AT&T California will not disconnect your basic telephone service solely (T)
for non-payment of 976, 900 or 700 Information Services. If you have
any disputed charges, you may be entitled to a credit. You may request
blocking of 900 and 976 services. Also, the California Public Utilities
Commission has ordered that basic service will not be disconnected for
non-payment of toll charges or charges for other services such as voice mail,
electronic mail, voice store and forward, fax store and forward,
directory advertising, and inside wire installation that may be included
in the "Amount Due". Please call our office if you have any questions.
If you are not satisfied with the response you receive, you may file a complaint
with the CPUC.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and
others do not allow for temporary disconnection and will be permanently
disconnected after the date in this notice. If service is disconnected, an
order for new service will be required.
If you have High Speed Internet service, it will be disconnected when your (T)
telephone service is permanently disconnected, requiring a new order for High |
Speed Internet service. Standard due dates will apply to each order for new (T)
service.

Thank you for choosing AT&T California. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

NETWORK AND EXCHANGE SERVICES

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

NETWORK AND EXCHANGE SERVICES

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CF 0267¹ Statement of Labor Charges

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

C 0111¹ Inside Wire Repair No Access Notice
FRONT

(N)

NOTE 1: Description - One part, single sheet double-sided, 4" x 9 1/4",
black ink on green paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

C 0111¹ Inside Wire Repair No Access Notice
BACK

(N)

NOTE 1: Description - One part, single sheet double-sided, 4" x 9 1/4",
black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*305¹ Final Bill Notice - Final

date

Account Number: telnumber-ccc

customer Name

Our previous letter requesting payment on your former AT&T California account, (T)
telnumber-ccc in the amount of amountdue has gone unanswered. If you
have already sent your payment, please disregard this notice.

This is your final reminder from AT&T California. Failure to pay the (T)
outstanding balance on your account may result in collection efforts against
you. To avoid this, please pay the outstanding charges in full today.

If you wish to discuss this account, please contact us Monday - Friday between
the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM-5:00Pm
at:

1-877-202-4558 for Residence Accounts

1-877-711-4722 for Business Accounts

You may pay your bill by electronic check or by using a credit card that is (T)
accepted by AT&T at no additional charge. To do so, call us at 1-877-202-4558 (T)
(Residence Accounts) or 1-877-711-4722 (Business Accounts). You may also pay (T)
your bill at an authorized AT&T payment location. You can go online at (T)
www.att.com/paylocations to find a payment location near you.

AT&T California appreciated your business in the past and looks forward to the (T)
opportunity to serve you again.

--

Please Detach and Return This Portion With Your Payment

Amount Due: amountdue

Account Number: telnumber-ccc

NOTE 1: Description - Two-part, Single Sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd) 2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*402 Payment Arrangement Confirmation Letter
Residence and Business¹
FIRST PAGE

date

Account Number: telnumber-ccc

customer name

This letter is to confirm the payment arrangement you made regarding your telephone bill. As indicated, your payment(s) will be expected in our office by:

| DATE | AMOUNT | PAYMENT LOCATION |
|-----------------|--------------------|--------------------|
| <u>arrdate1</u> | <u>amountduep1</u> | <u>paymentloc1</u> |
| <u>arrdate2</u> | <u>amountduep2</u> | <u>paymentloc2</u> |

We know how important your AT&T services are to you. By keeping the above arrangement, you can avoid any further collection activity such as:

- Temporary or permanent disconnection of your telephone service* for non-payment of basic service**.
- Toll Restriction imposed on your account for non-payment of toll charges.
- Removal of non-basic services and referral of the charges to a collection agency for non-payment. Non-basic services included Custom Calling features, High Speed Internet Access Service, voicemail, Directory Advertising, inside wire installation, dial-up Internet service and wireless telephone service.

Account Number: telnumber-ccc

Restoral: restch Per Line

Deposit: deposit

- Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

(N)

(N)

Please Detach and Return This Portion with Your Payment

Restoral: restch Deposit: deposit Amount Due: amountduep1

Account Number: telnumber-ccc Payment Due By: arrdate1

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*402 PAYMENT ARRANGEMENT CONFIRMATION LETTER (Cont'd)
Residence and Business

SECOND PAGE

Payment may be made by using a credit card accepted by AT&T or by electronic (T)
check through our Interactive Voice Response system or a representative at
1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay
your bill online at att.com at an AT&T payment location. You can go (T)
online at www.att.com/paylocations to find a payment location near you. (T)

Let us help make bill paying even easier for you! AT&T offers two automatic (T)
payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment (T)
eliminates overlooked bill and the deduction is automatic; there's no need to
contact us each month. Your regularly scheduled bill will be automatically
paid on the due date. For more information go to att.com. (T)

If you have any questions regarding this notice, please call AT&T California (T)
at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can
reach us at 1-800-836-1644.

*Note: Some services such as Centrex, Remote Call Forwarding, Circuits, Coin,
and others do not allow for temporary disconnection and will be permanently
disconnected if you do not keep your payment arrangement. If service is
disconnected, an order for new service will be required. If you have High (T)
Speed Internet service, it will be disconnected when your telephone service is
permanently disconnected, requiring a new order for High Speed Internet (T)
service. Standard due dates will apply to each order for new service.

**AT&T California will not disconnect your basic telephone service solely for (T)
non-payment of 976, 900 or 700 Information Services. Also, the California
Public Utilities Commission has ordered that basic service may not be
disconnected for non payment of toll charges and other services such as Custom
Calling features, High Speed Internet Access Service, voice mail, Directory (T)
Advertising, inside wire installation, dial-up Internet service and wireless
telephone service.

Thank you for choosing AT&T California. (T)

Please Detach and Return This Portion with Your Payment

Restoral: restch Deposit: deposit Amount Due: amountduep2
Account Number: telnumber-ccc Payment Due By: arrdate2

NOTE 1: The service will be temporarily disconnected at least seven,
but not more than fifteen calendar days prior to permanent
disconnection.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

AT&T California
San Francisco, California
U-1001-C

SCHEDULE CAL.P.U.C. NO. A2
1st Revised Sheet 213.1
Cancels Original Sheet 213.1

NETWORK AND EXCHANGE SERVICES

Advice Letter No. 25345

Decision No.

Issued by
Eric Batongbacal
Executive Director

Date Filed: August 11, 2004
Effective: September 20, 2004
Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1377¹ Customer Commitment Notification

(L) x

(L) x

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.

Material omitted now on Sheet 213.

x Formerly on Sheet 213 - Form inadvertently superimposed on Sheet 213 in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

NETWORK AND EXCHANGE SERVICES

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*CCRCRMS

Credit Classification Of Account

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1663¹ Advance Payment - Special Billing
INSTRUCTIONS

NOTE 1: Description - Multipart, five sheet snapout with carbon, 8" x 5",
black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1663¹ ADVANCE PAYMENT - SPECIAL BILLING (Cont'd)
CUSTOMER COPY

NOTE 1: Description - Sheet 2 - Accounting Copy - Black ink on white paper.
Sheet 3 - Customer Copy - Black ink on white paper.
Sheet 4 - Business Office Copy - Black ink on white
paper.
Sheet 5 - Originator Copy - Black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1682¹ Maintenance of Service Charge Invoice for Customer
Owned Equipment

NOTE 1: Description - One part, two sheet carbonless snapout, 3 3/8" x 7",
Sheet 1 - black ink on white paper.
Sheet 2 - black ink on yellow paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Information Provider Declaration¹

(N)

900/976 Declaration

(T)

\$date

\$bill_name

\$cust_add1

#if(\$cust_add2 != "")\$cust_add2

#end #if(\$cust_add3 != "")\$cust_add3

#end \$cust_city, \$cust_state \$cust_zip

Re: \$phone

Dear \$dear_cust_name:

You contacted AT&T California with a claim for \$\$claim_amount for 900/976 charges on your telephone bill(s). The conditions of your claim make you eligible for a "one-time" adjustment.

To enable us to process your "one-time" adjustment, we must receive the attached Declaration Letter, completed and signed by \$sign_by_date. Please return to \$return_address. Upon receipt, we will issue an adjustment which will include your current claim and any subsequent 900/976 calls made through the date that you notified us of your claim.

You are entitled to only one "one-time" adjustment, so please be aware of the following: Phone numbers beginning with the 900 area code or 976 prefix (within California) provide valuable information provided by independent businesses on a variety of topics. Callers are charged for each 900/976 call made, plus any applicable toll on 976 numbers. Although the charges appear on your AT&T California bill, the 900/976 rates and program content are set by the companies providing them.

We also offer Information Services Call Blocking that blocks calls to 900/976 numbers as a safeguard against future 900/976 charges.

We suggest you retain a copy of this document for your files. If you have any questions about 900/976 calls, please call AT&T California on 1-\$call_back_number.

Sincerely,

\$your_name

\$title

AT&T California

(T)

NOTE 1: Sheet 1 of 2 sent via automated process.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Information Provider Declaration¹

(N)

Declaration Letter for 900/976 Calls

I, _____, declare that 900/976 calls
(Print your full name)

in the amount of \$ _____ were placed from telephone number \$phone
(Total disputed) (Area code and telephone number)

and billed on the statement(s) dated _____ and that:
(Month and year)

(Check applicable selection)

- ☐ I did not know that 900/976 charges applied.
- ☐ I did not authorize the 900/976 calls.
- ☐ Calls were made by a minor without my consent.
- ☐ Please add 900/976 Information Services Call Blocking on my account(s).

I declare under penalty of perjury, that the foregoing is true and correct as of my own personal knowledge.

Signature

Date

NOTE 1: Sheet 2 of 2 sent via automated process. This form is completed by
the customer and returned to the Company.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

MFQ/MFQ Letter

(L)

Date

Dear _____:

Our records indicate that you have more than one California Lifeline telephone service in your household.

The California Public Utilities Commission allows only one California Lifeline telephone service per household EXCEPT where there is a disabled person in the household who has immediate and continuous access to a TTY. Our records do not indicate that you have been approved for a second Lifeline service. If you think you qualify for a second Lifeline service please call 1-800-772-3140.

Notwithstanding, there is no limit to the number of additional full rate telephone lines you may have.

Pursuant to section 5.3 of General Order 153, your additional California Lifeline telephone service _____ will be changed to the equivalent regular residence line service, effective _____. You will be back billed for any discounts that you received on this line. The monthly service rate will change from _____ to _____. In addition, you will now pay the monthly Federal Subscriber Line Charge and the Federal Universal Service Fee on your regular residential line.

If you have any questions about your eligibility for California Lifeline Telephone Service, please call your AT&T Business Office at 1-800-288-2020.

Sincerely
AT&T

(L)

(L) Material formerly on Sheet 231

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 3077¹ Application to Participate in A Shared Key Telephone System
Service

NOTE 1: Description - One part, two sheet snapout with carbon, 8 1/2" x 11",
black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

D 1239¹ Application For Street Address Telephone Directory Service

NOTE 1: Description - One part, three sheet snapout with carbon, 8" x 5",
black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

FARPO1¹ Miscellaneous - Bill: Remittance Page

(T)

NOTE 1: Description - Single Sheet perforated from the 1st bill page.
The remittance stub is 8 1/2" x 3". black ink on white paper, with a
3/8" beige top border. The border contains the amount due.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

FADPO2¹ Miscellaneous Bill - Detail Page
PART II

(N)

NOTE 1: Description - Black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'D)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'D)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 1370¹ Payment Receipt

NOTE 1: Description - One part, single sheet, 3 1/2" x 3 1/2", black ink on
white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

PAYMENT RECEIPT - MECHANIZED/CASHIER/TELLER RECEIPT¹

(N)

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies with the (N)
number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

| | |
|--|-----|
| PAYMENT RECEIPT - MECHANIZED | (N) |
| AUTHORIZED PAYMENT AGENCY RECEIPT ¹ | (N) |

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies with the number of transactions), blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2155¹ Notice Stating That Copies of Rate Schedules are on File For
Information of Public

NOTE 1: Description - One part, single sheet, 5" x 7", black ink on white
paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2160-B¹ Authorization to Transfer Billing Responsibility-Business (T)

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Request For Customer to Call Business Office

(D)

(D)

Unable to Reach – Info. In Office¹

(T)

\$date

\$bill_name

\$cust_add1

#if(\$cust_add2 != "")\$cust_add2

#end #if(\$cust_add3 != "")\$cust_add3

#end \$cust_city, \$cust_state \$cust_zip

Re: \$phone

Dear \$dear_cust_name:

The information you requested regarding \$information_items is available. Unfortunately, we have been unable to reach you by telephone.

Please call our office on 1-\$call_back_number. We at AT&T California value your business and look forward to speaking with you again.

Sincerely,

\$your_name

\$title

AT&T California

(T)

NOTE 1: Description – Single sheet sent via automated process.

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2417¹ Request for Assignment of Telephone Number

(T)



K 2417

Request for Assignment of Telephone Number

(By New Applicant with Concurrence of Former Customer)

As the former customer to telephone service provided under the telephone number _____, my-self and the undersigned applicant join in requesting that AT&T California assign this same number to the telephone service to be installed at _____, if AT&T California is willing and able to do so.

At the time that AT&T California agrees to this request, the applicant will assume responsibility for all charges and obligations related to this telephone service, including contract obligations, such as directory advertising. Responsibility for these obligations will begin from the effective date of the telephone number assignment. The applicant is responsible for determining the full extent of charges and obligations from the former customer. The former customer agrees to supply this information to the applicant.

The former customer agrees to pay any charges related to the telephone service mentioned, including directory advertising, through the effective date of the telephone number assignment.

Signature of Former Customer

Signature of Applicant

Print Name of Former Customer

Print Name of Applicant

Date

Date

NOTE 1: Description - Single sheet, black ink on white paper.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*304¹ Final Bill Notice - Initial

date

Account Number: telnumber-ccc

customer name

We would like to talk to you about your outstanding balance, and also offer you the opportunity to regain AT&T service. (T)

We have not heard from you or received payment on your former AT&T California account, telnumber-ccc. The amount due is amountdue. If you have already sent your payment, please disregard this notice. (T)

If you have not made this payment, it is important you do so within the next 15 days. We are allowing you further time to clear this balance and reinstate your good standing with us.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at:

1-877-202-4558 for Residence Accounts

1-877-771-4722 for Business Accounts

You may pay your bill by electronic check or by using a credit card that is accepted by AT&T at no additional charge. To do so, call us at 1-877-202-4558 (Residence Accounts) or 1-877-771-4722 (Business Accounts). You may also pay your bill at an authorized AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you. (T)

Please Detach and Return This Portion With Your Payment

Amount due: amountdue

Account Number: telnumber-ccc

NOTE 1: Description - Two part, single sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 3282¹ Returned Remittance



Dear AT&T Customer:

Date: _____

We are returning your check # _____ in the amount of \$_____ for the reason(s) marked below. Please be sure to write your area code and telephone OR account number on your check or money order. Missing information **WILL** result in a delay processing your payment.

- ☐ The area code and telephone number (13-digit) or other account number is required to process your payment. Always include billing name and service address.
- ☐ The number on the check/remittance is not in our system or is a number no longer in service.
- ☐ The name, address or amount of payment does not match our information and we cannot post payment to account indicated.
- ☐ Your online payment has missing or incorrect information, please update account information to ensure proper posting.
- ☐ Please provide the amounts to be applied to each account. / Provide account numbers.
- ☐ We cannot apply payment to final/closed accounts with \$0 balance.
- ☐ We're Sorry! Your check was received damaged and cannot be processed, please replace. Reminder: write account number on the check.
- ☐ The check is not payable to AT&T.
- ☐ Your check is being returned per your request.
- ☐ Check cannot be processed due to missing information.
___ Signature ___ Legal or courtesy amount ___ Bank information (routing or account number)
- ☐ We have not been able to reach you via telephone. No answer on _____ OR left message on _____ with no response.
- ☐ Collocation payments must include the invoice. If you need a duplicate invoice, please contact your AT&T Collocation representative.
- ☐ Other:

In order to serve you in the future, ALWAYS INCLUDE YOUR REMITTANCE STUB(S).

(T)

If you have any questions concerning your account balance or any charges on your bill, please contact your AT&T Service Representative at (800) ATT-2020 (288-2020) or other number printed on your bill.

Thank-you for choosing the new AT&T!

AT&T Payment Center
PO Box 5025
Carol Stream, IL 60197-5025

(T)

(T)

NOTE 1: Description - Single sheet, 8-1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)


(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹
(page 1 of 3)
(D)
(N)
(D)
(T)



at&t

Account Number
Billing Date
Web Site

55-11-023
May 10, 2008
att.com

Bill-At-A-Glance

| | |
|---------------------------|--------------|
| Previous Bill | .00 |
| Payment | .00 |
| Adjustments | .00 |
| Balance | .00 |
| Current Charges | 271.86 |
| Total Due (75%) | \$203.90 |
| Amount Due in Full by | May 22, 2008 |
| SPECIAL ADVANCE TOLL BILL | |

Billing Summary

| | |
|-----------------------|--------|
| Questions? Call: | |
| Plans and Services | .00 |
| 1 800 288 2020 | |
| CORRECTIONAL BILLING | 271.86 |
| 1 800 288 2020 | |
| Total Current Charges | 271.86 |

News You Can Use

EARLY PAYMENT REQUEST
Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed or how high the charges have become.

PLEASE PAY NOW
Enclosed is a Special Advance Toll bill for \$271.86. These charges were incurred between 04/22/08 and 05/08/08 and are billed at full rate. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. We are asking for a partial payment of 75% of the total amount due at this time. Payment of all applicable charges must be received no later than 5:00 p.m. on 05/22/08. If not paid, we will impose Toll Restriction on the notice below.

NON-BASIC SERVICE
AT&T California will not disconnect your basic telephone service solely for non-payment of 978, 900, or 700 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. You may request blocking of 800 and 978 services. Also, the California Public Utilities Commission (CPUC) has ordered that basic service will not be disconnected for non-payment of toll charges and other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising and inside wire installation that may be included in the "Amount Due" on your bill. Please call our business office if you have any questions. If you are not satisfied with the response received, you may file a complaint with the California Public Utilities Commission. For further details, see "Terms and Conditions" of your bill.

HOW CAN WE HELP YOU
We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date. If not paid, we will impose Toll Restriction on your account until your outstanding balance is paid in full.

HOW TO PAY THIS BILL
To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

News You Can Use Summary

*Special Advance Toll
See "News You Can Use" for additional information

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.
U.S. Pat. D410, 990 and D414, 910

Total Amount DUE
BY May 22, 2008

\$203.90

at&t

Billing Date May 10, 2008

Account Number
Please include your account number on your check.
Make check payable to:

55-11-023
5000000008202 1591900000000000000000027186

NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11".
Bottom of sheet contains remittance stub.
(T)
Continued

| | | |
|-------------------------|--------------------|--------------------------|
| Advice Letter No. 32783 | Issued by | Date Filed: May 29, 2008 |
| Decision No. | Eric Batongbacal | Effective: May 30, 2008 |
| | Executive Director | Resolution No. |

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹ (D)
(page 2 of 3) (N)

(T)



NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11". (T)
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹

(page 3 of 3)

(N)

Page 3 of 3
Account Number 568-111-4025-8
Billing Date May 08, 2008
Questions? 1 800 288 2029

Important Information

This portion of your bill is provided as a service to the company identified above.
Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Itemized Charges and Credits

| No. | Date | Description | |
|---|------|---------------------------------|-------|
| Billed on Behalf of EVERCOM SYSTEMS, INC. | | | |
| 1. | 4-26 | APR FEDERAL UNIV SRVC FUND CHRG | 19.55 |
| 2. | 4-26 | APR USF ADMIN FEE | 1.00 |
| 3. | 5-01 | MAY BILL STATEMENT FEE | 3.49 |
| Total for EVERCOM SYSTEMS, INC. | | | 23.04 |
| Total Itemized Charges and Credits | | | 23.04 |

Long Distance

| No. | Date | Time | Place Called | Number | Code | Min |
|---|------|-------|--------------|--------------|------|--------|
| Billed on Behalf of EVERCOM SYSTEMS, INC. | | | | | | |
| Itemized Calls | | | | | | |
| 4. | 4-22 | 4:57P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 5. | 4-22 | 4:57P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 6. | 4-25 | 6:29P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 7. | 4-26 | 8:38P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 8. | 4-29 | 4:19P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 9. | 4-30 | 4:58P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 10. | 5-01 | 7:29P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 11. | 5-02 | 8:40P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 12. | 5-03 | 4:46P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 13. | 5-04 | 2:23P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 14. | 5-05 | 7:18P | BLONFZELNO | 575 568-0000 | 090 | 9:0 |
| 15. | 5-05 | 7:47P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 16. | 5-06 | 7:58P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 17. | 5-07 | 9:49P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| 18. | 5-08 | 8:18P | BLONFZELNO | 575 568-0000 | 090 | 15:0 |
| Total Itemized Calls | | | | | | 248.82 |
| Total EVERCOM SYSTEMS, INC. | | | | | | 248.82 |
| Total Long Distance | | | | | | 248.82 |

Key to Calling Codes
B Collect D Day E Evening
Q Oper Dial Rates

Total CORRECTIONAL BILLING 271.86

NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11".

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

LF 4585¹ Agreement Covering Minimum Period of Service Where Line
Extensions are Involved

AT&T

LF-4585 (T)

AGREEMENT COVERING MINIMUM PERIOD OF TELEPHONE SERVICE WHERE
LINE EXTENSIONS ARE INVOLVED

_____, 20____
In consideration of AT&T extending its lines beyond its existing leads, under the provisions of its (T)
tariffs on file with the Public Utilities Commission of the State of California, in order to furnish
_____ telephone service which I have applied for, to my premises at

_____ from its _____ Exchange, I agree to retain and pay all charges for such telephone service
in accordance with said tariffs for a period of _____ consecutive months from the date such service is
established. If such telephone service is disconnected for any reason, or the application for service is
cancelled subsequent to start of construction of said line extension, I agree to pay, on demand, all outstanding
charges and an amount equal to the fixed primary monthly exchange service charges for said telephone
service for the remainder of said period or for the full period if the application for service is cancelled, or if I
have received free footage allowances as a result of being in a group project and/or from ordering a business
service, I agree to pay the Utility the differences between the line extension charges that would have been
applicable had I not received the free footage allowances. The amount payable will be based on a prorated
amount (total line extension charges divided by 36 months) times the number of months remaining in the
three-year period contract. A fraction of a month will be counted as a full month. If service is re-established,
I will receive credit or refund for each full month such service is retained during the unexpired period.

The execution of this agreement shall not limit the Company's right to collect amounts as provided
for in its tariff schedules.

This agreement shall at all times be subject to such changes or modifications by the Public Utilities
Commission of the State of California as said Commission may, from time to time, direct in the exercise of its
jurisdiction.

Applicant

Witness:

Accepted for AT&T

(T)

By _____ Title (T)

NOTE 1: Description - One part, three sheet carbonless, 8 1/2" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.
Sheet 3 - Black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

LF 5060¹ Master Street Address Guide (MSAG) Change Form

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

LF 5061¹ Emergency Service Number (ESN) Assignment Worksheet

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS¹ (Cont'd)

Confirmation of CompleteLinkSM Agreement

Page 1

SBC Pacific Bell CompleteLinkSM

Confirmation of CompleteLink Agreement

This confirms your order for Pacific Bell CompleteLink Service ("Service"), an optional access and usage volume discount plan for business customers. Your election below of a Minimum Annual Revenue Commitment ("MARC") and agreement term, along with your signature indicates your acceptance of all the terms and conditions of CompleteLink set forth under the applicable Pacific Bell CompleteLink Tariff¹ and all other applicable tariffs, including, but not limited to, an Annual Under Utilization Charge and any applicable Termination Charge.

The following tariff language is provided herein for convenience only and does not supercede or modify the tariff in any way. In the event the tariff provision is changed in any way, the following is hereby modified at the same time to reflect that change. "CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed. Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges. Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue." In return for your acceptance of the CompleteLink terms and conditions, you are eligible to receive certain discounts and certain reduced rates as set forth under the tariff(s).

Please indicate your MARC and term length election by checking the appropriate box. (Only one can be entered).

Upon receipt of this properly completed and executed Confirmation of Service Order (including the Attachment A, CompleteLink BTN List), your order will be completed and discounts applied on your first billing statement after the order completion date.

Note: "SBC Pacific Bell FCC Interstate/IntraLATA calls do not qualify for Completelink discounts. SBC Pacific Bell Telephone Company reserves the right to bill the customer the tariffed, standard rates for these calls, including the ability to adjust billing or back bill to reflect the proper rate."

| | |
|----------------------------------|--------------------------------|
| MARC Level \$ _____ | |
| MAD Level \$ _____ | |
| Term Length | 1 Year 3 year 5 Year |
| Total Volume Discount % _____ | |
| Other Discounts: _____ | |
| Customer | Pacific Bell Telephone |
| ✓ Signature: | PB Representative: |
| Print Name & Title | Print/Type Name & Title: |
| Date: Tele#: | Date: |
| Company Name: | Contract Info Mgmt Signature: |
| Company Address: | Date: |
| Company City, State and Zip Code | |

CONFIDENTIAL

NOTE 1: Description - Multipart Two Sheet, 8 1/2" x 11".

This form is computer generated.

Continued (N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Confirmation of CompleteLinkSM Agreement

Page 2

Page ____ of ____

Attachment A

Customer Name: _____

CompleteLink BTN List

The following information must be completed for CompleteLink to be activated on your account. Only those Billing Telephone Number (BTN) which are specified below are included in the CompleteLink Plan. ¹ (The BTN appears in the top, left corner of the customer's bill. The Customer Code is the 3-digit number following the 10-digit BTN). Telephone Numbers for the following categories of services are not valid BTNs: pager, cell phone, pay phone, and residential. *Please duplicate this form if more pages are required.*

| | | | | | | | Internal Use Only | |
|------------------------------|--------------|--------|--------|--------------|------------------|---------------------|-----------------------|----------------------------|
| | Area Code | Prefix | Line # | CustomerCode | Add Acct. (X) | Delete Acct. (X) | Bill Date mm/dd/yy | Effective Date mm/dd/yy |
| Main Account Telephone #: | | | | | | | | |
| BTN#: | | | | | | | | |
| BTN#: | | | | | | | | |
| BTN#: | | | | | | | | |
| BTN#: | | | | | | | | |
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| BTN#: | | | | | | | | |
| BTN#: | | | | | | | | |
| BTN#: | | | | | | | | |

✓ Customer Signature _____ Date: _____

¹ Product discounts will be applied on each BTN bill and the amount of the Customer's total discount will be prorated to each account based upon that specific account's billing volume Discount Eligible Services. Termination Liability and Under Utilization Charges will be billed to the Main Account Telephone Number specified above.

CONFIDENTIAL

NOTE 1: Description - Multipart Two Sheet, 8 1/2" x 11".
This form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Reserved

(T)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹ Agreement For Use in Connection With the Furnishing of a (T)
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 1 OF 4

NOTE 1: Description - One part, four sheet, 8 1/2" x 11", black ink on white
paper.

Material omitted now on Sheets 284 and 285.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹ Agreement For Use in Connection With the Furnishing of a
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 2 OF 4

NOTE 1: Description - One part, four sheet, 8 1/2" x 11", black ink on white
paper.

(L) Formerly on Sheet 283.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹ Agreement For Use in Connection With the Furnishing of a
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 3 OF 4

NOTE 1: Description - One part, four sheet, 8 1/2" x 11", black ink on white (N)
paper. (N)

(L) Formerly on Sheet 283.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹ Agreement For Use in Connection With the Furnishing of a
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 4 OF 4

NOTE 1: Description - One part, four sheet, 8 1/2" x 11", black ink on white (N)
paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

P 2205¹

Installation and Repair No Access Notice
FRONT

(T)

NOTE 1: Description - One part, fold over, single sheet double-sided,
7" x 8 1/2", black and red ink on white paper.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

P 2205¹

Installation and Repair No Access Notice

(T)

BACK

NOTE 1: Description - One part, fold over, single sheet double-sided,
7" x 8 1/2", black and red ink on white paper.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

z

Z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

z

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

z

z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

z

z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

z

z Correction - Material should have been deleted in Advice Letter No. 18212,
effective June 11, 1996.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0013¹ Payment Plan Agreement

(N)

PART I

NOTE 1: Description - Multipart, two sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0013¹ Payment Plan Agreement

(T)

PART II

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0018¹ Letter Regarding Former Residence Customer's Occupancy (T)

NOTE 1: Description - One part, single sheet, 8 1/2 x 11", black ink on
white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Written Statement Regarding Former Residence Customer's Occupancy¹ (N)

NOTE 1: Description - One part, single sheet, 8 1/2 x 11", black ink on
white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0019¹ Letter Regarding Former Business Customer's Occupancy (T)

NOTE 1: Description - One part, single sheet, 8 1/2 x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Written Statement Regarding Former Business Customer's Occupancy¹ (N)

NOTE 1: Description - One part, single sheet, 8 1/2 x 11", black ink on white paper.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

«PicAddress1»
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

Account Number:«TN1» «CUSCOD» «Check»

«Name1»

The check in the amount of \$«Amt1» was returned to us by the bank.
Your account has been charged a \$«Amt2» returned check fee.

We have rebilled your account and this amount is past due. If you have not
already done so, please pay the amount of the returned check using
cash, money order or cashiers check. If payment of
\$«Amt1» has not reached us by «Date1», your telephone service may
be temporarily disconnected.

(D)

(D)

In the case of temporary disconnection, a deposit of \$0.00 and the amount of the
returned check will be required before telephone service is reconnected. You
will be billed a restoral charge of \$«Amt5» for each of your telephone lines or
applicable new service charges as noted*. Your service would be temporarily
disconnected for 11 calendar days, after which time your
service would be permanently disconnected, unless we agree to special
arrangements made by you. The installation charges for new service are
more than the restoral charge.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business

SECOND PAGE

Billing for other than basic telephone service:

AT&T will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC.

*Note: Some services, such as Centrex, Remote Call Forwarding, circuits, coin or mobile telephones, and other do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If service is disconnected an order for new service will be required. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for High Speed Internet service. Standard due dates will apply to each order for new service.

You can make a payment electronically by going online at www.att.com/bill, (N)
using the myAT&T Mobile wireless app on your smartphone or also using our
Interactive Voice Response system by calling 1-800-288-2020. You may pay your (N)
bill at an authorized AT&T payment location. You can go online at
www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call AT&T at <<TN2>>.

Thank you for choosing AT&T California.

Account Number «TN1» «CUSCOD» «Check»

Please include your account number on your check.

Amount Due: \$«Amt1»

Amount Enclosed: _____

Make Checks Payable to: #1R#ATT#R1#
#2R#PO BOX 5025#R2#
#3R#Carol Stream, IL 60197-5025#R3##RD#708#DR#

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*602

Returned Check Letter
Residence and Business

«PicAddress1»

«PicAddress2»

«PicAddress3»

«LTRDAT»

«Name1»

«Name2»

«Addr3»

«Addr4»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

«Name1»

RE:«TN1» «CUSCOD» «Check»

We are sorry to tell you the check from you for payment of your telephone account in the amount of \$«Amt1» was returned to us by the bank. Your account has been charged a \$«Amt2» return check fee.

If you have not already done so, please pay the amount of the returned check using cash, money order or cashier's check at your earliest convenience.

You may pay your bill at an authorized AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call AT&T at 1-«TN2».

Thank you for choosing AT&T California.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

L301 High Risk Business Returned Check

(N)

sys1date

Account Number:**telno--telno ccc**

custname-----custname

Our records show that the recent payment of **amountduedc** received on telephone account **telno- - telno ccc** was returned unpaid by your bank.

To immediately stop collection treatment on this account, your payment must be paid by cash or credit card. Cash payments can be made at an Authorized Payment Agency near you. You can go online at www.att.com/paylocations to find a payment location near you. You may pay via credit card at att.com or by calling our office at the number listed below.

Any further payments made by check will not stop collection treatment on your account, and potential disconnection of your service outlined in the disconnection notice sent to you separately.

If your service is disconnected, termination fees may apply. A reconnection charge will apply and a deposit will be required.

If you have any questions regarding this notice, please call AT&T at 1-877-711-4722.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

L302 High Risk Business Multiple Returned Checks

(N)

sys1date

Account Number: **telno - - telno ccc**

custname-----custname

Our records show that telephone account **telno - - telno ccc** has been paid on 2 or more occasions by checks that have been returned unpaid by your bank.

To immediately stop collection treatment on this account, your payment must be paid by cash or credit card. Cash payments can be made at an Authorized Payment Agency near you. You can go online at www.att.com/paylocations to find a payment location near you. You may pay via credit card at att.com or by calling our office at the number listed below.

Any further payments made by check will not stop collection treatment on your account, and potential disconnection of your service outlined in the disconnection notice sent to you separately.

If your service is disconnected, termination fees may apply. A reconnection charge will apply and a deposit will be required.

If you have any questions regarding this notice, please call AT&T at 1-877-711-4722.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*701 Toll Restriction Letter - Deposit Request

date

Account Number: telnumber-ccc

customer name

This notice is to confirm that you have agreed to accept Toll Restriction on your account in lieu of paying a required deposit.

Toll Restriction will remain on your account for a minimum of 12 months or until the outstanding balance and the required deposit are paid. If you want to remove the restriction prior to 12 months, you will be required to pay the outstanding balance and deposit. If you previously had a toll and long distance availability limit on your account, it might be reinstated once Toll Restriction is removed.

Toll Restriction prevents you from making most types of billable calls. However, you can use your telephone services for local (0-12 miles), 800, 866, 877, 888, 411, 611, 711 and 911 calls. In addition, you can also use a prepaid phone card to make billable calls from your telephone.

Toll Restriction may affect the products, services, and discounts you have on your account. For example, AT&T calling plans for Local Toll will be removed, which could result in loss of a discount. In addition, if you have an AT&T calling card, it will also be deactivated during this restriction period. However, no calling plans for Long Distance will be removed without your consent. If you have a calling plan for Long Distance or a calling card with a carrier other than AT&T, you should contact your carrier to have the plan and the card removed.

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

Let us help make bill paying even easier for you! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bill and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.att.com.

If you have any questions regarding this notice, please call AT&T California at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644.

Thank you for choosing AT&T California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

Material omitted now on Sheet 289.20.1.

(D)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
*102

Past Due Notice

(L)

PAST DUE NOTICE

Dear NAME,

This letter is being sent to you regarding your account ACCOUNT NUMBER, which is seriously past due. As of TODAY, your account has a delinquent balance of TRT AMOUNT for certain non-basic charges, products and/or services*. Your basic service cannot be suspended for failure to pay these non-basic charges.

Unless this balance is paid by _____, your service is subject to all of the following actions:

- Removal of non-basic products and services and loss of discounts for packages when those products and services are removed;
- Notification to providers of these phone services or products who use Pacific Bell's billing and collection services that your account is delinquent. This could result in removal or disconnection of the products and services and termination charges;
- Rendering of a final bill for the unpaid charges Referral of your account to a collection agency and reporting of the delinquency to credit reporting agencies, which could adversely affect you ability to obtain credit in the future.

In order to avoid further collection action, you must pay TRT AMOUNT immediately.

Your prompt attention to this matter is requested. When making your payment be sure to include your account number, which is ACCOUNT NUMBER. If you have any questions or would like to make immediate payment over the phone, please call our office at 800-300-5099 (Residential) or 877-711-4722 (Business).

* Non-basic charges are incurred for products and services such as 900, 976 or 700 Information Services, Custom Calling features, DSL Internet access service, voice mail, directory advertising, inside wire installation, and dial-up Internet service.

(L)

(L) Formerly on Sheet 289.21.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

Material omitted now located on Sheet 289.22.

(D)

Continued

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

NETWORK AND EXCHANGE SERVICES

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*801

No Payment Received Letter
(Residence or Business)

Date

Account Number: telnumber-ccc

Customer name

We have not received a payment for this account since lastpaymentdate. Although the amount owing is only amountduepx, we are concerned that you may be having problems with, or may no longer need, the service.

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at att.com at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you. (T)

Let us help make bill paying even easier for you! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bill and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to att.com. (T)

If you have any questions regarding this notice, please call AT&T California at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. (T)

Thank you for choosing AT&T California. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGUALTIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Material omitted now on Sheets 289.27 and 289.28.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*902 Third Party Notification Letter - Residence and Business

Date

Thirdpartyname

RE:telnumber-ccc

Our records show that Customer Name has asked us to notify you if telephone service for this customer may be temporarily disconnected.

Today, we sent this customer a notice stating that payment for a recent bill must be received in our office by paybydate to prevent temporary disconnection of his/her telephone service.

Please advise the customer that you have received this notice. We know how important telephone service is to the customer and hope, through this notification, that temporary disconnection can be avoided.

AT&T California thanks you for your attention to this matter.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0028¹ NETWORK SERVICES MARKETING AGREEMENT (Cont'd)

NOTE 1: Description - Black ink on white paper.
Material formerly on Sheet 289.26.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0028¹

NETWORK SERVICES MARKETING AGREEMENT (Cont'd)

PART XIX

Exhibit D
Page 1 of 1

Volume Expectations*

| Termination ² (T) | 35. Advanced Video Service | \$/Channel |
|------------------------------|-------------------------------|------------|
| | Advanced Broadcast Video | |
| | Service (ABVS) | |
| | Component Digital (CD) | |
| | | |
| | FCC No. 128 | |
| | | |
| | a. Exceptions: | |
| | b. Restrictions: | |
| | Restricted to ASRs who are | |
| | production/broadcast enhanced | |
| | CPE providers who can | |
| | demonstrate a thorough | |
| | knowledge of the product and | |
| | are familiar with NTSC and | |
| | CCIR-601. | |
| | c. Classifications: | |
| 2(T) | | |

36. SUPERTRUNK

Schedule Cal.P.U.C. No. A5.

\$/per SUPERTRUNK

- a. Exceptions:
b. Restrictions:

(N)
|

NETWORK AND EXCHANGE SERVICES

C. Classifications:

(N)

2 (T) * Please note in connection with these volume expectations
| | that this Agreement (see page, paragraph 13.(b)(i)) permits
| | Pacific Bell to cancel this agreement under certain
| | conditions.
2 (T)

NOTE 1: Description - Black ink on white paper.

NOTE 2: Pending CPUC Approval of Advice Letter No. 17754.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0034¹ Flexible Plan Agreement (Centrex)
PART 1

(N)

NOTE 1: Description - Multipart, two sheets, 8 1/2" x 11", black ink on
Continued

white

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0034¹ Flexible Plan Agreement (Centrex) (Cont'd)
PART 2

(N)

This service agreement shall at all times be subject to such changes or

modif

NOTE 1: Description - Black Ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS

UN 0051¹ Value Promisesm Plus Term Discounts Service Agreement

(N)

NOTE 1: Description - Black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS

| | | |
|----------------------|---|-----|
| UN 0051 ¹ | Value Promise sm Plus Term Discount Terms and Conditions | (N) |
|----------------------|---|-----|

NOTE 1: Description - Black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS

UE 0049 Value Promisesm Advantage 1000 Term Discount Service Agreement (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.4 RESERVED

2.5 RESERVED

2.6 RESERVED

2.7 RESERVED

z

z Correction

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CF 0267¹ Statement of Labor Charges and Proof of Warranty - Front
(N)

NOTE 1: Description - One part, three sheet carbonless snapout,
5 1/2"x8 1/2"
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.
Sheet 3 - Black ink on pink paper.

(N)

Continued

AT&T California
San Francisco, California
U-1001-C

SCHEDULE CAL.P.U.C. NO. A2
Original Sheet 296.5

NETWORK AND EXCHANGE SERVICES

Advice Letter No. 18906

Decision No.

Issued by
Eric Batongbacal
Executive Director

Date Filed: June 30, 1997

Effective: August 11, 1997

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CF 0267¹ Statement of Labor Charges and Proof of Warranty - BACK
(N)

NOTE 1: Description - One part, three sheet carbonless snapout,
5 1/2"x8 1/2"
Sheet 1 - Grey ink on white paper.
Sheet 2 - Grey ink on yellow paper.
Sheet 3 - Grey ink on pink paper.
(N)

AT&T California
San Francisco, California
U-1001-C

SCHEDULE CAL.P.U.C. NO. A2
Original Sheet 296.6

NETWORK AND EXCHANGE SERVICES

Advice Letter No. 18906

Decision No.

Issued by
Eric Batongbacal
Executive Director

Date Filed: June 30, 1997

Effective: August 11, 1997

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd) (T)

2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (T)
(D)

A. APPLICABILITY

Applicable to the sale of in place distribution cable, associated
terminals, and Utility Provided supporting. (T)
(D)
(D)

B. GENERAL

1. The sale of in place distribution cable as outlined herein provides a plan
for pricing of the Utility's nonuseful distribution cable facilities. (T)
(D)
(D)
2. The prices reflect the estimated average fair value price to the buyer
(purchaser) for distribution cable facilities that have been in service (T)
for a minimum of 12 months since their installation and the property is
classified as being in excellent, like new, or equivalent of new (T)
condition. If, on visual inspection, the Utility (seller) judges it to be
less than excellent; e.g. good, fair or poor the price is adjusted (T)
downward to reflect the true fair value of the subject facilities.
3. The pricing is applicable where like placement of equivalent distribution
cable facilities is judged by the Utility as presenting no unusual
placement constraints that result in excessive placement costs. (T)

The majority of facilities so placed fall within the bounds covered by
matrix pricing.

Facilities not covered by the pricing, including property that has not (T)
been in service for a minimum of 12 months since its installation, fiber,
manholes, shielded cable, etc., will be priced on an individual basis and
based upon the same pricing concepts that underly the prices. In (T)
exceptional circumstances the Utility or the buyer may refer the matter
to the Public Utilities Commission for special ruling.

(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd) (T)
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd) (T)
(D)

B. GENERAL (Cont'd)

5. The Utility's obligation to perform a requested inventory and appraisal is contingent upon execution by the prospective buyer of a "Purchaser Commitment Agreement." Said agreement commits the prospective buyer to (T) reimburse the Utility for its cost of conducting the inventory and appraisal based upon a formula set forth therein. This cost reimbursement shall not exceed an amount estimated in the Agreement. This charge is not applicable if all facilities inventoried are purchased and is reduced to (T) the extent that a portion of the total facilities inventoried are purchased. This formula is set forth in the agreement contained in Schedule Cal.P.U.C. No. A2.3.1. If for any reason whatsoever the Utility, upon completion of the inventory and appraisal, determines not to sell all or a portion of the desired facilities, the inventory and appraisal cost for such portion of the facilities will not apply.

C. TERMS AND CONDITIONS OF SALE

Terms and conditions of sale are as set forth in the "Contract For The Purchase And Sale of Pacific Bell's In Place Distribution Cable (T) Facilities on Continuous Property" contained in Schedule Cal.P.U.C. (T) No. A2.3.1.

D. REGULATIONS

1. Distribution cable facilities consist of cable and associated equipment (T) on a continuous property. Also included are any Utility provided (T) supporting structures that are part of, and associated with, such (D) facilities. (D)
2. The selling price will be based on current installation costs for labor (T) and material, less any appropriate allowance for condition as from the prices included in this schedule. Certain facilities not calculated covered by the pricing in F. following are individually priced as stated in B.3. preceding. Pricing will be adjusted periodically to reflect (T) current values. (D) (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd) (T)
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd) (T)
(D)

D. REGULATIONS (Cont'd)

3. All physical rearrangements, changes and removal work necessary for the sale of the facilities will be done by the Utility.
4. Rearrangements made for the sole convenience of the Utility will not be billed to the buyer. Rearrangements made solely for convenience of the buyer will be billed to the buyer. Any special removal procedures requested by the buyer that incur extraordinary costs may be recovered based on current costs for labor and material used. All applicable charges for such rearrangements must be paid in advance before the work is performed by the Utility. (T)
5. Limitation of liability as set forth in Schedule Cal.P.U.C. No. A2.1.14. shall apply.
6. The Utility reserves the right to:
- a. Obtain adequate access and use of the cable facilities for the installation and maintenance of other equipment and services as required by existing tariffs. (T)
- b. Retain ownership of existing distribution cable facilities through continuous property as a network or loop distribution facility that may be required for current or future use. (T)
7. Reserved (T)
(D)
(D)
8. In place distribution cable facilities, that are neither necessary nor useful in the performance of the Utility's duties to the public will be sold in "as is" condition without any representation as to quality or fitness, without warranty, expressed or implied, as to merchantability, fitness, compatibility for purpose sold, permanency of any right of way, easement or location or as to any other matter whatsoever. (T)

(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd) (T)
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd) (T)
(D)

E. PRICING REGULATIONS

1. Cable Terminal (T)

- a. This pricing is valid only for distribution cable systems on continuous property. (T)
(N)
- b. Prices presume placement of terminals in completed buildings and premises as they exist today, using current material and construction methods commensurate with the average wiring system having no unusual placement constraints resulting in excessive placement cost. Exceptions will be priced on an individual basis. (T)
(N)
- c. Each price represents an individual segment (terminal assembly) and presumes inclusion of associated materials (connecting blocks, backboard, miscellaneous installation materials). Price is by number of cable pairs terminated. (T)
(N)

2. Distribution Cable (T)

- a. Reserved (T)
(D)
- b. Prices presume placement of distribution cable on premises as they exist today, using current material and construction methods commensurate with that for an average cable system having no unusual placement constraints resulting in excessive placement cost. Exceptions will be priced on an individual basis. (T)
(T)
(N)
- c. Each price represents an individual segment of a distribution cable system and each segment presumes inclusion of all associated installation materials. Segments are priced as follows: (T)
- (1) Distribution Cable - Each separate cable run between cable terminals and/or pull boxes, priced by cable size per foot of cable. (D)
|
(D)
- (2) Cable Splice - Each separate splice joining two, three or four cable sheaths. Priced by total pairs and sheath ends joined at each splice. (T)
- (3) Structure - Each conduit structure run between buildings and/or pull boxes will be priced by structure size and number of ducts. Poles will be priced by height. (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd) (T)
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd) (T)
(D)

E. PRICING REGULATIONS (Cont'd)

3. Distribution Cable Facilities - Condition Classification for Pricing Plan

- a. Fair value pricing for distribution cable facilities offered for sale/purchase takes notice of the condition of the subject facilities and its value in relation to new facilities. The criteria for determining the condition and the means for reflecting such finding in fair value pricing is set forth in the chart below.
- b. Price amounts included on the pricing sheets reflect fair value prices for facilities classified as being in condition excellent, like new or equivalent of new. If on visual inspection of the subject facilities, its condition is found to be less than excellent, e.g. good, fair or poor, the designated condition adjustment factor, applied to the price, establishes the fair value price. This latter calculation is performed as indicated on Pricing Worksheets Nos. 2 through 4 contained in Schedule Cal.P.U.C. No. A2.3.1. (T)
(T)
(T)
- c. Classification Chart:

| <u>Condition</u> | <u>Alpha</u> | <u>Condition Adjustment Factor</u> | <u>Criteria</u> |
|------------------|--------------|--|--|
| Excellent | E | - | Like new or equivalent of new |
| Good | G | .90 | Not equivalent of new; some evidence of wear or loss of structural support but appears satisfactory for continued use. |
| Fair | F | .75 | May need some repair in the near future; evidence of wear, damage, or loss of structural support, however, there is no need of immediate rerouting, refastening, or replacing. |
| Poor | P | .45 | Needs rerouting, refastening, or other necessary refurbishment. |
| Defective | D | .10 | Largely unusable and not repairable from an economic standpoint. Should not be sold except for restrictive use. |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)

2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)

F. PRICING

1. Cable Terminal³

Terminal Size By Number of Pairs Terminated

(U)

| TERMINAL | QUANTITY | CHARGE | |
|---|----------|---------------------------|---------------|
| | | WITHOUT CABLE TERMINAL | WITH CABLE |
| | | SECTION | SECTION |
| 25 Pairs Terminated | | | |
| - 25 Pair connector blocks ¹ | 1 | \$ 39.90 (R) | \$147.24 (R) |
| - 50 Pair connector blocks ² | 1 | 38.95 | 146.29 |
| 50 Pairs Terminated | | | |
| - 25 Pair connector blocks ¹ | 2 | 56.04 | 165.28 |
| - 50 Pair connector blocks ² | 1 | 43.70 | 151.99 |
| 75 Pairs Terminated | | | |
| - 25 Pair connector blocks ¹ | 3 | 75.99 | 184.28 |
| - 50 Pair connector blocks ² | 2 | 61.74 | 169.08 |
| 100 Pairs Terminated | | | |
| - 25 Pair connector blocks ¹ | 4 | 81.69 | 202.33 |
| - 50 Pair connector blocks ² | 2 | 67.44 (R) | 174.78 (R) |

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.

NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.

NOTE 3: Cable terminal section - metal housing used for terminal protection separation or for appearance purposes.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)

2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)

F. PRICING (Cont'd)

1. Cable Terminal³ (Cont'd)

Terminal Size By Number of Pairs Terminated (Cont'd)

| | <u>QUANTITY</u> | <u>CHARGE</u> <u>WITHOUT</u> <u>CABLE TERMINAL</u> <u>SECTION</u> |
|---|-----------------|--|
| 150 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 6 | \$116.84 |
| - 50 Pair connector blocks ² | 3 | 80.74 |
| 200 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 8 | 141.54 |
| - 50 Pair connector blocks ² | 4 | 95.94 |
| 250 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 10 | 176.68 |
| - 50 Pair connector blocks ² | 8 | 116.84 |
| 300 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 12 | 202.33 |
| - 50 Pair connector blocks ² | 6 | 132.04 |
| 350 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 14 | 236.53 |
| - 50 Pair connector blocks ² | 7 | 147.24 |
| 400 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 16 | 262.18 |
| - 50 Pair connector blocks ² | 8 | 162.43 |
| 450 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 18 | 297.32 |
| - 50 Pair connector blocks ² | 9 | 191.88 |
| 500 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 20 | 322.97 |
| - 50 Pair connector blocks ² | 10 | 207.08 |

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.

NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.

NOTE 3: Cable terminal section - metal housing used for terminal protection separation or for appearance purposes.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)

2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)

F. PRICING (Cont'd)

1. Cable Terminal³ (Cont'd)

Terminal Size By Number of Pairs Terminated (Cont'd)

| | <u>QUANTITY</u> | <u>CHARGE</u> <u>WITHOUT</u> <u>CABLE TERMINAL</u> <u>SECTION</u> |
|---|-----------------|--|
| 550 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 22 | \$357.17 |
| - 50 Pair connector blocks ² | 11 | 222.28 |
| 600 Pairs Terminated | | |
| - 25 Pair connector blocks ¹ | 24 | 382.81 |
| - 50 Pair connector blocks ² | 12 | 237.48 |

2. Distribution Cable

| | <u>Charge Per Foot</u> | | | |
|---|----------------------------------|-----------|------------|------------|
| | <u>Cable Size - No. Of Pairs</u> | | | |
| <u>Distribution Cable</u> ⁴ | <u>25</u> | <u>50</u> | <u>100</u> | <u>200</u> |
| - Placed in duct | \$.56 | \$.68 | \$.94 | \$ 1.50 |
| - Cleated to wall or secured on cable rack | .87 | 1.01 | 1.26 | 1.75 |
| - Placed on tray or molding | .52 | .66 | .91 | 1.40 |
| - Placed on strand | 1.42 | 1.56 | 1.81 | 2.30 |

| | <u>Charge Per Foot</u> | | | |
|---|----------------------------------|------------|------------|------------|
| | <u>Cable Size - No. Of Pairs</u> | | | |
| <u>Distribution Cable</u> ⁴ | <u>300</u> | <u>400</u> | <u>600</u> | <u>900</u> |
| - Placed in duct | \$ 1.99 | \$ 2.49 | \$ 3.63 | \$ 5.14 |
| - Cleated to wall or secured on cable rack | 2.24 | 2.74 | 3.98 | 5.49 |
| - Placed on tray or molding | 1.89 | 2.38 | 3.46 | 4.97 |
| - Placed on strand | 3.14 | 3.64 | 4.70 | 6.22 |

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.

NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.

NOTE 3: Cable terminal section - metal housing used for terminal protection separation or for appearance purposes.

NOTE 4: \$20.00 set up plus cost per foot shown above.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)

2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)

F. PRICING (Cont'd)

2. Distribution Cable (Cont'd)

| | CHARGE | | | |
|---|--------------------|--------------|--------------|--------------|
| | Total Pairs JOINED | | | |
| | 50 | 100 | 150 | 200 |
| <u>Splicing</u> ¹ | | | | |
| - Two sheath ends joined ² | \$ 62.69 (R) | \$ 66.49 (R) | \$ 72.19 (R) | \$ 76.94 (R) |
| - Three sheath ends joined ² | NO | 85.49 | 90.24 | 94.99 |
| - Four sheath ends joined ² | NO | 93.09 (R) | 97.84 (R) | 102.59 (R) |
| | Charge | | | |
| | TOTAL Pairs Joined | | | |
| | 400 | 600 | 800 | 1200 |
| - Two sheath ends joined ² | \$98.79 (R) | \$117.79 (R) | \$139.64 (R) | \$177.63 (R) |
| - Three sheath ends joined ² | 116.84 | 134.89 | 157.69 | 195.68 |
| - Four sheath ends joined ² | 124.44 (R) | 142.49 (R) | 164.33 (R) | 203.28 (R) |

NOTE 1: "Pairs joined" is the sum of pairs entering the splice which will be joined (spliced) together.

NOTE 2: Number of sheath ends (cable ends) entering the splice. For example, joining two lengths of cable counts as two sheaths. With a branch cable leaving this splice, the count is three sheaths, etc.