

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

/2/

C. ELIGIBLE SERVICES (cont'd)

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

/2/

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

/2/ Material formerly appeared in Part 9, Section 3, Sheet 45.

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

C. ELIGIBLE SERVICES (cont'd)

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

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

(D)

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

/2/ (C)

E. RATES AND CHARGES

1. Discount Schedules:

a. Total Volume Discount

MMRC Total Volume Discount

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

b. Feature Discount

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

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

c. Win/Winback Months Free Discount

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

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

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

/2/

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

/2/ Material formerly appeared in Part 9, Section 3, Sheet 48.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence)**

/2/(C)

**A. APPLICABILITY AND TERRITORY**

Applicable to the Service Area Plan in connection with residence individual line flat rate, residence individual line measured rate, residence California LifeLine measured rate exchange service, foreign exchange service furnished within the exchange areas of all exchanges as listed in Guidebook Part 4, Section 3.

**B. DESCRIPTION OF SERVICE****1. General**

- a. The Service Area Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card communications to toll as specified in Guidebook Part 9, Section 1 and Part 4, Section 2, respectively.
- b. For a fixed monthly rate the Service Area Plan offers to one-party residence exchange service customers a discount as shown in D. following, on directly dialed and calling card calls (including calling card service charges) within the Service Area.
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Guidebook Part 9, Section 1,, applies to the respective portions of the message.
- e. Minimum billing as set forth in Guidebook Part 2, Section 2 is applicable to the monthly rate for the Service Area Plan.

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 130.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence)**

**A. APPLICABILITY AND TERRITORY**

Applicable to the Service Area Plan in connection with residence individual line flat rate, residence individual line measured rate, residence California LifeLine measured rate exchange service, foreign exchange service furnished within the exchange areas of all exchanges as listed in Guidebook Part 4, Section 3.

**B. DESCRIPTION OF SERVICE**

**1. General**

- a. The Service Area Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed communications to toll as specified in Guidebook Part 9, Section 1 and Part 4, Section 2, respectively. (C)
- b. For a fixed monthly rate the Service Area Plan offers to one-party residence exchange service customers a discount as shown in D. following, on directly dialed within the Service Area. (C)
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute. (C)
- d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Guidebook Part 9, Section 1,, applies to the respective portions of the message.
- e. Minimum billing as set forth in Guidebook Part 2, Section 2 is applicable to the monthly rate for the Service Area Plan.

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(D)

(D)

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/2/(C)

C. REGULATIONS

1. Limitations of Service

- a. Person, collect, conference, third number billed, toll stations or any other calls requiring operator handling except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
- b. The Service Area Plan may not be furnished to any residence 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 originating station and called station location.
- c. The premises of a customer is that shown in Guidebook Part 2, Section 2, 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. The Service Area Plan will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook Part 5, Section 1.)
- e. The Service Area Plan is limited to one plan per one-party residence service. The Service Area subscribed to by the customer must be the Service Area in which their residence service is served from.

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 131.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)****C. REGULATIONS**

## 1. Limitations of Service

- a. Conference calls and any other calls requiring operator handling except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)
- b. The Service Area Plan may not be furnished to any residence 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 originating station and called station location.
- c. The premises of a customer is that shown in Guidebook Part 2, Section 2, 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. The Service Area Plan will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook Part 5, Section 1.)
- e. The Service Area Plan is limited to one plan per one-party residence service. The Service Area subscribed to by the customer must be the Service Area in which their residence service is served from.

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2.



(D)

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/2/(C)

C. REGULATIONS (Cont'd)

2. The Service Area Plan Discounts apply to:

- a. Sent-Paid and calling card (including calling card service charges) messages dialed and completed by customers from one-party residence service without the assistance of a utility operator during the rate periods as shown in Rates and Charges, following:
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the utility operator must identify the calling number where automatic equipment is not available.
- b. Sent-Paid messages placed with the assistance of a utility operator where:
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the utility operator must identify the calling number where automatic equipment is not available.
- c. Sent-Paid messages reestablished after a service failure on a customer call.

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 132.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

C. REGULATIONS (Cont'd)

2. The Service Area Plan Discounts apply to:

- a. Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a utility operator during the rate periods as shown in Rates and Charges, following: (C)
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the utility operator must identify the calling number where automatic equipment is not available.
- b. Sent-Paid messages placed with the assistance of a utility operator where:
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the utility operator must identify the calling number where automatic equipment is not available.
- c. Sent-Paid messages reestablished after a service failure on a customer call.

<sup>/1/</sup> Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(D)

(D)

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/2/(C)

D. RATES AND CHARGES

1. The following discount applies to directly dialed and calling card calls (including calling card service charge and pay station service charges if any):

Discount

30%	\$ 0.00 to \$45.00
40%	\$45.01+

Illustrative Only

- a. 100.00 = Applicable total message toll and calling card usage billed
- b. 45.00 @ 30% discount = \$13.50
- c. \$55.00 @ 40% discount = \$22.00
- d. Total amount discounted = \$35.50

(C)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Service Area Plan	NO	\$3.75	RDPSA

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ Material formerly appeared in Part 9, Section 3, Sheet 133.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

D. RATES AND CHARGES

1. The following discount applies to directly dialed and calling card calls (including calling card service charge and pay station service charges if any):

Discount

30%	\$ 0.00 to \$45.00
40%	\$45.01+

Illustrative Only

- a. 100.00 = Applicable total message toll and calling card usage billed
- b. 45.00 @ 30% discount = \$13.50
- c. \$55.00 @ 40% discount = \$22.00
- d. Total amount discounted = \$35.50

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
Service Area Plan	NO	\$5.00	RDPSA	(I)

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(D)

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

D. RATES AND CHARGES

1. The following discount applies to directly dialed calls:

(C)  
(D)

Discount

30%	\$ 0.00 to \$45.00
40%	\$45.01+

Illustrative Only

- a. 100.00 = Applicable total message toll usage billed
- b. 45.00 @ 30% discount = \$13.50
- c. \$55.00 @ 40% discount = \$22.00
- d. Total amount discounted = \$35.50

(C)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Service Area Plan	NO	\$5.00	RDPSA

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

D. RATES AND CHARGES

1. The following discount applies to directly dialed calls:

Discount

30%	\$ 0.00 to \$45.00
40%	\$45.01+

Illustrative Only

- a. 100.00 = Applicable total message toll usage billed
- b. 45.00 @ 30% discount = \$13.50
- c. \$55.00 @ 40% discount = \$22.00
- d. Total amount discounted = \$35.50

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
Service Area Plan	NO	\$6.99	RDPSA	(I)

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.



3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable:

a. Dial Station

<u>DAY RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.1081	\$0.0664
17-20	0.1081	0.0664
21-25	0.1290	0.1081
26-30	0.1290	0.1081
31-40	0.1290	0.1081
41-50	0.1394	0.1185
51-70	0.1394	0.1185
71+	0.1394	0.1290

(C)

<u>EVENING RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0865	\$0.0531
17-20	0.0865	0.0531
21-25	0.1032	0.0865
26-30	0.1032	0.0865
31-40	0.1032	0.0865
41-50	0.1115	0.0948
51-70	0.1115	0.0948
71+	0.1115	0.1032

(C)

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ Material formerly appeared in Part 9, Section 3, Sheet 134.

3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates

The following rates for directly dialed calls are applicable:

(C)  
(D)

a. Dial Station

DAY RATE

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.1081	\$0.0664
17-20	0.1081	0.0664
21-25	0.1290	0.1081
26-30	0.1290	0.1081
31-40	0.1290	0.1081
41-50	0.1394	0.1185
51-70	0.1394	0.1185
71+	0.1394	0.1290

EVENING RATE

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0865	\$0.0531
17-20	0.0865	0.0531
21-25	0.1032	0.0865
26-30	0.1032	0.0865
31-40	0.1032	0.0865
41-50	0.1115	0.0948
51-70	0.1115	0.0948
71+	0.1115	0.1032

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(D)

3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

a. Dial Station (Cont'd)

<u>RATE MILEAGE</u>	<u>NIGHT/WEEKEND RATE</u>	
	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0649	\$0.0398
17-20	0.0649	0.0398
21-25	0.0774	0.0649
26-30	0.0774	0.0649
31-40	0.0774	0.0649
41-50	0.0836	0.0711
51-70	0.0836	0.0711
71+	0.0836	0.0774

(C)

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ Material formerly appeared in Part 9, Section 3, Sheet 135.

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed calls are applicable: (Cont'd)

(C)  
(D)

a. Dial Station (Cont'd)

	<u>NIGHT/WEEKEND RATE</u>	
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0649	\$0.0398
17-20	0.0649	0.0398
21-25	0.0774	0.0649
26-30	0.0774	0.0649
31-40	0.0774	0.0649
41-50	0.0836	0.0711
51-70	0.0836	0.0711
71+	0.0836	0.0774

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(D)

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/, /3/</sup>

(C)

	<u>DAY RATE</u>	
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1475	\$0.0622
13-16	0.1475	0.0622
17-20	0.1475	0.0622
21-25	0.1855	0.1191
26-30	0.1855	0.1191
31-40	0.1855	0.1191
41-50	0.2139	0.1381
51-70	0.2139	0.1381
71+	0.2139	0.1855

(C)

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ In addition to the Calling Card<sup>/4/</sup> Rate, Operator Assistance Service Charges (see Guidebook Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook Part 9, Section 1) are applicable per message.

/4/(C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Frozen Grandfather Service in Part 2, Section 2 of this Guidebook.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 136.

/4/

**3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/, /3/</sup> (Cont'd)

(C)

	<u>EVENING RATE</u>	
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1096	\$0.0432
13-16	0.1096	0.0432
17-20	0.1096	0.0432
21-25	0.1570	0.1001
26-30	0.1570	0.1001
31-40	0.1570	0.1001
41-50	0.1665	0.1096
51-70	0.1665	0.1096
71+	0.1760	0.1286

(C)

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook Part 9, Section 1) are applicable per message.

/4/(C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Frozen Grandfather Service in Part 2, Section 2 of this Guidebook.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 137.

/4/

3. 24 HOUR DISCOUNTS-SERVICE AREA PLAN<sup>/1/</sup> (Residence) (Cont'd)

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/,3/</sup> (Cont'd)

(C)

NIGHT/WEEKEND RATE

(C)

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.0622	\$0.0432
13-16	0.0622	0.0432
17-20	0.0622	0.0432
21-25	0.1001	0.0717
26-30	0.1001	0.0717
31-40	0.1001	0.0717
41-50	0.1286	0.0812
51-70	0.1286	0.0812
71+	0.1570	0.1286

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges (see Guidebook Part 11, Section 1) and the Pay Phone Use Charge (see Guidebook Part 9, Section 1) are applicable per message.

/4/ (C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Frozen Grandfather Service in Part 2, Section 2 of this Guidebook.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 138.

/4/

**4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence)**

/3/(C)

**A. APPLICABILITY AND TERRITORY**

Applicable to the Community Plans in connection with residence individual line individual line service offering under Guidebook, Part 4, Section 2. and limited to routes within a Local Access and Transport Area as listed in Guidebook, Part 1, Section 1.

Within the territory of the exchanges<sup>/2/</sup> and district areas as set forth in Guidebook, Part 9, Section 1.

(C)

**B. DESCRIPTION**

**1. General**

- a. The Community Plan is furnished as an adjunct to residence individual line service and provides for directly dialed, calling card calls (including calling card service charges) and California Relay Service to communities as defined in Guidebook, Part 9, Section 1.
- b. Minimum billing as set forth in Guidebook Part, 2, Section 2 is applicable to the monthly rate for each Community Plan.
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Community Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Guidebook, Part 9, Section 1, applies to the respective portions of the message.
- e. For a fixed monthly rate the Community Plan offers to one-party residence exchange service customers a discount as shown in E.1 following, on dial station and calling card calls (including the calling card service charges) for the community selected by the customer and for non-community calls within a customer's service area.

/3/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Includes associated Remote Island Areas, are listed in Guidebook, Part 9, Section 2.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 139.

/3/(C)



4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

C. REGULATIONS

1. Limitation of Service

- a. Person, collect, conference, toll or any other calls requiring operator handling, except as specified in 2., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
- b. The Community Plan may not be furnished to any residence exchange service (except Remote Call Forwarding service as specified in Guidebook, Part 4, Section 2 that is interconnected, physically, acoustically or by any other means to any other line, facilities or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
- c. The premises of a customer is that shown in Guidebook, Part 2, Section 2. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- d. The Community Plan will not be furnished in connection with multiparty (operator identified) or any business service (except Centrex Dormitory service with billing arrangement Option "C" as specified in Guidebook, Part 5, Section 1.

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 140.

**4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)**

/2/(C)

C. REGULATIONS (Cont'd)

2. Community Plan applies to:

- a. Sent-Paid and calling card (including calling card service charges) messages dialed and completed by customers from one-party residence service without assistance of a utility operator during the rate periods as specified in Rates and Charges following.
- b. Sent-Paid messages placed with the assistance of a utility operator where:
  - (1) dial completion facilities are not available.
  - (2) equipment or circuit conditions cause unsuccessful dial attempts.
  - (3) the customer indicates they are handicapped and unable to dial.
  - (4) the utility operator must identify the calling number where automatic equipment is not available.
- c. Sent-Paid messages reestablished after a service failure on a customer call.

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 141.

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (cont'd)

/2/(C)

D. RATES AND CHARGES

1. The following discount applies to Sent-Paid and calling card calls (including calling card service charge):

Discount

40% off Selected Community Calls

30% off Non-Community Calls

Illustrative Only

- a. \$100.00 = Applicable total message toll and calling card usage billed.
- b. \$60.00 @ 40% discount for Selected Community = \$24.00
- c. \$40.00 @ 30% discount for Non-Community = \$12.00
- d. Total amount discounted = \$36.00

(C)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Community Plan	NO	\$5.00	RDPCM

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012.  
See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ Material formerly appeared in Part 9, Section 3, Sheet 142.

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable:

a. Dial Station

<u>DAY RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.1081	\$0.0664
17-20	0.1081	0.0664
21-25	0.1290	0.1081
26-30	0.1290	0.1081
31-40	0.1290	0.1081
41-50	0.1394	0.1185
51-70	0.1394	0.1185
71+	0.1394	0.1290

(C)

<u>EVENING RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0865	\$0.0531
17-20	0.0865	0.0531
21-25	0.1032	0.0865
26-30	0.1032	0.0865
31-40	0.1032	0.0865
41-50	0.1115	0.0948
51-70	0.1115	0.0948
71+	0.1115	0.1032

(C)

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ Material formerly appeared in Part 9, Section 3, Sheet 143.

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/2/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

a. Dial Station (Cont'd)

<u>RATE MILEAGE</u>	<u>NIGHT/WEEKEND RATE</u>	
	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
13-16	\$0.0649	\$0.0398
17-20	0.0649	0.0398
21-25	0.0774	0.0649
26-30	0.0774	0.0649
31-40	0.0774	0.0649
41-50	0.0836	0.0711
51-70	0.0836	0.0711
71+	0.0836	0.0774

(C)

/2/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012.

See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ Material formerly appeared in Part 9, Section 3, Sheet 144

(C)

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/,3/</sup>

(C)

DAY RATE

(C)

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.1475	\$0.0622
13-16	0.1475	0.0622
17-20	0.1475	0.0622
21-25	0.1855	0.1191
26-30	0.1855	0.1191
31-40	0.1855	0.1191
41-50	0.2139	0.1381
51-70	0.2139	0.1381
71+	0.2139	0.1855

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ In addition to the Calling Card<sup>/4/</sup> Rate, Operator Assistance Service Charges, Guidebook, Part 11, Section 1 and the Pay Phone Use Charge, Guidebook, Part 9, Section 2 are applicable per message.

/4/(C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Guidebook, Part 2, Section 2.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 145.

/4/

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/,/3/</sup> (Cont'd)

(C)

<u>RATE</u> <u>MILEAGE</u>	<u>EVENING RATE</u>	
	<u>INITIAL MINUTE</u> <u>RATE</u>	<u>EACH ADDITIONAL MINUTE</u> <u>RATE</u>
0-12	\$0.1096	\$0.0432
13-16	0.1096	0.0432
17-20	0.1096	0.0432
21-25	0.1570	0.1001
26-30	0.1570	0.1001
31-40	0.1570	0.1001
41-50	0.1665	0.1096
51-70	0.1665	0.1096
71+	0.1760	0.1096

(C)

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

/2/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges, Guidebook, Part 11, Section 1 and the Pay Phone Use Charge, Guidebook, Part 9, Section 2 are applicable per message.

/4/ (C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Guidebook, Part 2, Section 2.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 146.

/4/

4. 24 HOUR DISCOUNTS-COMMUNITY PLAN<sup>/1/</sup> (Residence) (Cont'd)

/4/(C)

D. RATES AND CHARGES (Cont'd)

2. Method of Apply Rates (Cont'd)

The following rates for directly dialed and calling card calls (including calling card service charge) are applicable: (Cont'd)

b. Calling Card<sup>/2/,/3/</sup> (Cont'd)

(C)

NIGHT/WEEKEND RATE

(C)

<u>RATE MILEAGE</u>	<u>INITIAL MINUTE RATE</u>	<u>EACH ADDITIONAL MINUTE RATE</u>
0-12	\$0.0622	\$0.0432
13-16	0.0622	0.0432
17-20	0.0622	0.0432
21-25	0.1001	0.0717
26-30	0.1001	0.0717
31-40	0.1001	0.0717
41-50	0.1286	0.0812
51-70	0.1286	0.0812
71+	0.1570	0.1286

/4/

/1/ Frozen/Grandfathered 24 Hour Discounts-Community Plan, effective December 31, 2012.

(C)

See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

/2/ In addition to the Calling Card<sup>3</sup> Rate, Operator Assistance Service Charges, Guidebook, Part 11, Section 1 and the Pay Phone Use Charge, Guidebook, Part 9, Section 2 are applicable per message.

/4/ (C)

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See Guidebook, Part 2, Section 2.

(C)

/4/ Material formerly appeared in Part 9, Section 3, Sheet 147.

/4/



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

/1/

**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.

/1/

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

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

/2/

**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<sup>/1/</sup>, or Private Line Services.
8. Each individual call is rated on the basis of one second increments with an eighteen second minimum, except 0 - 12 mile direct dialed calls which are billed in one minute increments.
9. Customer's subscribing to another Value Promise plan or Custom 8 BAGs are ineligible for Flat Rate Plus.

/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)**

**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 are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included. (C)
4. These rates are applicable to Flat Rate Plus plans only and do not apply to any other Company offered plans.
5. Flat Rate Plus is only available on BTNs billed to the customer of record.
6. Customers may select Option 1 or Option 2 per Flat Rate Plus Plan.
7. Rate Plus is not available on Basic 8, Easy 8, 900<sup>/1/</sup>, or Private Line Services.
8. Each individual call is rated on the basis of one second increments with an eighteen second minimum, except 0 - 12 mile direct dialed calls which are billed in one minute increments.
9. Customer's subscribing to another Value Promise plan or Custom 8 BAGs are ineligible for Flat Rate Plus.

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

(D)

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

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

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

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

/1/

**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.

/1/

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

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

/1/

**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.

/1/

/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.

/1/

/1/

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

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

/2/

D. RATES AND CHARGES

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

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

1. Option 1:

No Monthly Fee<sup>2</sup> 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 PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business)**

/1/

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

**A. APPLICABILITY**

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

**B. TERRITORY**

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

**C. DESCRIPTION**

1. Customers may receive a discount on intraLATA directly dialed usage charges, 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.

/1/

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

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

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

**A. APPLICABILITY**

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

**B. TERRITORY**

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

**C. DESCRIPTION**

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

(D)

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

(C)

**D. REGULATIONS**

1. VPP plans contained herein are not available on residence exchange lines or on Centrex dormitory lines.
2. The discounted rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use.
3. 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.

(C)

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

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

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 are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included. (C)
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. (C)  
(D)
8. One month minimum billing as set forth in Guidebook Part 2, Section 2, is required when subscribing to any VPP plan.
9. VPP is not available on Private Line Service.
10. Each individual call is rated on the basis of one second increment with a minimum of 18 seconds per message.
11. Reserved (C)

(D)

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

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

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

/1/

D. REGULATIONS (cont'd)

12. Customers subscribing to another Value Promise<sup>SM</sup> plan or Custom 8 BAGs are ineligible for VPP.
13. Customers subscribing to VPP Option 1 must demonstrate a one month minimum of \$100.00 in billed directly dialed Local Toll, Zone 3, 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.

/1/

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

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

D. REGULATIONS (cont'd)

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

(D)

6. VALUE PROMISE<sup>SM</sup> 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<sup>/2/</sup>

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

/3/

/1/ See D.16. preceding.

/2/ See D.15. preceding.

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



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

E. MONTHLY FEE

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

- 1. Monthly Fee      \$9.50

F. RATES AND CHARGES

1. Method of Applying Rates

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

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

(C)

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

/1/ See D.16. preceding.

/2/ See D.15. preceding.

(D)

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

/1/

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

/1/

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

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

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

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

- a. 150 hours x \$6.48 per hour of directly dialed usage = 972.00 (C)
- 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

(D)

6. VALUE PROMISE<sup>SM</sup> 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 <sup>/2/</sup>		
RATE <u>MILEAGE</u> <sup>/1/</sup>	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 <sup>/2/</sup>		
RATE <u>MILEAGE</u> <sup>/1/</sup>	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 PROMISE<sup>SM</sup> 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<sup>/2/</sup>

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

e. Zone 3 - Options 1, 3

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

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

/2/ See D.16. preceding.

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

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

/5/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

f. Calling Card<sup>/1,3/</sup> - Options 1, 3

		DAY RATE <sup>/4/</sup>		
	RATE	INITIAL		EACH
	<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 <sup>/4/</sup>		
	RATE	INITIAL		EACH
	<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<sup>/4/</sup> rate, the following service charges are applicable per message for calling card service:

Company's (Credit) Calling Card <sup>4</sup>	\$0.95
Company's One Number Card <sup>2,4</sup>	\$0.95
Pay Phone Use Charge	\$0.24

/2/ The One Number Card<sup>4</sup> 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 PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)**

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

(D)

(D)

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

/5/

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

f. Calling Card<sup>/1,3/</sup> - Options 1, 3 (cont'd)

NIGHT/WEEKEND RATE<sup>/4/</sup>

<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<sup>/3/</sup> rate, the following service charges are applicable per message for calling card service:

Company's (Credit) Calling Card <sup>/3/</sup>	\$0.95
Company's One Number Card <sup>/2/</sup>	\$0.95
Pay Phone Use Charge	\$0.24

/2/ The One Number Card<sup>/3/</sup> 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 PROMISE<sup>SM</sup> PLUS - OPTIONS 1 & 3 (Business) (cont'd)**

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

(D)

(D)

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

(C)

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

Value Promise<sup>SM</sup> Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3, 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 PROMISE<sup>SM</sup> PLUS - OPTION 1 & 3 (Business) (cont'd)

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

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

(C)  
(C)  
(D)

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

(C)  
(C)  
(D)

VPP (12, 18 or 24 months), Flat Rate Plus (12 or 24 months), Flat Rate Pro (12 or 24 months, or Contract (minimum 12 months). All new term agreements begin from the date of the new agreement, and no credit shall be given for the term of the original agreement.

- 5. A customer may terminate an agreement by paying the Company a termination charge (as shown in 9.a. following) times the number of months remaining in the term agreement.
- 6. Minimum usage is determined by the amount of directly dialed MTS, Zone 3 and Custom 8 inbound calls.
- 7. If a customer subscribes to a term agreement, the discounts as shown in 9. following apply in lieu of Options 1 or 3 in F.1. preceding.
- 8. VPP Term Discounts do not apply to each BTN, they apply to all BTNs aggregated at the customer level.

(C)  
(C)

(D)

6. VALUE PROMISE<sup>SM</sup> 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> <sup>/1/</sup>	<u>Termination Charge</u> <sup>/2/</sup>
\$ 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> <sup>/1,3/</sup>	
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> <sup>/1,3/</sup>	
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 PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business)**

/1/

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

**A. APPLICABILITY**

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

**B. TERRITORY**

All MTS between two points wholly within a Service Area where the respective rate center of such points 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 PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business)**

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

**A. APPLICABILITY**

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

**B. TERRITORY**

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

**C. DESCRIPTION**

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

(D)

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

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 are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included. (C)
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. (C)  
(D)
8. One month minimum billing as set forth in Guidebook Part 2, Section 2, is required when subscribing to any VPP plan.
9. VPP is not available on Private Line Service.
10. Each individual call is rated on the basis of one second increment with a minimum of 18 seconds per message.
11. Reserved (C)  
(D)

(D)



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

**D. REGULATIONS**

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

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

/1/

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

12. Customers subscribing to another Value Promise<sup>SM</sup> plan or Custom 8 BAGs are ineligible for VPP.
13. Customers subscribing to VPP Option 2 must demonstrate a one month minimum of \$100.00 in billed directly dialed Local Toll, Zone 3, 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.

/1/

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

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

D. REGULATIONS (cont'd)

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

(D)

**7. VALUE PROMISE<sup>SM</sup> 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 PROMISE<sup>SM</sup> 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<sup>/3/</sup>

<u>Hourly Rate</u> <sup>/3/</sup>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> <sup>/3/</sup>
\$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> <sup>/3/</sup>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> <sup>/3/</sup>
\$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> <sup>/3/</sup>	<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 PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)

F. RATES AND CHARGES (cont'd)

1. Method of Applying Rates (cont'd)

c. Options 2 & 4

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

<u>Hourly Rate</u> <sup>/3/</sup>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u> <sup>/3/</sup>	
\$6.48 per hour of usage for directly-dialed local toll calls	\$ 0.01 - \$ 149.99	0%	
	150.00 - 899.99	20%	
	900.00 - 1,799.99	25%	(C)
	1,800.00 +	30%	

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

<u>Hourly Rate</u> <sup>/3/</sup>	<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 usage=\$972.00 (C)
- b. 50 hours x \$6.48 per hour of Custom 8 usage = \$324.00
- c. Total (a+b) = \$1,296.00
- d. \$1,296.00 @ 25% = \$324.00
- e. Total billed amount (c-d)= \$972.00

/1/ See D.16. preceding.

/2/ See D.15. preceding.

(D)

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

/1/

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

Value Promise<sup>SM</sup> Plus (VPP) Term Discount allows VPP customers to subscribe to a discount plan which provides a discount on charges for directly dialed MTS, Zone 3, 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 PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)**

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

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

(C)  
(C)  
(D)

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

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



7. VALUE PROMISE<sup>SM</sup> 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.</u> <sup>/1/</sup>	<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.</u> <sup>/1/</sup>	
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> <sup>/1/</sup>	
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 PROMISE<sup>SM</sup> 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

/1/

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

**7. VALUE PROMISE<sup>SM</sup> PLUS - OPTIONS 2 & 4 (Business) (cont'd)****G. VPP TERM DISCOUNT (cont'd)**

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

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

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

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

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

- a. 6 hours x \$6.48 per hour of directly dialed usage = \$38.88 (C)
- 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

(D)