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Multiple Bill Copies, Preferential Bill Date, Summary Billing	8	8	
Digital Data Over Voice (DDOV) ^{/1/}	-	-	
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Directory Assistance Listing Information Service	12	1	
Directory Assistance Services:			
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Directory Number Call Forwarding	24	3	
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Directory Services			
Business Category Search, National Directory Assistance, Interexchange Carrier Directory Assistance, Reverse Directory Assistance	11	2	
Duplicate Bill Charge	8	8	
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Farmer Line Service – Business	4	2	
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Inside Wire Repair Services	8	8	
ISDN BRI	17	1	
ISDN Primary Rate Interface	17	2	
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Line Extension and Service Connection Facilities in Suburban Areas	4	5	

/1/ Digital Data Over Voice (DDOV) was withdrawn effective July 1, 2012.

(D)

Subject	Part	Section	
Radio Services (Statewide Mobile Phone, PB Paging, Maritime Mobile, Radiotelephone) (Withdrawn 4-15-2013)	-	-	
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Supplemental Billing	8	8	
Telephone Answering Service	6	9	
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Toll Blocking	8	2	
Toll Free Svcs	10	1	
Two Line Solution Discount	20	2	
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Unified Messaging (AT&T Unified Messaging)	6	4	
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Value Promise SM	20	9	(C)
Voice Mail			
Residence	6	6	
Business	20	4	
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X.25 (Withdrawn 7-1-2012)	-	-	
V and H Coordinates	9	1	

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/1/ Material now appears in Part 20, Section 9, Sheet 36.

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/1/ Material now appears in Part 20, Section 9, Sheet 37.

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/1/ Material now appears in Part 20, Section 9, Sheet 38.

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/1/ Material now appears in Part 20, Section 9, Sheet 39.

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/1/ Material now appears in Part 20, Section 9, Sheet 40.

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/1/ Material now appears in Part 20, Section 9, Sheet 41.

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/1/ Material now appears in Part 20, Section 9, Sheet 42.

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/1/ Material now appears in Part 20, Section 9, Sheet 43.

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/1/ Material now appears in Part 20, Section 9, Sheet 44.

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/1/ Material now appears in Part 20, Section 9, Sheet 45.

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/1/ Material now appears in Part 20, Section 9, Sheet 46.

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/1/ Material now appears in Part 20, Section 9, Sheet 47.

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/1/ Material now appears in Part 20, Section 9, Sheet 48.

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/1/ Material now appears in Part 20, Section 9, Sheet 49.

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/1/ Material now appears in Part 20, Section 9, Sheet 50.

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/1/ Material now appears in Part 20, Section 9, Sheet 51.

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/1/ Material now appears in Part 20, Section 9, Sheet 52.

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/1/ Material now appears in Part 20, Section 9, Sheet 53.

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/1/ Material now appears in Part 20, Section 9, Sheet 54.

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/1/ Material now appears in Part 20, Section 9, Sheet 55.

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/1/ Material now appears in Part 20, Section 9, Sheet 56.

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/1/ Material now appears in Part 20, Section 9, Sheet 57.

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/1/ Material now appears in Part 20, Section 9, Sheet 58.

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/1/ Material now appears in Part 20, Section 9, Sheet 59.

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/1/ Material now appears in Part 20, Section 9, Sheet 60.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS)

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

A. DESCRIPTION

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

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

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

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

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 92.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

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B. REGULATIONS

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

/2/

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

/2/ Material formerly appeared in Part 9, Section 3, Sheet 93.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

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B. REGULATIONS (cont'd)

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 94.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

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B. REGULATIONS (cont'd)

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 95.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

C. TERMINATION FEES

1. Option 1

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

2. Option 2

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 96.

5. FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

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D. RATES AND CHARGES

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

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

1. Option 1:

No Monthly Fee² All Call Types: \$0.10 per minute

2. Option 2:

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

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

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

/2/

/1/ Requires a \$50 monthly usage minimum.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 97.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business)

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

A. APPLICABILITY

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

B. TERRITORY

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

C. DESCRIPTION

1. Customers may receive a discount on intraLATA directly dialed usage charges, non-operator assisted Utility calling card usage (including calling card service charges and pay station service charges, if any), Zone 3 or Custom 8 inbound calls.
2. Applicable Company calling card charges to points wholly within a Service Area will be applied under the rate specified and illustrated in F.1. following.
3. VPP allows customers to select Options 1 or 3 and receive a percent discount on directly dialed MTS, Zone 3 or non-operator assisted Company calling card calls. On Options 1 & 3, customers receive a hourly rate for Custom 8 inbound calls. These options are illustrated in F.1. following.
4. VPP will provide customers with a single, consolidated account for all Billed Telephone Numbers (BTNs) for a Monthly Fee.
5. The applicable discount rate, as illustrated in F.1., is dependent on the total amount of monthly directly dialed MTS, Zone 3, Custom 8 or non-operator assisted Company calling card usage billed.

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 98.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business)(cont'd)

(C)

D. REGULATIONS

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 99.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business)(cont'd)

/1/

D. REGULATIONS (cont'd)

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 100.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business)(cont'd)

/3/

E. MONTHLY FEE

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

- 1. Monthly Fee \$9.50

F. RATES AND CHARGES

1. Method of Applying Rates

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

Direct Dialed, Zone 3 Calling Card and Custom 8^{/2/}

	<u>Billed Usage</u>	<u>No Term Discount Rate</u> ^{/1/}
	\$ 0.00 - \$149.99	0 %
	\$ 150.00 - \$899.99	0 %
	\$ 900.00 - \$1799.99	0 %
	\$1800.00 +	0 %
Custom 8 ^{/2/}		
	<u>Current</u> ^{/1/}	
	<u>Hourly Rate</u>	<u>Rate Period</u>
	\$ 6.48 per hour of usage	Day
	\$ 6.48 per hour of usage	Evening
	\$ 6.48 per hour of usage	Night/Weekend

/3/

/1/ See D.16. preceding.

/2/ See D.15. preceding.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 101.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

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F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

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

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 102.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

/3/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

d. Dial Station - Options 1, 3

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

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

/3/

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

/2/ See D.16. preceding.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 103.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

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

NIGHT/WEEKEND RATE^{/2/}

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

e. Zone 3 - Options 1, 3

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

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

/2/ See D.16. preceding.

/1/ Material formerly appeared in Part 9, Section 3, Sheet 104.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

/5/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

f. Calling Card^{/1,3/} - Options 1, 3

		DAY RATE ^{/4/}	
<u>RATE</u>		<u>INITIAL</u>	<u>EACH</u>
<u>MILEAGE</u>		<u>10 SECONDS</u>	<u>ADDITIONAL</u>
			<u>1 SECOND</u>
0-8		\$0.0360	\$0.0020
9-12		0.0360	0.0020
13-16		0.0360	0.0020
17-20		0.0360	0.0020
21-25		0.0522	0.0029
26-30		0.0522	0.0029
31-40		0.0522	0.0029
41-50		0.0558	0.0031
51-70		0.0558	0.0031
71+		0.0594	0.0033

		EVENING RATE ^{/4/}	
<u>RATE</u>		<u>INITIAL</u>	<u>EACH</u>
<u>MILEAGE</u>		<u>10 SECONDS</u>	<u>ADDITIONAL</u>
			<u>1 SECOND</u>
0-8		\$0.0288	\$0.0016
9-12		0.0288	0.0016
13-16		0.0288	0.0016
17-20		0.0288	0.0016
21-25		0.0414	0.0023
26-30		0.0414	0.0023
31-40		0.0414	0.0023
41-50		0.0450	0.0025
51-70		0.0450	0.0025
71+		0.0468	0.0026

/5/

/1/ In addition to the calling card^{/4/} rate, the following service charges are applicable per message for calling card service:

Company's (Credit) Calling Card ⁴	\$0.95
Company's One Number Card ^{2,4}	\$0.95
Pay Phone Use Charge	\$0.24

/2/ The One Number Card⁴ is a card with restricted calling to the billed number or account.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

/4/ See D.16. preceding.

/5/ Material formerly appeared in Part 9, Section 3, Sheet 105.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

/5/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

f. Calling Card^{/1, 3/} - Options 1, 3 (cont'd)

NIGHT/WEEKEND RATE^{/4/}

<u>RATE MILEAGE</u>	<u>INITIAL 18 SECONDS</u>	<u>EACH ADDITIONAL 1 SECOND</u>
0-8	\$0.0216	\$0.0012
9-12	0.0216	0.0012
13-16	0.0216	0.0012
17-20	0.0216	0.0012
21-25	0.0306	0.0017
26-30	0.0306	0.0012
31-40	0.0306	0.0012
41-50	0.0342	0.0019
51-70	0.0342	0.0012
71+	0.0360	0.0020

/5/

/1/ In addition to the calling card^{/3/} rate, the following service charges are applicable per message for calling card service:

Company's (Credit) Calling Card ^{/3/}	\$0.95
Company's One Number Card ^{/2/}	\$0.95
Pay Phone Use Charge	\$0.24

/2/ The One Number Card^{/3/} is a card with restricted calling to the billed number or account.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4.

/4/ See D.16. preceding.

/5/ Material formerly appeared in Part 9, Section 3, Sheet 106.

6. VALUE PROMISESM PLUS - OPTION 1 & 3 (Business) (cont'd)

(C)

G. VALUE PROMISESM (VPP) TERM DISCOUNT

Value PromiseSM Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3, Custom 8 and Company calling card (including calling card service charges and pay station service charges if any) usage for a fixed term in 12, 18 or 24 month increments.

1. The discounts will be effective when the Company completes the processing of the service order.
2. A minimum monthly usage charge of \$100.00 for directly dialed MTS, Zone 3, Custom 8 and Company calling card usage shall apply as illustrated in 9. following.
3. The applicable discount will apply against the actual usage billed and to the difference between the actual billed and the required minimum monthly usage as illustrated in 9. following.
4. A customer may cancel the current VPP term agreement without termination charges (as shown in 9.a. following, times the months remaining in the term agreement) provided the customer establishes a new term agreement from one of the following replacement term agreements for an equal or greater length of time than the current VPP term agreement:

VPP (12, 18 or 24 months), Flat Rate Plus (12 or 24 months), Flat Rate Pro (12 or 24 months, or Contract (minimum 12 months). All new term agreements begin from the date of the new agreement, and no credit shall be given for the term of the original agreement.
5. A customer may terminate an agreement by paying the Company a termination charge (as shown in 9.a. following) times the number of months remaining in the term agreement.
6. Minimum usage is determined by the amount of directly dialed MTS, Zone 3, Company calling card calls without operator assistance, Custom 8 inbound calls.
7. If a customer subscribes to a term agreement, the discounts as shown in 9. following apply in lieu of Options 1 or 3 in F.1. preceding.
8. VPP Term Discounts do not apply to each BTN, they apply to all BTNs aggregated at the customer level.

(C)

/1/ Material formerly appeared in Part 9, Section 3, Sheet 107.

6. VALUE PROMISESM PLUS - OPTIONS 1 & 3 (Business) (cont'd)

/3/

G. VPP TERM DISCOUNT (cont'd)

9. Rates and Charges

a. Options 1, 3

<u>Minimum Monthly Usage</u>	<u>12 mo.</u> ^{/1/}	<u>Termination Charge</u> ^{/2/}
\$ 100.00 - 149.99	41.70%	\$ 94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>18 mo.</u> ^{/1,3/}	
100.00 - 149.99	41.70%	94.99
150.00 - 899.99	43.50%	189.98
900.00 - 1799.99	46.30%	284.97
1800.00 +	48.15%	474.96
	<u>24 mo.</u> ^{/1,3/}	
100.00 - 149.99	47.20%	94.99
150.00 - 899.99	50.00%	189.98
900.00 - 1799.99	52.80%	284.97
1800.00 +	55.60%	474.96

/3/

/1/ See D.16. preceding.

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

/3/ Material formerly appeared in Part 9, Section 3, Sheet 108.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business)

/1/

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

A. APPLICABILITY

Except as otherwise provided in this Guidebook, Value PromiseSM Plus (VPP) applies to all directly dialed Message Telecommunications Service¹ (MTS) furnished or made available by the Company over facilities wholly within a Service Area.

B. TERRITORY

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

C. DESCRIPTION

1. Customers may receive a discount on intraLATA directly dialed usage charges, non-operator assisted Company calling card usage (including calling card service charges and pay station service charges, if any), Zone 3 or Custom 8 inbound calls.
2. Applicable Company calling card charges to points wholly within a Service Area will be applied under the rate specified and illustrated in F.1. following.
3. VPP allows customers to select Options 2 or 4, and pay an hourly rate for directly dialed MTS calls or Company calling card calls. On Options 2 & 4, customers receive a hourly rate for Custom 8 inbound calls. These options are illustrated in F.1. following.
4. VPP will provide customers with a single, consolidated account for all Billed Telephone Numbers (BTNs) for a Monthly Fee.
5. The applicable discount rate, as illustrated in F.1., is dependent on the total amount of monthly directly dialed MTS, Zone 3, Custom 8 or non-operator assisted Company calling card usage billed.

/1/

/1/ Material formerly appeared in Part 9, Section 3, Sheet 109.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/1/

D. REGULATIONS

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

/1/

/1/ Material formerly appeared in Part 9, Section 3, Sheet 110.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/1/

D. REGULATIONS (cont'd)

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 111.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/3/

E. MONTHLY FEE

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

- 1. Monthly Fee \$10.00

F. RATES AND CHARGES

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

/3/

/1/ See D.16. preceding.

/2/ See D.15. preceding.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 112.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/3/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

c. Options 2 & 4

Direct Dialed, Zone 3, Calling Card and Custom 8^{/3/}

<u>Hourly Rate</u> ^{/3/}	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> ^{/3/}
\$6.48 per hour of usage for directly-dialed local toll and calling card calls	\$ 0.01 - 150.00 - 900.00 - 1,800.00 +	\$ 149.99 899.99 1,799.99 30%

<u>Hourly Rate</u> ^{/3/}	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> ^{/3/}
\$3.07 per hour of usage for directly-dialed Zone 3 calls	\$ 0.01 - 150.00 - 900.00 - 1,800.00 +	\$ 149.99 899.99 1,799.99 30%

<u>Hourly Rate</u> ^{/3/}	<u>Rate Period</u>
\$ 6.48 per hour of usage for Custom 8	Day Evening Night/Weekend

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

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

/3/

/1/ See D.16. preceding.

/2/ See D.15. preceding.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 113.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

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G. VALUE PROMISESM (VPP) TERM DISCOUNT

Value PromiseSM Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3, Custom 8 and Company calling card (including calling card service charges and pay station service charges if any) usage for a fixed term in 12, 18 or 24 month increments.

1. The discounts will be effective when the Company completes the processing of the service order.
2. A minimum monthly usage charge of \$100.00 for directly dialed MTS, Zone 3, Custom 8 and Company calling card usage shall apply as illustrated in 9. following.
3. The applicable discount will apply against the actual usage billed and to the difference between the actual billed and the required minimum monthly usage, as illustrated in 9. following.
4. A CLC Reseller may cancel the current VPP term agreement without termination charges (as shown in 9.a. following, times the months remaining in the term agreement) provided the CLC Reseller establishes a new term agreement from one of the following replacement term agreements for an equal or greater length of time than the current VPP term agreement:

VPP (12, 18 or 24 months), Flat Rate Plus (12 or 24 months), Flat Rate Pro (12 or 24 months, or Contract (minimum 12 months). All new term agreements begin from the date of the new agreement, and no credit shall be given for the term of the original agreement.
5. A customer may terminate an agreement by paying the Company a termination charge (as shown in 9.a. and b. following) times the number of months remaining in the term agreement.
6. Minimum usage is determined by the amount of directly dialed MTS, Zone 3, Company calling card calls without operator assistance, Custom 8 inbound calls.
7. If a customer subscribes to a term agreement, the discounts as shown in 9. following apply in lieu of Options 2 or 4 in F.1. preceding.
8. VPP Term Discounts do not apply to each BTN, they apply to all BTNs aggregated at the customer level.

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 114.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/2/

G. VPP TERM DISCOUNT (cont'd)

9. Rates and Charges (cont'd)

a. Options 2, 4

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

/2/

/1/ See D.16. preceding.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 115.

7. VALUE PROMISESM PLUS - OPTIONS 2 & 4 (Business) (cont'd)

/1/

G. VPP TERM DISCOUNT (cont'd)

10. Rates and Charges (cont'd)

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

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

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

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

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

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 116.