

1. BARGAIN HUNTING

A. DESCRIPTION

Bargain Hunting provides eligible business customers with a one-time credit of \$23.50 for each Hunting Service ordered and installed when the customer subscribes to a minimum of two Hunting Services and verbally agrees to a 12 month term. Hunting Service is described in Schedule Cal.P.U.C. No. A2.1.1 – Definition of Terms.

Recurring charges and Non-Recurring Service Charges for Hunting Service apply per Guidebook, Part 4, Section 2 and Part 3, Section 1, respectively.

B. ELIGIBILITY

Eligible business customers include Winback and Win customers.

1. Winback customers are business customers who discontinued their service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to return to the Company.
2. Win customers are those business customers who have discontinued their service with a Competitive Local Exchange Carrier operating within the Company's territory and who now wish to establish service with the Company.

1. BARGAIN HUNTING (cont'd)

C. REGULATIONS

1. Customers must meet the eligibility requirements in B., preceding.
2. Customers must verbally commit to keeping a minimum of two Hunting Services for a minimum period of 1 year (12 months).
3. Bargain Hunting is available on Business Measured Rate Service (basic access lines) and Private Branch Exchange Trunk Line Service (trunk lines) as described in Guidebook, Part 4, Section 2 and 3, respectively.

Bargain Hunting is not available on Centrex service, services covered under a 96-B contract, Hunting Services discounted under Access Advantage Plus packages<sup>/1/</sup>, or on any other service or package that includes a discount on Hunting Service and/or a waiver of the nonrecurring charges. (C)  
(C)

4. Customers subscribing to Bargain Hunting are not eligible for any promotion for, or package containing, Hunting Service on the same line during the 12 month term, unless otherwise stated in the promotion or package.
5. Early Termination: Customers not subscribing to a minimum of two Hunting Services by the end of the 12 month term will be billed for the entire credited amount.

/1/ Access Advantage Plus Packages are grandfathered effective November 1, 2016. See Part 20 Section 6.

(N)  
(N)

**2. Reserved**

/1/ (C)

/1/ Material now appears in Part 20, Section 7, Sheet 21.

(N)

**2. Reserved**

/1/ (C)

/1/ Material now appears in Part 20, Section 7, Sheet 22.

(N)

**2. Reserved**

/1/ (C)

/1/ Material now appears in Part 20, Section 7, Sheet 23.

(N)

**2. Reserved**

/1/ (C)

/1/ Material now appears in Part 20, Section 7, Sheet 24.

(N)

/1/ Material formerly appearing on this page now appears in Part 4, Section 5, Sheets 42 and 43.

/1/ Material formerly appearing on this page now appears in Part 4, Section 5, Sheet 43.



/1/

/1/ Material formerly appearing on this page now appears in Part 4, Section 5, Sheet 14.

4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS

A. APPLICABILITY AND TERRITORY

Applicable to Pacific Bell Telephone Company individual working business access line measured rate service furnished within Zone Usage Measurement (ZUM) exchanges as defined in Guidebook, Part 4, Section 2 B. Measured Rate Service.

B. DESCRIPTION OF SERVICE

General

Local Usage Optional Calling Plans are furnished as an adjunct to individual business access line measured rate service and provides for directly dialed communications to Zones 1, 2, and 3 exchanges as specified in Guidebook, Part 4, Section 2 B Measured Rate Service.

For a fixed monthly rate the Local Usage Optional Calling Plans offers to individual business access line measured rate service customers a set amount of usage minutes per month:

*Local 250* = A 250 minute block of time  
*Local 700* = A 700 minute block of time  
*Local 1200* = A 1200 minute block of time

Call detail will not be provided to the customer on Zones 1 and 2 calls.

/1/ Pending CPUC Approval of Advice Letter No. 23014.

## 4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)

**C. REGULATIONS**

1. Conference calls and any other calls requiring operator handling except as specified in 15.b, following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)
2. These rates are applicable to the Local Usage Optional Calling plans only and do not apply to any other Company offered plans.
3. Local Usage Optional Calling plans are only available on BTNs billed to the customer of record.
4. Local Usage Optional Calling plans are not available on Basic 8, Easy 8, or Private Line Services.
5. Customers subscribing to another Optional Calling Plan that includes any Zone 1, 2 or 3 exchanges are ineligible for a Local Usage Optional Calling Plan.
6. Local Usage Optional Calling Plans may not be furnished to any individual business access line measured rate service (except Remote Call Forwarding Service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
7. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
8. Local Usage Optional Calling Plans will not be furnished in connection with multiparty (operator identified) service.

**4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)****C. REGULATIONS (cont'd)**

9. Local Usage Optional Calling Plan is limited to one plan per business account or Billing Telephone Number (BTN). The Service Area subscribed to by the customer must be the Service Area in which their individual business access line service is served.
10. Local Usage Optional Calling Plans are not bill-round sensitive. The monthly rate will be applied in advance of the usage minutes, and the minutes will be applied to the block of time at the end of the billing cycle and appear on the customer's next bill.
11. If a customer subscribes to a Local Usage Optional Calling Plan and they disconnect that BTN, the calling plan fee and block of time minutes will be prorated to the date of termination.
12. Local Usage Optional Calling Plans cannot be added to foreign exchange service.
13. Toll restricted access lines will not be eligible for Local Usage Optional Calling Plans.
14. The minutes in the Local Usage Optional Calling block of time will be applied first to all Zone 1 and 2 call minutes billed to the individual business access line. After all Zone 1 and 2 calls are applied to the block of time, remaining block of time minutes will then be applied to any Zone 3 calls billed against the account. Once all the minutes in the block of time are applied, any remaining Zone 1, 2 or 3 calls left on the account will be billed at a special per minute "out of block" rate.

4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)

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

15. Local Usage Optional Calling Plans apply to:

- a. Sent-Paid messages dialed and completed by customers from individual business access line service without the assistance of a Company operator.
- b. Sent-Paid messages dialed and completed by customers from individual business access line service with the assistance of a Company operator where:
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the Company operator must identify the calling number where automatic equipment is not available.
  - (5) sent paid messages reestablished after a service failure on a customer call.

4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)

D. RATES AND CHARGES

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	
Local 250, each line	NO	\$61.60	(l)
Local 700, each line	NO	157.30	(l)
Local 1200, each line	NO	257.40	(l)
Out of Block, per minute	NO	0.017	

4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (cont'd)

D. RATES AND CHARGES (cont'd)

Business Solutions<sup>1</sup> Retention and Winback Discount Schedules<sup>2,3</sup>

If an individual business access line customer also subscribes to Business Solutions<sup>1</sup>, they will receive a discount on their Local Usage Optional Calling Plan.

Retention discounts apply to all eligible new or existing customers.

Winback discounts apply to all customers who have discontinued their business with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier and operating within the Company's territory who now wish to return to the Company.

- /1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2.A.4.
- /2/ Retention and Winback discounts are mutually exclusive. A customer can only receive discounts under the Retention or Winback discounts as described above.
- /3/ The Local Usage Optional Calling Plan discount will apply to Business Solutions Customers (see Guidebook, Part 4, Section 5).

4. LOCAL USAGE OPTIONAL CALLING PLANS FOR BUSINESS (Cont'd)

D. RATES AND CHARGES (Cont'd)

The Retention discount(s) will be applied as follows:

	<u>Monthly Discount</u>
Local 250	\$0.50
Local 700	1.751
Local 1200	3.60

The Winback discount(s) will be applied as follows: 1

Local 250	\$1.00
Local 700	2.80
Local 1200	4.80

/1/ Pending CPUC Approval of Advice Letter No. 23014.



5. UNLIMITED LOCAL CALLING PLAN

A. APPLICABILITY AND TERRITORY

Unlimited Local Calling Plan is applicable to the Company's business customers with 1-10 lines with individual business access line measured rate service or Centrex service within Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Guidebook, Part 4, Section 2., Measured Rate Service in Guidebook, Part 4, Section 2 and Centrex Service in Guidebook, Part 5, Section 1..

(\* Also known as Local Toll.

## 5. UNLIMITED LOCAL CALLING PLAN (Cont'd)

## B. DESCRIPTION OF SERVICE

## 1. General

- a. Unlimited Local Calling Plan is for business customers with 1-10 lines and provides unlimited local calling for directly dialed communications in Zone Usage Measurement (ZUM) Zones 1 and 2, and non-ZUM exchanges as specified in Guidebook, Part 4, Section 1 and Guidebook Part 9, Section 2. respectively.
- b. In addition to the business access line rate, Unlimited Local Calling Plan is a fixed monthly rate providing unlimited local calling to business customers with 1-10 lines on directly dialed calls within ZUM Zones 1, 2 and includes Zone 3.
- c. Unlimited Local Calling for business customers with 1-10 lines who meet one of the following configurations will be eligible:
  - (1) Retention applies to all eligible new or existing customers who also subscribe to Business Solutions 1-Line Solution Discount<sup>1</sup>, Business Solutions Two-Line Solutions Discount<sup>1</sup> or Centrex Business Solutions.
  - (2) Winback applies to all customers who have discontinued their business with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory who are returning to the Company and also subscribe to Business Solutions 1-Line Solution Discount<sup>1</sup>, Business Solutions Two-Line Solutions Discount<sup>1</sup>, or Centrex Business Solutions.
  - (3) Non-Business Solutions<sup>1</sup> subscribers.

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

(\* Also known as Local Toll.

5. UNLIMITED LOCAL CALLING PLAN (Cont'd)

B. DESCRIPTION OF SERVICE (Cont'd)

1. General (Cont'd)

- d. Call detail will not be provided to the customer on Zones 1 and 2 calls.
- e. Unlimited Local Calling Plan will go into effect on the date of the customer order or any other date the customer requests. The monthly rate will be applied in advance of the usage minutes and the minutes will be applied to the usage incurred after the plan went into effect.
- f. If a customer subscribes to Unlimited Local Calling Plan and disconnects that Billed Telephone Number (BTN), the calling plan fee and Unlimited Local Calling Usage will be prorated to the date of termination.

(\* Also known as Local Toll.

## 5. UNLIMITED LOCAL CALLING PLAN (Cont'd)

## C. REGULATIONS

## 1. Limitations of Service

- a. Conference calls and any other calls requiring operator handling except as specified in C.2.b.(3), following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)
- b. Unlimited Local Calling Plan may not be furnished to any business exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 7, Section 4 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the origination station and called station location.
- c. The premises of a customer is that shown in Schedule Cal.P.U.C. No. A2.1, Premises. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- d. Unlimited Local Calling Plan will not be furnished in connection with multi-party (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 8, Section 10.
- e. Customers must verbally commit to a minimum 12-month term commitment to purchase.
- f. In the event of early termination, customers will be charged an Early Termination Fee equal to 50% of the Monthly Recurring Charge (MRC) times the months remaining in the 12-month term. The per line MRC amount will be calculated based on the original number of lines on the BTN at the time the plan was initially ordered.
- g. If a customer exceeds their 12-month verbal commitment, the Unlimited Local Calling Plan will revert to a month-to-month agreement, and no Early Termination Fee will henceforth apply.
- h. Unlimited Local Calling Plan is only available on BTNs billed to the customer of record.
- i. The Unlimited Local Calling Plan cannot be added to foreign exchange services.

(\* Also known as Local Toll.

5. UNLIMITED LOCAL CALLING PLAN (cont'd)

C. REGULATIONS (cont'd)

1. Limitations of Service (cont'd)

j. Customers subscribing to another Local Usage Optional Calling Plan, other types of Calling Plans that include Zones 1, 2 and 3, are ineligible for Unlimited Local Calling Plan, which includes 96-A contracts.

k. The rates and charges in D., following, are applicable to the Unlimited Local Calling Plan only and do not apply to any other Company offered plan.

l. Unlimited Local Calling Plan is not available on Toll Free or Private Line Services. (C)

m. Toll restricted access lines will not be eligible for Unlimited Local Calling Plan service.

n. The Unlimited Local Calling Plan will be available on the business classes of service as set forth in Schedule Cal.P.U.C. No. A2.1.2,B.3.

2. The Unlimited Local Calling Plan for business customers with 1–10 lines applies to:

a. Sent-Paid messages dialed and completed from their business location without the assistance of a Company operator.

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

(1) dial completion facilities are not available.

(2) equipment or circuit conditions cause unsuccessful dial attempts.

(3) the customer indicates they are handicapped and unable to dial.

(4) the Company operator must identify the calling number where automatic equipment is not available.

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

(D)

5. UNLIMITED LOCAL CALLING PLAN (cont'd)

D. RATES AND CHARGES

The following monthly rates apply to each eligible BTN account for the Unlimited Local Calling Plan.

1. Retention and Winback descriptions

	<u>NON RECURRING</u>	<u>MONTHLY ACCOUNT CHARGE</u>	<u>MONTHLY RATE PER LINE</u>
a. Retention Rate <sup>1,2</sup>	NA	\$15.31	\$3.68
b. Winback Rate <sup>1,2</sup>	NA	\$14.81	\$2.18
c. Non-Business Solutions <sup>3</sup> Rate	NA	\$18.99	\$5.00

/1/ Per Guidebook, Part 4, Section 2.

/2/ Retention and Winback discounted rates are mutually exclusive. A customer can only receive discounted rates under the Retention or Winback Rate schedules as described above.

/3/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

(\*) Also known as Local Toll.

**6. RESERVED**

(C)

(D)

**6. RESERVED**

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**6. RESERVED**

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**6. RESERVED**

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7. Reserved

/1/(C)

(D)

/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(D)  
(N)

7. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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(N)

7. Reserved

/1/(C)

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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7. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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7. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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7. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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(N)

8. Reserved

/1/(C)

(D)

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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8. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(D)

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8. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)



8. Reserved

/1/(C)

(D)

(D)

/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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8. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)

8. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)

8. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)

9. Reserved

/1/(C)

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)

9. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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9. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

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9. Reserved

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/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)



9. Reserved

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(D)

(D)

/1/ Removed duplicate entry for optional calling plan – already in Part 9, Section 3.

(N)

## 10. PERSONALIZED TELEPHONE NUMBER SERVICE

## A. Description

Personalized Telephone Number Service (PTN) provides the customer with a seven digit telephone number that the customer specifically requests or with a number which is different than the original customer choice of six (6) numbers, assigned either through a mechanized system or the Network Administration

(T) Center (NAC). A prefix only request does not constitute a Personalized Telephone Number (PTN). If a customer requests additional searching for available Telephone Numbers (including requests for Telephone Numbers with specific prefixes or specific digits), Personalized Telephone Number Service (PTN) will be offered. Personalized Telephone Number Service (PTN) will only be offered on a customer demand basis.

## B. Regulations

1. PTN service is subject to Schedule Cal.P.U.C. No. A2.1.17 which states, "the customer has no proprietary right in the number, and the Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand."
2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the Service Charge<sup>1</sup>.
3. All customer requested telephone numbers are subject to availability, and provided at the discretion of the Utility.
4. Existing customers prior to July 20, 1985 who have a specific number will not be charged for PTN service.

/1/: See Guidebook, Part 3, Section 1.

Continued

10. PERSONALIZED TELEPHONE NUMBER SERVICE (Cont'd)

B. Regulations (Cont'd)

5. RESERVED

6. PTN will not be offered to the following business service:

(a) (900) service<sup>/1/</sup>

(N)

(b) (800) service

h. Existing customers, prior to July 19, 1986, who established service at a lesser rate will continue to receive service at that rate. Existing customers, prior to July 19, 1986, who established service at a higher rate will have their rate lowered to the rate for USOC PZN as shown in 4. following. If existing customers terminate and then reinstate service, the prevailing rate will apply.

/1/ California 900 service withdrawn effective November 1, 2010.

(N)

10. PERSONALIZED TELEPHONE NUMBER SERVICE (cont'd)

C. Territory

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

D. Rates and Charges

	<u>Monthly Rate</u>	<u>USOC</u>
Residence <sup>1</sup>		
Each number <sup>2</sup>	NO	CTZN1
Each number	NO	PZN
Business <sup>1</sup>		
Each number <sup>2</sup>	NO	CTZN1
Each number	NO	PZN

11. INTERNATIONAL DIRECT DISTANCE DIALING (IDDD) BLOCKING

A. Description

IDDD Blocking is available for individual measured rate business line service (1MB). IDDD Blocking will restrict direct dialed calls in the following way:

Block all: 10XXX+011+, 101XXXX+011+, 011+

B. Regulations

There are no recurring or non-recurring charges for IDDD Blocking service when installed with new service or with other features. If IDDD Blocking is being added to existing service and no other changes are made at that time, a standard service order change charge will apply, as given in the Guidebook, Part 3, Section 1.

/1/ Service charges are as set forth in the Guidebook, Part 3, Section 1.  
/2/ See 2.h. preceding.

/1/

/1/ Material now appears in Part 20, Section 7.

/1/

/1/ Material now appears in Part 20, Section 7.

/1/

/1/ Material now appears in Part 20, Section 7.

(D)



**13. COMPLETE CHOICE® ENHANCED PACKAGE**

**A. Description and Availability**

1. Complete Choice® Enhanced is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal. P.U.C. No. A5.1.1 and A5.2.2.
2. Complete Choice® Enhanced consists of a residential access line\* and the following Custom Calling Services<sup>/1/</sup>:

- |                     |                                |
|---------------------|--------------------------------|
| - Caller ID         | - Call Waiting                 |
| - Call Waiting ID   | - Three-Way Calling*           |
| - Call Screen*      | - Call Return*                 |
| - Call Forwarding*  | - Select Call Forwarding*      |
| - Priority Ringing* | - Speed Calling 8*             |
| (D)                 | - Metro Plan <sup>SM</sup> /2/ |

\* denotes required components

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

**B. Terms and Conditions**

1. Complete Choice® Enhanced is available on a customer's primary or additional line.
2. All Custom Calling Services (features) must be purchased on the same access line to qualify for the Complete Choice® Enhanced package price. Features may not be split between access lines.
3. The components of Complete Choice® Enhanced may be purchased individually at their tariff and/or Guidebook rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Enhanced package or package price.
5. Customers currently subscribing to all components of the Complete Choice® Enhanced may request billing at Complete Choice® Enhanced rate.

/1/ Custom Calling Services are included where facilities are available. See Part 7, Section 2.

/2/ Metro Plan<sup>SM</sup> is not a Custom Calling Service, but is included in ZUM exchanges. See Part 4, Section 2.

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)**

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

- 6. Reserved (D)  
(D)
- 7. Call Waiting, Caller ID and Call Waiting ID may be de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring charge to add the features at a later time, will be waived. (C)
- 8. Complete Choice® Enhanced may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced Guidebook rate.
- 9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID.
- 10. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in Part 3, Section 1, however if the customer converts their service from Select Feature Package to Complete Choice® Enhanced, the non-recurring feature charge will be waived.
- 11. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
- 12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
- 13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations.

13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)

C. Rates and Charges

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with flat rate service option</i>	\$52.00 (l)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with measured rate service option</i>	\$49.25 (l)	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Enhanced</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on) - Unified Messaging	\$10.49	\$0.00
WirePro (add-on)	\$7.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2,D.1. preceding.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**13. COMPLETE CHOICE® ENHANCED PACKAGE (cont'd)**

**D. Complete Choice Enhanced Retention Offer**

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)  
(N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the flat rate line or the package with flat rate service, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

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**E. Product References**

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