

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.1 RULES (CONT'D)

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

LATE PAYMENT CHARGE (ALSO SEE SCHEDULE CAL.P.U.C. NO. A3.)

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

LINE EXTENSION

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

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL CALL

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

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

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

LINE EXTENSION

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

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL CALL

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

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

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Company, building/property owner/landlord/agent, and the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Company is responsible for the installation and maintenance of its facilities up to and including those located at the Company 's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). Installation and maintenance of facilities and equipment beyond the Company 's local loop demarcation point is the responsibility of the building/property owner/landlord/agent, or end-user customer. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)

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NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

LOCAL SERVICE

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

LOCAL SERVICE AREA

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

LOOP START SIGNALLING

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

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

MANAGEMENT INFORMATION SYSTEM

A system that is designed to provide statistical data for the purpose of administering work force and trunk requirements.

MANUAL TELEPHONE SERVICE

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

MEASURED RATE SERVICE

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

MEDIA TRIGGERS

Public Notification of events that result in high volume, targeted, number specific calling patterns to the publicized representative of the event.

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NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

LOCAL SERVICE

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

LOCAL SERVICE AREA

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

LOOP START SIGNALLING

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

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

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MEASURED RATE SERVICE

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

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NETWORK AND EXCHANGE SERVICES
~~A2. GENERAL REGULATIONS~~

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

MILEAGE CHARGES

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

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

MOBILEHOME PARKS

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

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

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

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

MODIFICATION

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

z Correction - To remove obsolete material and modify a reference.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

MILEAGE CHARGES

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

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

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

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- (3) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

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MODIFICATION

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

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

MOVE

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

MULTILINE TERMINATING SYSTEM

The term "Multiline Terminating System" denotes switching equipment (e.g., PBX, Centrex, ACD, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, private line service or communications system. (T)
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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

MOVE

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

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

Denotes the terminal equipment furnished, installed and maintained by the Utility for the provision of network control signaling.

NETWORK INTERFACE (NI)

(See Standard Network Interface)

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NETWORK TERMINATING WIRE (NTW)

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

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NONPUBLISHED SERVICE

Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Schedule Cal.P.U.C. No. A2.1.34 established for the release of nonpublished information.
(L) Material formerly on Sheet 18.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

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

NETWORK INTERFACE (NI)

(See Standard Network Interface)

NETWORK TERMINATING WIRE (NTW)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

NONRECURRING CHARGE

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

OFFICE

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

NONRECURRING CHARGE

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

OFFICE

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

OFF-PREMISES LOCATION

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

OTHER COMMON CARRIER

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

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

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

PARTY LINE SERVICE

Basic exchange service furnished by means of a central office line to which two or more customers may be assigned.

PERMANENT DISCONNECT

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

PREMIERE COMMUNICATIONS SYSTEM SERVICE

An optional ESS central office provided service of basic and optional line and group features for residence and/or business customers wishing to combine two to six individual access lines into a Premiere group. See Schedule Cal.P.U.C. No. A5.4.5.

PREMISES; BUSINESS, RESIDENCE (SEE BUILDING USAGE, BUSINESS SERVICE AND RESIDENCE SERVICE) (T)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

OFF-PREMISES LOCATION

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

OTHER COMMON CARRIER

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

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PARTY LINE SERVICE

Basic exchange service furnished by means of a central office line to which two or more customers may be assigned.

PERMANENT DISCONNECT

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

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

PREMISES WIRE

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

PRIMARY LINE¹

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

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PRIMARY LOCATION

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

PRIMARY RATE AREA

See Base Rate Area.

PRIMARY RATE INTERFACE (PRI)

The term "Primary Rate Interface" denotes the connection of a HCDS circuit to the serving Central Office switch based upon ISDN Primary Rate IS standards. Software in the Central Office switch defines 24 channels within the High Capacity Systems circuit's 1.544 Mbps bandwidth. The 24 channels are divided into either 23 B-channels plus 1 D-channel or 24 B-channels.

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

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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PREMISES WIRE

Customer provided wire between the INC demarcation point and the inside wire demarcation point. Where there is no INC cable, it is that wire between the Company's local loop demarcation point and the inside wire demarcation point. Premises wire can be either inside wire or intrasystem wire depending on the terminating services and facilities. (T)

PRIMARY LINE¹

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

PRIMARY LOCATION

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

PRIMARY RATE AREA

See Base Rate Area.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

PRIMARY RATE IS SERVICE ARRANGEMENT)

The term "Primary Rate IS Service Arrangement" denotes one or more Primary Rate Interfaces arranged together to provide one single service for the customer. Primary Rate Service Arrangements are a Centrex "like" service allowing interconnection of private line and exchange services.

PRIMARY SERVICE

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

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

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

PRIVATE LINE

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

PRIVATE SCHOOLS

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

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(N)

PROGRAMMING

The term "programming" when used in conjunction with Primary Rate IS, denotes operating commands used by a Central Office switch or CPE used to control features and functions.

(L) Material omitted now shown on Sheet 22.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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PRIMARY SERVICE

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

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

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

PRIVATE LINE

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

PRIVATE SCHOOLS

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

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NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

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PROPERTY OWNER/LANDLORD/AGENT

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

PUBLIC TELEPHONE STATION

A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Utility.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

PROPERTY OWNER/LANDLORD/AGENT

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

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NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

QUICKSERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE)

Quickservice is an interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the Business Office at any time.

RATE CENTER

The term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of interexchange and interdistrict mileage rates. Also refer to Schedule Cal.P.U.C. No. A6.2.

REMOTE ISLAND AREA

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

RESIDENCE¹

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

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

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(N)

RESIDENCE SERVICE

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

RESIDING

The term "residing" as it applies to Primary Rate IS denotes a service in a switch when it is provisioned using the hardware and software of that switch.

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

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(L) Material omitted now on Sheet 23.1.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

QUICKSERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE)

Quickservice is an interactive system that provides residential customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the Business Office at any time. (N)

RATE CENTER

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

REMOTE ISLAND AREA

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

RESIDENCE¹

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

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

RESIDENCE SERVICE

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

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

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NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

RIGHT OF WAY

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

ROOM

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

SALES AGENCY PROGRAM

The Sales Agency Program allows a Utility Authorized Sales Representative to market, on a commission basis, within geographical areas designated by the Utility, Network and Exchange Services at rates, charges and regulations as set forth in the Utility's Schedules. A Utility Authorized Sales Representative may also be compensated for sale of the Utility Services under the G.O. 96-A contract process.

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

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

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

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Utility.

(L) Material formerly on Sheet 23.
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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

RIGHT OF WAY

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

ROOM

Space in a building surrounded by walls or closed partitions provided the
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is less than two feet.

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

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

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

SEMIPUBLIC SERVICE

A customer telephone service designed for use of a customer and the public in locations somewhat public in character.

SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

A one time charge that applies to an access line and services provided by the Utility.

SERVICE CONNECTION FACILITY

Denotes wire/cable, either aerial or buried, used as the entrance facility (T)
and the building entrance terminal located up to and including the (T)
Utility's local loop demarcation point. (N)

SERVICE DATE

The date the Utility will complete all INC cable installation and test activities. (N)

SERVICE ESTABLISHMENT CHARGE:

A Service Establishment Charge (SEC) is a nonrecurring charge designed to recover the costs of preparing a communications control program. The SEC, when shown in the Charges and Rates section of certain schedules, applies when service is established. (T)

SERVICE OBSERVING EQUIPMENT

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

(D)
(D)
(D)

SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

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

SERVICE CONNECTION FACILITY

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

SERVICE DATE

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

(D)
(D)
|
(D)

SERVICE OBSERVING EQUIPMENT

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

SERVICE STATION LINES

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

SERVING CENTRAL OFFICE SWITCH

The term "serving central office switch" denotes a specific switching system that provides Primary Rate IS service. A Primary Rate IS serving switch provides features timing, and control of the service.

SHORT DURATION SERVICE

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

SIMPLE SERVICE

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

SIMPLE WIRE

(See Inside Wire)

Material omitted now Sheet 25.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

SERVICE STATION LINES

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

(D)

(D)

|

(D)

SHORT DURATION SERVICE

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

SIMPLE SERVICE

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

SIMPLE WIRE

(See Inside Wire)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

SMALL BUSINESS OR INDIVIDUAL

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly to not more than twenty access lines or one T-1 from the Utility for business use or combination business and personal use. Any business or individual subscribing to more than twenty telephone access lines or more than one T-1 line will not be considered a small business customer. For purposes of these rules, all entities other than individuals (e.g., government and quasi-governmental agencies, associations, etc.) meeting the twenty-access or one T-1 line limit are treated identically with small businesses. A business is defined by a billed account.

A billed account may consist of one or more billing telephone numbers associated by a unique identifier assigned by the Utility.

(N)

SPECIAL ARRANGEMENT OF EQUIPMENT

(L)

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

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (EXCEPT AS SET FORTH IN SCHEDULE CAL.P.U.C. NO. A4.3 AND A2.1.13, 15, 16 AND 32 OF THIS SCHEDULE).

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Schedule Cal.P.U.C. No. A2.1.36 for detail.

(L)

(L) Formerly on Sheet 25.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

SMALL BUSINESS OR INDIVIDUAL

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly to not more than twenty access lines or one T-1 from the Utility for business use or combination business and personal use. Any business or individual subscribing to more than twenty telephone access lines or more than one T-1 line will not be considered a small business customer. For purposes of these rules, all entities other than individuals (e.g., government and quasi-governmental agencies, associations, etc.) meeting the twenty-access or one T-1 line limit are treated identically with small businesses. A business is defined by a billed account.

A billed account may consist of one or more billing telephone numbers associated by a unique identifier assigned by the Utility.

SPECIAL ARRANGEMENT OF EQUIPMENT

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

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

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Guidebook Part 2, Section 5 for details. (T)
(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

SPECULATIVE PROJECTS AND RISK SERVICES

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

STANDARD NETWORK INTERFACE

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Utility's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Utility's local loop demarcation point and will be maintained by the Utility at the rates and charges specified in Schedule Cal.P.U.C. No. A8.2.1.

(N)

(N)

START OF INSTALLATION

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

SPECULATIVE PROJECTS AND RISK SERVICES

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

STANDARD NETWORK INTERFACE

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Company's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Company's local loop demarcation point and will be maintained by the Company at the rates and charges specified in Guidebook Part 8, Section 8.

START OF INSTALLATION

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

STATION

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

(L)

(L)

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

(N)

(N)

(L) Material formerly on Sheet 26.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

STATION

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

SUBDIVISION

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

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

SUBSCRIBED SERVICES

The term "subscribed services" as it applies to Primary Rate IS service denotes Utility services purchased by the customer to be accepted via Primary Rate IS. These services may reside inside or outside of the Primary Rate IS serving central office switch.

SUBSCRIBER

(See Customer)

SUBURBAN AREA

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

SUPERSEDURE

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

T-1

As defined in D.04-05-057, and in conjunction with the definition of Small Business Customer, a T-1 provides the capacity equivalent of 24 switched voice-grade access lines and has the capacity of 1.544 Mbps.

(N)
|
(N)

TELEPHONE

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

SUBDIVISION

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

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

(D)

(D)

(D)

SUBSCRIBER

(See Customer)

SUBURBAN AREA

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

SUPERSEDURE

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

T-1

As defined in D.04-05-057, and in conjunction with the definition of Small Business Customer, a T-1 provides the capacity equivalent of 24 switched voice-grade access lines and has the capacity of 1.544 Mbps.

TELEPHONE

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

TELEPHONE CENTER

A location designated by the customer that has various combinations of telephone apparatus for the explicit purpose of receiving incoming calls and distributing them to other telephone users of a telephone system.

TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

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

TEMPORARY SERVICE

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

TENANT

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

(N)

(N)

TERMINAL EQUIPMENT

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

(T)

(T)

Material omitted now on Sheet 29.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

(D)

(D)

(D)

TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

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

(T)

TEMPORARY SERVICE

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

TENANT

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

TERMINAL EQUIPMENT

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

TIE LINE

A circuit connecting two private branch exchange systems or two Horizon systems; or one private branch exchange system and one Horizon system located within the same exchange for the purpose of interconnecting the stations of one with the stations of the other without the use of trunks to the Utility's central office.

TOLL MESSAGE

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

TOLL RESTRICTION1

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

(N)
|
(N)

TOUCH-TONE CALLING SERVICE

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

TRACT

See Subdivision

TRADE NAME

See Fictitious Name

TRANSMISSION LIMITS

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

NOTE 1: Toll Restriction will not be available (implemented) until
December 4, 1995.

(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

(D)

(D)

(D)

TOLL MESSAGE

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

(T)

TOLL RESTRICTION¹

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

TOUCH-TONE CALLING SERVICE

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

(z)

TRACT

See Subdivision

(D)

(D)

TRANSMISSION LIMITS

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

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

TRENCHING COSTS

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

TRUNK LINE

A telephone circuit from one central office unit to another.

TRUNK LINE SERVICE

Basic exchange service furnished by means of a central office line to a private branch exchange, Horizon Communication System or automatic call distributing service.

UNDERGROUND SUPPORTING STRUCTURE

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

UNIVERSITIES AND COLLEGES

Universities and Colleges who qualify for Knowledge Network ISDN will be degree-granting institutions that are recognized by the State of California, California Postsecondary Education Commission or the Council of Private Post-Secondary and Vocational Education.

(N)
|
(N)

UNPAID LIVE BALANCE

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

UTILITY

Pacific Bell.

VIRTUAL

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

VISIBLE FROM

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

TRENCHING COSTS

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

(D)

(D)

(D)

(D)

|

(D)

UNDERGROUND SUPPORTING STRUCTURE

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

(D)

(D)

|

|

(D)

UNPAID LIVE BALANCE

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

UTILITY

Pacific Bell.

VIRTUAL

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

VISIBLE FROM

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

WALL SET

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

WIRE CENTER

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

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

A portion of an exchange area, as shown on maps filed in these tariff schedules.

ZONE USAGE MEASUREMENT SERVICE (ZUM)

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

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

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

976

(See California 976)

z Correction - Material should have been reflected in Advice Letter No. 15927, effective June 1, 1991.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

WALL SET

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

WIRE CENTER

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

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

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

ZONE USAGE MEASUREMENT SERVICE (ZUM)

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

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

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

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

2. Primary Access Lines and Extension Line Services

- a. Individual and trunk access line and extension line service will be furnished at a customer's premises terminated on a Network Interface.
- b. Primary access lines and extension line services furnished in connection with exchange services will be provided through facilities owned and maintained according to the Utility's standards.
- c. A Utility-provided telephone will be included in the rate for an individual access line semi-public service.
- d. Except as otherwise shown extension line services will be provided by the Utility on noncontinuous property.

3. Mileage Measurements

Except as otherwise provided, airline mileage measurements, used in the determination of charges, are made on base rate and exchange area maps contained in Schedule Cal.P.U.C. No. A5.1 Exchange Areas and are based on a statute mile of 5,280 feet.

4. Frozen/Grandfather Services¹

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

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

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

Continued

(N)
|
(N)
|
(N)
|
(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

2. Primary Access Lines (D)

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

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

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

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

3. Mileage Measurements

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

4. Frozen/Grandfather Services¹

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

The Utility renders access line service within the exchange area under its effective rate schedules, as follows:

1. Class of Service

The following classes of service are furnished:

- a. Business
- b. Residence

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate¹
- c. Coin

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

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

1. Class of Service

The following classes of service are furnished:

- a. Business² (N)
- b. Residence

2. Type of Service

The following types of service are furnished:

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable</u> ¹
Individual Access Line Service	BRA, RIA and SA
Trunk Line Service for:	
Private Branch Exchange	BRA, RIA and SA
Telephone Answering Service	BRA, RIA and SA
Mechanized Switching System Service	BRA, RIA and SA
Airport Intercommunicating Service	
Mechanized Station Service	BRA
Automatic Call Distributing Service	BRA, RIA and SA
Centrex Service	BRA, RIA and SA
800 service	BRA, RIA and SA (D)
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA
Individual Line COPT Service	BRA, and SA
Public Telephone Service	BRA, RIA and SA

Individual and Trunk access line business and residence service are rendered in the suburban area under rates for that service applicable in the base rate area.

Enhanced services are furnished by the Utility under its schedule of rates.

Service is furnished at the base rates shown in the applicable schedules to Exchange Telephone Service at the primary location of the primary service.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable¹</u>	
Individual Access Line Service	BRA, RIA and SA	
Trunk Line Service ² for:		(N)
Private Branch Exchange	BRA, RIA and SA	
Telephone Answering Service	BRA, RIA and SA	
Mechanized Switching System Service	BRA, RIA and SA	
Airport Intercommunicating Service		
Mechanized Station Service	BRA	
Automatic Call Distributing Service	BRA, RIA and SA	
Centrex Service	BRA, RIA and SA	
800 service	BRA, RIA and SA	
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA	
Individual Line COPT Service	BRA, and SA	
Public Telephone Service	BRA, RIA and SA	

Individual and Trunk access line business² and residence service are rendered in the suburban area under rates for that service applicable in the base rate area. (N)

Enhanced services are furnished by the Company under its schedule of rates. (T)

Service is furnished at the base rates, shown in the applicable tariff schedules or Guidebook, to Exchange Telephone Service at the primary location of the primary service. (N)
 (N)
 (T)

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

NOTE 2: See Guidebook at att.com/servicepublications (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (CONT'D)

3. GRADE OF SERVICE (CONT'D)

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

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

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

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

3. Grade Of Service (Cont'd)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

C. OFF-PREMISES EXTENSION LINE SERVICES

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

1. Same Customer:

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

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

2. Joint Users or Different Customers:

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

C. OFF-PREMISES EXTENSION LINE SERVICES

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

1. Same Customer:

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

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

2. Joint Users or Different Customers:

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

C. OFF-PREMISES EXTENSION LINE SERVICES (CONT'D)

- (D)
|
(D)
3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.
 4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.
 5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service.
 6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Utility's local loop demarcation point. (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. ADDITIONAL ACCESS LINES

Additional access lines will be provided up to and including the Utility's local loop demarcation point except as otherwise shown.

E. RESERVED

F. FARMER LINE SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A5.)

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

(D)
|
(D)

G. TELEPHONE ANSWERING SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A9.)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. ADDITIONAL ACCESS LINES

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

E. RESERVED

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

I. QUICK DIAL TONE (T)

Quick Dial Tone provides residential locations with basic access (T)
capability to the Utility's local loop demarcation point prior to a formal (T)
service request from a Customer¹. Access to outgoing calls is restricted (D)
except for calls to 9-1-1 emergency service². Quick Dial Tone is provided
at no charge where facilities and operating conditions permit.

The Utility's liability to 9-1-1 customers and third parties using the
9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

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

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

Material omitted now located on Sheet 38.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

I. QUICK DIAL TONE

Quick Dial Tone provides residential locations with basic access (T)
capability to the Company's local loop demarcation point prior to a formal
service request from a Customer¹. Access to outgoing calls is restricted
except for calls to 9-1-1 emergency service². Quick Dial Tone is provided
at no charge where facilities and operating conditions permit.

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

Access Services include any activity or function performed by the Company in connection with the origination or termination of interLATA telecommunications/for an interLATA carrier, including but not limited to the provision of network control signaling, answer supervision, automatic calling number identification, carrier access codes, directory services, testing and maintenance of facilities, and the provision of information necessary for the interLATA carrier to bill their customers. 3 (T)

I. QUICK DIAL TONE

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

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14. 3 (T)

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

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

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423. (N) 3 (D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900/976 and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹ The customer will not be able to use the Utility's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, Universal Lifeline Telephone Service and single line business service.

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

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

K. PRODUCT GROUPING

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

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

(D)
|
(D)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a. Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900/976 and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹ The customer will not be able to use the Company's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, Universal Lifeline Telephone Service and single line business service. (T)

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

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

K. PRODUCT GROUPING

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements. (T)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a. Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900/976 and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹ The customer will not be able to use the Company's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California Lifeline and single line business (T) service.

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

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

K. PRODUCT GROUPING

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a. Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900³ and 700 calls, 0-, 0+ and 0++ originating calls, collect (C) calls and third number billed calls.¹ The customer will not be able to use the Company's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California Lifeline and single line business service.

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

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

K. PRODUCT GROUPING

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

L. LIMITED DISCONNECT

(N)

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Utility's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit.

(L)

(N)

(T)

(D)

Once telephone service is established or reinstated, if disconnected, in accordance with the Utility's tariffed rules and regulations, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills.

(L)

The Utility's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

(N)

(N)

(L) Formerly located on Sheet 38.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

L. LIMITED DISCONNECT

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

1. Applications for service covered by the filed schedule of rates will be accepted by the Company. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs and Guidebook. (T)
2. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s) and first name(s). The information may be verified by the Company. The application will be considered complete (unless otherwise specified in Schedule Cal.P.U.C. No. A2.1.3) when at least one of the following valid identification items has been provided by the applicant(s): (T)
 - a. California Driver's License number.
 - b. California Identification Card number.
 - c. Social Security Card number.
 - d. Immigration and Naturalization Service Identification number.
 - e. United States passport number.
 - f. Other item of identification acceptable to the Company. (T)

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

4. The Utility will accept an oral application from a customer for additions to or changes in the existing service of such customer, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.

5. Customers shall notify the Utility when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's directory listing. Charges as set forth in Schedule Cal.P.U.C. No. A3.1.6.q. shall apply.

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

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory. (T)

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

5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply. (T)

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

7. In addition to the regulations contained in A., herein, the following applies to Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Service, Toll-Free Services and Voice-Based Information Services¹: (N)

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

NOTE 1: These services are found in the AT&T Guidebook. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

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

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

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

7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:
- (T)
|
(T)
(N)
(T)

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

(T)

NOTE 1: These services are found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

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

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

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

7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:

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

NOTE 1: These services are found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

4. The Company will generally accept oral application(s) from a customer for new service, transfers of service, additions to or changes in the existing service of such customer during normal business hours, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.
5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply.
6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.
7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service², (T) Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:

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

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

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

Continued

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Issued by

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Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

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

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

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

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

7. An application is merely a request for service and by itself does not bind the Utility to provide service except under reasonable conditions, or bind the applicant to take service.
8. An application for service that extends into high voltage environments, such as power generating stations, co-generating stations, substations, and switchyards, may require special high voltage protection equipment as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7 to protect against the effects of Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system.

As a condition of service, the applicant for such service shall provide the Utility, in writing, the technical data needed to determine the special protection requirements as set forth under Regulations in Schedule Cal.P.U.C. Nos. A14. and A15.7 at the time of application for initial service or where additions or changes are made to existing service.

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

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

Unless otherwise provided, the following conditions apply to applications for exchange, intrastate private line and other special services such as: IOD, Farmer Line, Billing Services, etc., except service and facilities as set forth in Schedule Cal.P.U.C. Nos. A4.3, A8.4, and A2.1.13, A2.1.15¹, A2.1.16² and A2.1.32 of this schedule. These conditions apply to installation of new or additional service, equipment or facilities and/or moves, changes or rearrangements of existing service, equipment or facilities. (D) (T)

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

NOTE 2: See A2.1.16,A.5. following. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. GENERAL (Cont'd)

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

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

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

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

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

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

b. Between start and completion of installation:

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

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

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

- 1) All regularly applicable service connection and nonrecurring charges and
 - (2) All regularly applicable basic termination charges in full, and
 - (3) All regularly applicable minimum service charges, and
 - (4) Such other amounts as may be specified in the schedules covering the items involved, and
 - (5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and
 - (6) Such charges, as set forth in Schedule Cal.P.U.C. No. A2.1.36 Special Construction of Exchange Facilities.¹
- d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the customer/applicant changed the original order.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

b. Between start and completion of installation:

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

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

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

1) All regularly applicable service connection and nonrecurring charges and

(2) All regularly applicable basic termination charges in full, and

(3) All regularly applicable minimum service charges, and

(4) Such other amounts as may be specified in the schedules covering the items involved, and

(5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and

(6) Such charges, as set forth for tariffed services in Schedule Cal.P.U.C. (N) No. A2.1.36 Special Construction of Exchange Facilities.¹ (T)
For detariffed services, see Guidebook, Part 2, Section 5. (N)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

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

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

b. Between start and completion of installation:

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

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

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

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

b. Between start and completion of installation:

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

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

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

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

3. (Cont'd)

b. Between start and completion of installation:

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

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

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

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

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

4. Charges based on Estimated or Actual Cost

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

5. Application Cancelled by Utility

If the applicant/customer refuses to comply with Utility's rules prior to the "start of installation", as defined in Schedule Cal.P.U.C. No. A2.1.1, the Utility may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Utility cancels the application after a six (6) month deferral, or, after the "start of installation", because of the applicant's/customer's refusal to comply with Utility's rules, the charges as set forth in 1.b. or c. preceding, shall apply.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

3. (Cont'd)

b. Between start and completion of installation:

- (1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.
- (2) For deferments totaling, in all, more than one hundred and twenty (120) days, charge all estimated costs incurred due to the deferment, not to exceed the total of charges and rates applicable in 1.b. preceding.

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

- (1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.
- (2) For deferments totaling, in all, more than one hundred and twenty (120) days, apply charges according to 1.c. preceding.

4. Charges based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders and any other costs incurred by the Company following the "start of (T) installation (as defined in Schedule Cal.P.U.C. No. A2.1.1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

5. Application Cancelled by Company (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

C. SPECIAL SERVICE ARRANGEMENTS

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

C. SPECIAL SERVICE ARRANGEMENTS

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

D. SPECIAL CONSTRUCTION OF FACILITIES

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable are specified in Schedule Cal.P.U.C. Nos. A2.1.13 Temporary Service¹; A2.1.15 Line Extensions¹; A2.1.16 Service Connection Facilities¹; A2.1.36 Special Construction of Exchange Facilities; A2.1.32 Replacement of Aerial With Underground Facilities; A4.3 Line Extensions in Suburban Areas; and Schedule Cal.P.U.C. No. B2 for Private Line Services.

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

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

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

1. Income Tax

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES

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

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

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

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

1. Income Tax

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning September 10, 2003. This rate is effective through December 31, 2004, as a result of enacted legislation. The Utility elects to extend the tax factor of 0.21 an additional thirteen months to January 31, 2006, at which time the rate reverts back to the previous rate of 0.33. (The tax factor for 1992 through September 9, 2003, was 0.33). If new legislation is introduced to extend the current legislation termination date of December 31, 2004, the Utility will append the thirteen month, 0.21 rate to the end of the new legislated termination date.

(N)
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(N)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning April 1, 2008. This (C)
rate is effective through December 31, 2008, as a result of enacted (C)
legislation. The Utility elects to extend the tax factor of 0.21 an (C)
additional one month to January 31, 2009, at which time the rate reverts (C)
back to the previous rate of 0.33. (D)

If new legislation is introduced to extend (D)
the current legislation termination date of December 31, 2008, the (C)
Utility will append the one month, 0.21 rate to the end of the new (C)
legislated termination date.

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning April 1, 2008. This rate is effective through December 31, 2008, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 an additional one month to January 31, 2009, at which time the rate reverts back to the previous rate of 0.33. (T)

If new legislation is introduced to extend the current legislation termination date of December 31, 2008, the Company will append the one month, 0.21 rate to the end of the new legislated termination date. (T)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning March 20, 2009. This (C)
rate is effective through December 31, 2009, as a result of enacted (C)
legislation. The Utility elects to extend the tax factor of 0.21 to (T)
March 31, 2010, at which time the rate reverts back to the previous rate (C)
of 0.33. If new legislation is introduced to extend the current (T)
legislation termination date of December 31, 2009, the Utility will (C)
append the 0.21 rate to the end of the new legislated termination date. (T)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning March 20, 2009. This rate is effective through December 31, 2009, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 to March 31, 2010, at which time the rate reverts back to the previous rate of 0.33. If new legislation is introduced to extend the current legislation termination date of December 31, 2009, the Company will append the 0.21 rate to the end of the new legislated termination date. (T)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning November 8, 2010. This rate is effective through December 31, 2010, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 to November 30, 2011, at which time the rate reverts back to the previous rate of 0.33. If new legislation is introduced to extend the current legislation termination date of December 31, 2010, the Company will append the 11-month extension of the 0.21 rate to the end of the new legislated termination date.

(C)
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(C)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

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

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

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

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

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning June 1, 2013. The tax factor from February 15, 2011, through May 31, 2013 was 0.00.

(C)
(N)
(D)
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(D)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

4. Applicability: The ITCC shall apply to Contributions under the tariffs, (N)
including but not limited to Schedule Cal.P.U.C. Nos. A2.1.4, A2.1.13,
A2.1.15, A2.1.16, A2.1.32., A2.1.36, A2.3, A4. and B4.

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

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

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

- a. Provides public benefit as defined above, or
- b. Results from condemnation of the Utility's facilities, or the threat or
imminence thereof, which is supported by evidence provided by the
government agency which is acceptable to the Utility.

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

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

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

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

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

a. Provides public benefit as defined above, or

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

8. When interest is payable under this part of the tariff by the contributor to the Utility, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication.

(N)

(N)

E. BILLING

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

(L) X

(L) x

x Formerly on Sheet 45.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

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

E. BILLING

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for telephone service will not be required as a special condition precedent to service except:¹ (T)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for tariffed telephone service will not be required as a special (N) condition precedent to service except:¹

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

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

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

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

(T)

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

(D)
|
(D)

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment Center - Sacramento, CA 95887-001.

(T)

3. Reserved

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

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

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

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

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

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment Center - Sacramento, CA 95887-001.

3. Reserved

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

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

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

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

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

2. Three Payment Options

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

(T)

3. Reserved

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

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

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB (N)
9039, South San Francisco, CA 94083; or Business Service, POB 78230,
San Francisco, CA 94107 or visit att.com. We will investigate and notify
you. If you have a complaint you cannot resolve with us, write the
California Public Utilities Commission at Consumer Affairs Branch, 505
Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call
1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns
interstate or international calling, write the FCC at Consumer
Complaints, 445 12th Street SW, Washington, D.C. 20554, or at
fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note:
The CPUC handles complaints of both interstate and intrastate
unauthorized carrier changes ("slamming"). The California consumer
protection rules are available online, at www.calphoneinfo.com.

5. Federal Surcharges

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

6. Tariff Information

Call 1-888-319-8800 or visit www.sbc.com/public_affairs.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB 9039, South San Francisco, CA 94083; or Business Service, POB 78230, San Francisco, CA 94107 or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.calphoneinfo.com.

5. Federal Surcharges

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

6. Tariff Information

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB 9039, South San Francisco, CA 94083; or Business Service, 14575 Presidio Square, Room 100-CR, Houston, TX 77083 or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.calphoneinfo.com. (T)

5. Federal Surcharges

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

6. Tariff Information

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

4. Billing Questions

BILLING QUESTIONS: Call us at 800.288.2020, or write to AT&T Residential (T)
Service, 2150 Webster Street, Room 401, Oakland, CA 94312; or AT&T
Business 14575 Presidio Square, Room CR, Houston, TX 77083; or visit
att.com. If you have a complaint you cannot resolve with us, contact the
California Public Utilities Commission (CPUC) at Consumer Affairs Branch,
505 Van Ness Ave, Room 2003, San Francisco, CA
94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The
CPUC's DDTP program offers assistance to individuals with hearing and
speaking limitations including California Relay Service available by
dialing 711, more information is available
at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns
interstate or international calling, write the FCC at Consumer Complaints,
445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY
888.835.5322. (T)

5. Federal Surcharges

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

6. Tariff Information

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. BILLS (Cont'd)

8. Late payment charges

a. For residential accounts:

If the unpaid balance on your bill is \$30.00 or more, a late payment charge of \$2.50 plus 2.0% on the unpaid balance, calculated monthly, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. (C)

b. For business accounts:

If the unpaid balance on your bill is \$30.00 or more, a late payment charge of 1.5% (calculated monthly) or \$10.00, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. BILLS (Cont'd)

8. Late payment charges¹ (N)

a. For residential accounts:

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

b. For business accounts:

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

8. Late payment charges¹

a. For residential accounts:

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

b. For business accounts:

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (CONT'D)

C. DEPOSIT RECEIPTS

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

The Utility will refund the deposit in accordance with the following:

- a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- b. When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A2.1.6, and upon the customer's request for return of the deposit with interest.
- c. Upon discontinuance of telephone service, the Utility will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- d. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.
- e. Interest on Deposits
 - (1) The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in (2) following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
 - (2) No interest will be paid if deposit is held less than full month increments.

(L)

(L)

(L) Material formerly on Sheet 49 in different form.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

C. DEPOSIT RECEIPTS

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1. RULES (CONT'D)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. BUSINESS SERVICE

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

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

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

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

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

Continued

Advice Letter No.

Issued by

Date Filed:

Decision No.

A.E. Swan

Effective:

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. BUSINESS SERVICE

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

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

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

(L)

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

(L)

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for
restoration charges of all exchange services.

(N)

(N)

Material formerly located on Sheet 52.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

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

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

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

Material omitted now on Sheet 51.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

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

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

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

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

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

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

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

(T)

(T)

(D)

(D)

c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

(T)

(T)

(D)

(D)

5. Limit of Credit For Toll Service

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

(D)

(D)

(T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

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

- b. An applicant who previously has been a customer of the Company and (T)
during the last twelve months of that prior service, has had service
temporarily or permanently discontinued for nonpayment of bills will be
required to pay any unpaid balance due the Company and to reestablish (T)
credit by making the deposit shown in Schedule Cal.P.U.C.
No. A2.1.7,B.3. or, if qualified, the customer may have their
line equipped with Toll Restriction as described in Schedule
Cal.P.U.C. No. A2.1.2. Description of Service while completing
payment arrangements¹ on any unpaid balance agreeable to the Company (T)
and/or in lieu of a deposit.

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

5. Limit of Credit For Toll Service

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

6. Establishment of Credit for Advanced Services (N)

For Advanced Services in AT&T Guidebook, Part 6, Section 9, Establishment
of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T,
Section 2.4.1 are applicable. (N)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

A. BUSINESS SERVICE (Cont'd)

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

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

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

c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

5. Limit of Credit For Toll Service

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (CONT'D)

B. RESIDENCE SERVICE

1. Each applicant will be required to furnish a complete application as specified in Schedule Cal.P.U.C. No. A2.1.3 "APPLICATION FOR SERVICE" and establish credit in one of the following ways:
 - a. Applicant is a customer of the Utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application and does not have an unpaid final (T) bill over 60 days old. The applicant will provide the Utility with the)verifiable telephone number of their other service.
 - b. Applicant has been a customer of the Utility or any other telephone utility in California in the last two years, and during the last twelve consecutive months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Utility with the verifiable telephone number and disconnection date of their previous service.
 - c. Applicant's credit is otherwise established to the satisfaction of the Utility. (T)
 - d. Applicant pays the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7 "Advance Payments and Deposits". (T)

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

(D)
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(D)

Continued

Advice Letter No.

Issued by

Date Filed:

Decision No.

A.E. Swan

Effective:

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RESIDENCE SERVICE

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

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

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RESIDENCE SERVICE (Cont'd)

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

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

(T)
|
(T)
(D)
(D)

3. Limit of Credit for Toll Service

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

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RESIDENCE SERVICE (Cont'd)

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

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

3. Limit of Credit for Toll Service

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (CONT'D)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹ (T)

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

<u>Customer Class²</u>	<u>Criteria</u>
R	Above Average Risk
M	Average Risk
L	Below Average Risk
U	Unknown

Applicants Known to Pacific Bell

Level of risk and Customer Class assignment will be determined primarily based upon the demonstrated Pacific Bell credit behavior of the applicant for a similar class of service.

Applicants Unknown to Pacific Bell

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹

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

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

Applicants Known to AT&T (T)

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

Applicants Unknown to AT&T (T)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

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

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

d. Special bill and payment notice.

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

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

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

Business

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

(2) Customer Class M

Residence

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

Business

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

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

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

- d. Special bill and payment notice.

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

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

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

Business

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

(2) Customer Class M

Residence

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

Business

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

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

(3) Customer Class L

Residence

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

Business

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

e. Toll and Long Distance Availability Limit Plan

(N)

The Toll and Long Distance Availability Limit Plan, which limits the amount of toll charges a customer may incur, will apply to residence customer classes R & U where facilities and/or operating conditions permit. Residence customers placed on the Toll and Long Distance Availability Limit Plan may receive notification prior to reaching their established toll and long distance limit. When the established toll and long distance limit has been reached, toll restriction will be imposed and any optional calling plan will be removed from the customer's account. When the residence customer makes payment to reduce the outstanding amount to at least \$50.00 below their established toll and long distance limit, toll restriction will be automatically removed and any optional calling plan that was removed will be restored.

(1) The Toll and Long Distance Availability Limit (The Plan) does not disconnect basic service as defined in D.96-10-066, Appendix B, and page 5. The customer will retain local dial tone as well as the ability to make emergency calls (911 service), 800 numbers and to contact local SBC numbers (411 & 611 services) even after toll and long distance service is restricted.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

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

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

(3) Customer Class L

Residence

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

Business

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

e. Toll and Long Distance Availability Limit Plan

The Toll and Long Distance Availability Limit Plan, which limits the amount of toll charges a customer may incur, will apply to residence customer classes R & U where facilities and/or operating conditions permit. Residence customers placed on the Toll and Long Distance Availability Limit Plan may receive notification prior to reaching their established toll and long distance limit. When the established toll and long distance limit has been reached, toll restriction will be imposed and any optional calling plan will be removed from the customer's account. When the residence customer makes payment to reduce the outstanding amount to at least \$50.00 below their established toll and long distance limit, toll restriction will be automatically removed and any optional calling plan that was removed will be restored.

(1)

The customer will retain local dial tone as well as the ability to make emergency calls (911 service), 800 numbers and to contact local SBC numbers (411 & 611 services) even after toll and long distance service is restricted.

(D)

|
(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

e. Toll and Long Distance Availability Limit Plan (Cont'd)

(2) The toll and long distance threshold limit is \$200 for residential customers in classes R and U. For the purposes of this plan, Pacific will first perform outside credit verification before assigning customers to credit class U.

(3) Customers will get advance notice informing them of their status when their toll usage reaches \$160. The Plan will give customers adequate notice per Commission requirements specified in Appendix C of Decision D.00-03-020.

(4) The Plan provides customers with an option to speak to representatives when notification is received and dispute unauthorized charges and possibly waive restriction. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year.

(5) The Plan is available to inter-exchange carriers willing to sign billing and collection agreements with Pacific. Toll services that can be restricted in the Plan are defined in Pacific's current tariff schedules A2.1.1, sheet 29 and A2.1.2.J.

(6) Toll restriction will not be imposed on inter-exchange carriers (IECs) who request exemption (opt out) on behalf of their customers identified by such IEC's PIC code. The exemption process will be automated and will not impose costs on inter-exchange carriers.

(7) The Plan will make available multilingual facilities to customers through notices, IVR announcements and multilingual CSRs.

f. Collect Call Blocking/Restriction

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

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

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

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

e. Toll and Long Distance Availability Limit Plan (Cont'd)

(2) The toll and long distance threshold limit is \$200 for residential customers in classes R and U. For the purposes of this plan, Pacific will first perform outside credit verification before assigning customers to credit class U.

(3) Customers will get advance notice informing them of their status when their toll usage reaches \$160. The Plan will give customers adequate notice per Commission requirements specified in Appendix C of Decision D.00-03-020.

(4) The Plan provides customers with an option to speak to representatives when notification is received and dispute unauthorized charges and possibly waive restriction. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year.

(5) The Plan is available to inter-exchange carriers willing to sign billing and collection agreements with Pacific. Toll services that can be restricted in the Plan are defined in Pacific's current tariff schedules A2.1.1, sheet 29 and A2.1.2.J.

(6) Toll restriction will not be imposed on inter-exchange carriers (IECs) who request exemption (opt out) on behalf of their customers identified by such IEC's PIC code. The exemption process will be automated and will not impose costs on inter-exchange carriers.

(7) The Plan will make available multilingual facilities to customers through notices, IVR announcements and multilingual CSRs.

f. Collect Call Blocking/Restriction

Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered. (D)
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding. (D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered.
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.

For the following services, please see Advanced Payments and Deposits requirements listed in the Guidebook, Part 2, Section 2:

(N)

Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Base Information Services¹.

(N)

NOTE 1: Services may be found in the AT&T Guidebook.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

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

OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex,		(T)
Electronic Information Services, Inside Wire Repair Services, Integrated		
Pathway Service, Message Telecommunications Service, Operator and		
Directory Services, Pacific Bell/SBC Calling Services, Voice-Based		(T)
Information Services, Remote LAN (Local Area Network) Service,		(N)
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service ¹ .		(N)

NOTE 1: Services may be found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

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

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

NOTE 1: Services in this paragraph are found in the AT&T California Guidebook. (T)
NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. See AT&T (N)
California Guidebook, Part 20, Section 6. (N)

Continued

Advice Letter No. 47663

Issued by

Date Filed: November 30, 2018

Decision No.

Eric Batongbacal

Effective: November 30, 2018

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

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

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

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

NG 9-1-1 High Capacity Service³

(N)
|
(N)

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

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

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

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS

(L)

1. Collection of Deposits

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

2. Amounts of Deposits to Establish or Reestablish Credit

(T)

a. For Residence Service¹ and Small Business or Individual

(C)

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service². The Utility may require an additional deposit for additional services it provides.

(T)

(T) (L)

(N)

(N)

b. For Other Business Services

(T) (L)

(1) To Establish Service

(T)

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

(D)

(D)

(2) To Reestablish Credit

(T)

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

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

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

(L)

NOTE 2: Basic Service as defined in D.04-05-057.

(N)

(L) Formerly on Sheet 59.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

B. DEPOSITS

1. Collection of Deposits

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

2. Amounts of Deposits to Establish or Reestablish Credit

a. For Residence Service¹ and Small Business or Individual

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service². The Company may require an additional deposit for additional services it provides. (T)

b. For Other Business Services

(1) To Establish Service

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

(2) To Reestablish Credit

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

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

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

NOTE 2: Basic Service as defined in D.04-05-057.

Continued (D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS

1. Collection of Deposits

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

2. Amounts of Deposits to Establish or Reestablish Credit

a. For Residence Service

(D)

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

(D)

b. For Business Service

(D)

(1) To Establish Service

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

(2) To Reestablish Credit

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

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

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

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

(D)

c. Temporary Service, Speculative Projects and Risk Services. (T)

(1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Utility.

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

d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (T)

(1) The Utility may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previously serving utility, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts; and

(2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.

(3) The Utility will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Utility within fifteen (15) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

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

c. Temporary Service, Speculative Projects and Risk Services.

(1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Company. (T)

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

d. Balance Found Owing to a Previously Serving Company in California Participating in the Centralized Credit Check System (Residence Service only). (T)

(1) The Company may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previously serving utility, but not less than an amount equal to twice the average monthly billing for the Company's residence accounts; and (T)

(2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Company's residence accounts. (T)

(3) The Company will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Company within fifteen (15) days of the date notice is sent, the Company may discontinue non-basic service without further notification. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

2. Amount of Deposit to Establish or Reestablish Credit (Cont'd) (T)

d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (Cont'd)

(4) For those customers who have paid the initial deposit in (1) preceding within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Utility will send a seven (7) day written notice requesting the additional deposit. Where the Utility fails to receive the additional deposit within seven (7) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

3. Interest on Deposits (T)

a. The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in b. following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months. (T)

b. No interest will be paid if deposit is held less than full month increments.

4. Return of Deposits (T)

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

(1) Temporary Service

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

(2) Speculative Projects and Risk Services

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

2. Amount of Deposit to Establish or Reestablish Credit (Cont'd)

- d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (Cont'd)

- (4) For those customers who have paid the initial deposit in (1) preceding within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Company will send (T) a seven (7) day written notice requesting the additional deposit. Where the Company fails to receive the additional deposit within seven (7) days (T) of the date notice is sent, the Company may discontinue non-basic (T) service without further notification.

3. Interest on Deposits

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

4. Return of Deposits

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

(1) Temporary Service

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

(2) Speculative Projects and Risk Services

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

(T)

b. Deposits collected as set forth in B.2.d preceding may be retained by the Utility for twelve (12) consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service.

(T)

c. Other Service

(1) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.

(2) When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.

(T)

(3) Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised.

(4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

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

c. Other Service

(1) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff and/or Guidebook schedules and the excess portion of the deposit will be returned, and the applicant will be so advised. (N) (T) (T)

(2) When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.

(3) Upon discontinuance of telephone service, the Company will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised. (T)

(4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.8 RULE NO. 8 - NOTICES

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.8 RULE NO. 8 - NOTICES

Any notice the Company may give to a customer supplied with telephone (T)
service by the Company may be given orally, unless otherwise provided by (T)
these Rules or by a bill or other written notice properly deposited in (T)
any United States Post Office, postage prepaid, in a sealed envelope
properly addressed to the customer, or the customer's authorized
representative, or hand delivered to the customer or the customer's
representative or to the current billing address.

Any notice from any customer to the Company may be given orally, unless (T)
otherwise provided by these Rules, to the Company by the customer, or (T)
any authorized representative, at the Company's local Business Office (T)
where service is rendered to the customer, or by written notice properly (T)
addressed and mailed to the Company. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

A. CUSTOMER RESPONSIBILITY

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

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

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

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

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

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

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

Foreign Exchange Local Services:

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

(2) San Francisco and East Bay Exchanges

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

A. CUSTOMER RESPONSIBILITY

A customer for service shall be responsible for the payment of all exchange, toll and other charges applicable to their service made in accordance with the Company's schedule of rates and regulations. (T)

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

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

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

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

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

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

Foreign Exchange Local Services:

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

(2) San Francisco and East Bay Exchanges

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

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

4. Toll Service

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

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

5. Special Bills

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

6. Electronic Bill

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

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

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

4. Toll Service

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

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

5. Special Bills

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

6. Electronic Bill

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

Customers may receive a paper copy of their bill at no charge². Customers (N)
have the option of receiving their bills electronically, on disk or
magnetic tape as shown in 6. Electronic Bill, preceding and Schedule (T)
Cal.P.U.C. No. A10¹.

8. Rate Changes

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

C. BILLING PERIOD

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

NOTE 1: Customers subscribing to services identified in Schedule Cal.P.U.C.
No. A10. may choose to discontinue receipt of their paper bill or
paper bill detail under the regulations shown therein.

NOTE 2: For reprints of paper bills already rendered, see Schedule Cal.P.U.C. (N)
No. A10.1.1 - Duplicate Bill Charge. (N)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

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

8. Rate Changes

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

C. BILLING PERIOD

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS

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

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Utility. Regular business hours at the Utility's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. Payments received by the Utility after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Utility's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time Zone). Payments received after 4:00 p.m. (Central Time Zone) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

A Returned Check Charge, as set forth in Schedule Cal.P.U.C. No. A3. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

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

A Late Payment Charge as set forth in Schedule Cal.P.U.C. No. A3. is applicable if payment is not received at the Utility or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "LATE: After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Utility. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS

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

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Company. Regular business hours at the Company's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. Payments received by the Company after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Company's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time Zone). Payments received after 4:00 p.m. (Central Time Zone) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

D. PAYMENT OF BILLS

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

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Company. Regular business hours at the Company's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. (Central Time).

Payments received by the Company after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Company's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time). Payments received after 4:00 p.m. (Central Time) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

(T)
|
(T)

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS (Cont'd)

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

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS (Cont'd)

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

In the event the Company determines that the customer's billing claim was made in bad faith, the Company reserves the right to reinstate any appropriate late payment charge from the original late payment charge date. (T)

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

E. PRORATING OF BILLS

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

1. Monthly Bills

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

2. Annual Bills

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

3. Basic Termination Charges

If at any time during the specified period following the installation of equipment subject to a basic termination charge, such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Utility's applicable tariffs, the customer shall pay to the Utility, upon demand, the basic termination charge specified for said equipment, less a credit for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purposes of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed.

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

E. PRORATING OF BILLS

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

1. Monthly Bills

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

2. Annual Bills

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

3. Basic Termination Charges

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

H. CREDIT CARD BILLING

(T)

1. Payment with an authorized credit card is conditional.

(T)

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

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account.

(T)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
4. When discrepancies exist between customer's service and Utility's billing for exchange service, such discrepancies shall be adjusted in accordance with the following:
- a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
- b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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

H. CREDIT CARD BILLING

1. Payment with an authorized credit card is conditional.

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

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Company, such refund may be made at the Company's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account. (T)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
4. When discrepancies exist between customer's service and Company's billing for exchange service, such discrepancies shall be adjusted in accordance with the following: (T)
- a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
- b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill. z (N)

z Correction (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

I. UNDER AND OVERCHARGES (Cont'd)

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

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

(1) The total net undercharge or (T)

(2) Monthly net undercharge for a period of three months preceding the date of the bill. (T)

d. Separate adjustments shall be made for each class of service separately served and billed.

5. The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a customer's bill. A bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, a bill may include charges for collect, calling card and third number calls placed within a period of five months preceding the date of the bill. (T)

6. Overcharge Penalty¹

a. Where a customer disputes a current bill or bills dated one month immediately preceding the date of the current bill, the Utility will apply a monthly 1.5% overcharge credit to the overcharged amount at the time the amount appears as a credit or is refunded pursuant to b. following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth in Schedule Cal.P.U.C. No. A2.1.9 and A3.1;

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

b. The Overcharge Penalty shall be credited to the customer's account, unless the customer requests that it be remitted by check. The customer shall be informed of this option promptly upon recognition of the error.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

4. When discrepancies exist between customer's service and Company's billing (T)
for exchange service, such discrepancies shall be adjusted in accordance
with the following: (Cont'd)

c. If the discrepancy results in undercharges, the customer will be billed
the lesser of:

(1) The total net undercharge or

(2) Monthly net undercharge for a period of three months preceding the
date of the bill.

d. Separate adjustments shall be made for each class of service separately
served and billed.

5. The correctness of message toll billing shall be determined separately for
each toll message. Each overcharged message shall be credited to a
customer's bill. A bill shall not include any charges for service
furnished prior to three months preceding the date of the bill; except, a
bill may include charges for collect, calling card and third number
calls placed within a period of five months preceding the date of the
bill.

6. Overcharge Penalty¹

a. Where a customer disputes a current bill or bills dated one month (T)
immediately preceding the date of the current bill, the Company will
apply a monthly 1.5% overcharge credit to the overcharged amount at the
time the amount appears as a credit or is refunded pursuant to b.
following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth (N)
in Schedule Cal.P.U.C. No. A2.1.9 and Guidebook Part 3, Section 1;

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

b. The Overcharge Penalty shall be credited to the customer's account,
unless the customer requests that it be remitted by check. The customer
shall be informed of this option promptly upon recognition of the error.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

I. UNDER AND OVERCHARGES (CONT'D)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Utility, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Utility.
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Utility under tariff Schedules A and B.
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6.
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a.
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Utility or, if this cannot be determined, the bill period of the Utility error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Utility at the time of the refund of the overpayment. The refund month shall be the month the Utility records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check.
- f. The Utility shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Utility.

(N)

(N)

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Company, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Company. (T)
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Company under tariff Schedules A and B and for services in the Guidebook offered on a detariffed basis pursuant to Decision No. 07-09-018. (N)
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6. (N)
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a.
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Company or, if this cannot be determined, the bill period of the Company error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Company at the time of the refund of the overpayment. The refund month shall be the month the Company records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check. (T)
- f. The Company shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Company. (T)

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

J. INSTALLMENT BILLING

1. Residence services installment billing

(T)
(D)

a. Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Utility in three consecutive monthly installments without interest.

(T)

b. Personal ISDN

(T) (L)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6, and at the customer option, the nonrecurring charge as specified in Schedule Cal. P.U.C. A5.4.1., may be paid in six consecutive monthly installments without interest.

(T)
|
(L)

2. Business services installment billing

(T)

a. Simple Business

(N)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Schedule Cal.P.U.C. No. A3.1.4.h. will apply.

(N)

b. CENTREX Service

(N)

When credit has been established for CENTREX service as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in three consecutive monthly installments without interest.

(T)

(D)
|
(D)

NOTE 1: Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Schedule Cal.P.U.C. A3.

(N)

Material omitted now on Sheet 71.1.

(N)

(L) Formerly on Sheet 71.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING

1. Residence services installment billing

Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Company in three consecutive monthly installments without interest.

(D)

(D)

2. For special installment billing provisions for other services, see Guidebook Part 2, Section 2.

(T)

(N)

(D)

(D)

NOTE 1: Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Guidebook, Part 3, Section 1.

(N)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

(N)

c. Customer-Owned Pay Telephone (COPT) service

(T) (L)

(D)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment offered in Schedule Cal.P.U.C. No. A16.2. (T)

3. If a customer fails to pay any of the installments when due, the Utility may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11,A.2.

(L)

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.
2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.
3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs of the Utility.

Material omitted now on Sheets 71 and 71.1.1.
(L) Formerly on Sheet 71.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

c. Customer-Owned Pay Telephone (COPT) service

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment offered in Schedule Cal.P.U.C. No. A16.2.

3. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11,A.2.

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.

2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.

3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs and/or Guidebook of the Company. (N)
(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Utility using an authorized credit card or debit card that is accepted by the Utility. Transactions will be posted to the customer's account within two business days.

(D)

(D)

(D)

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

1(T)

NOTE 1: Pending CPUC Approval of Advice Letter No. 25333.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Company using an authorized credit card (T) or debit card that is accepted by the Company. Transactions will be (T) posted to the customer's account within two business days.

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

M. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed service or any new contract or promotion for service within 30 calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

1. For service taken under a term plan agreement or other arrangement that requires the customer to keep the service for longer than one month in order to receive the benefit of discounts, e.g., waived installation charges or discounted rates, the customer shall pay:
 - a. All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective rate under the term plan or other agreement in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
2. For new tariffed service the customer shall pay:
 - a. All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the applicable effective rates for any actual usage.
3. For all services, the customer shall return any other benefits, credits, or discounts that may have been received.

An individual or small business seeking to disconnect service under this regulation must continuously meet the definitions and requirements from when the new service is installed until it is disconnected, whichever is shorter. Changing to or from a term plan for an existing service is not considered to be a new service for the purpose of this regulation.

When service is terminated under this regulation, other minimum period, promotion cancellation, or early termination regulations shall not apply.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

M. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed or Guidebook service or any new contract or promotion for service within 30(N) calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

1. For service taken under a term plan agreement or other arrangement that requires the customer to keep the service for longer than one month in order to receive the benefit of discounts, e.g., waived installation charges or discounted rates, the customer shall pay:
 - a. All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective rate under the term plan or other agreement in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
2. For new tariffed or Guidebook service the customer shall pay: (N)
 - a. All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the applicable effective rates for any actual usage.
3. For all services, the customer shall return any other benefits, credits, or discounts that may have been received.

An individual or small business seeking to disconnect service under this regulation must continuously meet the definitions and requirements from when the new service is installed until it is disconnected, whichever is shorter. Changing to or from a term plan for an existing service is not considered to be a new service for the purpose of this regulation.

When service is terminated under this regulation, other minimum period, promotion cancellation, or early termination regulations shall not apply.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. DISPUTED BILLS

In case of a dispute between the customer and the Utility as to the correct amount of a bill rendered by the Utility for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements:

1. First, the customer may make a request, and the Utility will comply with the request, for an investigation and review of the disputed amount. The Utility will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount.
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Utility has notified the customer by written notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11.
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission.
4. The Utility will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding.

(N)
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(N)

NOTE 1: The address of the Commission is: California Public Utilities
Commission, Consumer Affairs Branch, 505 Van Ness Avenue,
Room 3210, San Francisco, California 94102.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. DISPUTED BILLS

In case of a dispute between the customer and the Company as to the correct amount of a bill rendered by the Company for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements: (T)

1. First, the customer may make a request, and the Company will comply with the request, for an investigation and review of the disputed amount. The Company will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount. (T)
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Company has notified the customer by written notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11. (T)
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Company, the customer may appeal to the CPUC¹ for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission. (T)
4. The Company will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding. (T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210, San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Utility, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount.

(N)
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(N)

6. After the investigation and review are completed by the Utility and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

B. OTHER DISPUTES

In case of a dispute between the customer and the Utility which cannot be resolved with mutual satisfaction, the customer can make the following arrangements:

1. The customer may make a request to the Utility for an investigation and review of the disputed matter.

2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Utility notifies the customer that the investigation and review are completed.

3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11.

(T)
(T)

4. The Commission will review the claim and communicate the results of its review to the customer and the Utility.

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Company, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount. (T)

6. After the investigation and review are completed by the Company and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. (T)

B. OTHER DISPUTES

In case of a dispute between the customer and the Company which cannot be resolved with mutual satisfaction, the customer can make the following arrangements: (T)

1. The customer may make a request to the Company for an investigation and review of the disputed matter. (T)

2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Company, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Company notifies the customer that the investigation and review are completed. (T)

3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11. (T)

4. The Commission will review the claim and communicate the results of its review to the customer and the Company. (T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

The Utility will hold a customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the Utility discovered the removal.

z

2. Nonpayment of Bills

a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

(1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

(N)
|
(N)

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

(2) The Utility first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the customer to whom the service is billed, or delivered in person or delivered to the customer's billing address.

Further, the Utility will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.

(T)
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(T)

z Correction

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Company will hold (T)
the customer responsible for payment of all bills for service furnished (T)
until the date specified by the customer.

The Company will hold a customer about to vacate premises responsible for (T)
all service rendered up to and including the date service is to be
discontinued, or the date the Company discovered the removal. (T)

2. Nonpayment of Bills

- a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

- (1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

- (2) The Company first gives notice of such delinquency and impending (T)
termination at least 7 calendar days prior to the proposed termination
by first class mail addressed to the customer to whom the service is
billed, or delivered in person or delivered to the customer's billing
address.

Further, the Company will not cause cessation of basic exchange (T)
service on any day service representatives are not available to assist
customers.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

b. Nonpayment of Bill for Local Exchange Carrier California 976 and/or
California 900 Service

(1) If an Information Provider (IP):

(a) Is not receiving billing and collection service from the Local
Exchange Carrier (LEC), and

(b) Fails to pay transport charges for California 976 and/or
California 900, service to the delinquent IP may be discontinued
for nonpayment of the bill.

(2) Bills shall be considered past due (delinquent) provided:

(a) The bill has not been paid by the "Due By Date" shown on the bill
or if not shown, by fifteen 15 calendar days after the date of
presentation of the monthly bills.¹ (T)

(b) The Utility first gives notice of such delinquency and impending
termination at least 7 calendar days prior to the proposed
termination by first class mail addressed to the Information
Provider to whom the service is billed, or delivered in person or
delivered to the Information Provider's address.

(3) The Utility will not cause cessation of basic exchange service on any
day service representatives are not available to assist customers. (T)

NOTE 1: If an IP is a Small Business or Individual, bills will be (N)
delinquent not less than 22 days after the date of presentation. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

b. Reserved

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefor will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished for that customer at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service.

e. Joint-user Service

The Utility may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Utility for business telephone service previously furnished.

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

g. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

Material omitted now located on Sheet 75.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefore will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished for that customer at a location served by the Company, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service. (T)

e. Joint-user Service

The Company may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Company for business telephone service previously furnished. (T)

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

g. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

i. New Residence or Business Service

(L)

A customer's request for new residence or business telephone service may be denied, or if that service has been installed, may be temporarily or permanently discontinued where business or residence services were provided to:

(T)
(D)

(1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment or fraud; or

(L)
(N)

(2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following

(L)
(L)

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service¹

(D)

The Utility may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.)

The Utility may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided:

(a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

(b) The Utility secures evidence from an external source that a fraudulent pattern of nonpayment is probable.

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)
(D)

(L) Formerly located on Sheet 75.

Material omitted now located on Sheet 75.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

i. New Residence or Business Service

A customer's request for new residence or business telephone service may be denied, or if that service has been installed, may be temporarily or permanently discontinued where business or residence services were provided to:

- (1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment or fraud; or
- (2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service¹

The Company may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.) (T)

The Company may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided: (T)

(a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

(b) The Company secures evidence from an external source that a fraudulent pattern of nonpayment is probable. (T)

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Company by the previous customer and shall also be liable for a deposit. (T)

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service¹ (Cont'd)

(D) (L)

The Utility may not discontinue existing service or deny requests for new service at an address for new business or residence service where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies the same address or is affiliated with the newly connecting customer. (Except as provided in 5. following.)

(D) (L)

The Utility may require a written statement from a newly connecting customer stating that the former customer at that address no longer occupies the address and/or was and is not affiliated with their business.

In the event that the statement is falsified the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)

(L) Formerly on Sheet 75.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service¹ (Cont'd)

The Company may not discontinue existing service or deny requests for new (T)
service at an address for new business or residence service where services
provided to a prior residence or business customer were disconnected for
nonpayment, except where it is found that the delinquent customer still
occupies the same address or is affiliated with the newly connecting
customer. (Except as provided in 5. following.)

The Company may require a written statement from a newly connecting (T)
customer stating that the former customer at that address no longer
occupies the address and/or was and is not affiliated with their
business.

In the event that the statement is falsified the new customer will (T)
be held liable for the entire delinquent bill owed the Company by
the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently
discontinued except upon written notification of at least
seven (7) days. See other applicable notice requirements in
D. following.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

- k. Basic Service will not be disconnected for non-payment of anything other than residential and single line business, Flat Rate and/or Measured Rate Service as defined in D.96-10-066, Appendix, B page 5. (T)
(T)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

3. Unsafe or Prohibited Facilities, Appliances or Apparatus

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe.

4. Interference With Telephone Service of Other Customers¹

The Utility will attempt to reach and resolve the matter with the customer who is causing the interference. When it is not possible to reach the offending customer by telephone or where the offending customer refuses to stop the interference, the Utility may disconnect without advance notice the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Schedule Cal.P.U.C. Nos. A5.4.3 and A5.4.4.

NOTE 1: Following disconnection of service or service arrangement, the Utility will take immediate steps to notify the customer thereof.

Material omitted now on Sheets 76.1 and 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

3. Unsafe or Prohibited Facilities, Appliances or Apparatus

The Company may refuse to furnish service on the premises of an applicant (T) for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe.

4. Interference With Telephone Service of Other Customers¹

The Company will attempt to reach and resolve the matter with the customer (T) who is causing the interference. When it is not possible to reach the offending customer by telephone or where the offending customer refuses to stop the interference, the Company may disconnect without advance notice (T) the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Guidebook Part 7, Section 4. (T)

(D)

NOTE 1: Following disconnection of service or service arrangement, the Company (T) will take immediate steps to notify the customer thereof.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud

(D)

a. The Utility may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Utility.

(N)

(N)

(D)

(D)

b. The Utility may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts.

(N)

(N)

Material omitted now located on Sheets 76.2 and 76.2.2 in different form.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud

a. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Company. (T)

b. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Utility will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to fraud. If the Utility is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding.

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Utility's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding.

Material omitted now located on Sheet 76.2.2 in different format.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Company will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to fraud. If the Company is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. (T)

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Company's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Company will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to suspected fraud. If the Company is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. (T) (N)

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Company's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd) (D)

e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Utility finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Utility. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. (N)

f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service). (T)
(D) z
z
The customer will continue to receive dial tone but attempts to place (D)
calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

g. The Utility will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: (T)

- Ascertain the validity of the customer's identity. (N)
- Verify the credit information used to establish the account. (D)
- Confirm the customer's payment history. (N)

include: (N)

- the volume of calls, (L)
- the methods used to place and receive calls,
- the destination of the calls
- the duration of the calls and
- use of service arrangements. (L)

(D)

(D)

Material omitted now located on Sheet 76.2.2 in different form.
(L) Formerly located on Sheet 76.1.

z Correction - Updated description inadvertently omitted from
AdviceLetter No. 26605, related to updated description
of Quick Dial Tone. See A2.1.2,I.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

- e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Company finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Company. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. (T)
- f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service). (T)

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

- g. The Company will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: (T)

- Ascertain the validity of the customer's identity.
- Verify the credit information used to establish the account.
- Confirm the customer's payment history.
- Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
 - the volume of calls,
 - the methods used to place and receive calls,
 - the destination of the calls
 - the duration of the calls and
 - use of service arrangements.

(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Company finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Company. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. 1(T)

f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service) to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. (N)

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited. (N)

g. The Company will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: 1(T)

- Ascertain the validity of the customer's identity.
- Verify the credit information used to establish the account.
- Confirm the customer's payment history.
- Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
 - the volume of calls,
 - the methods used to place and receive calls,
 - the destination of the calls
 - the duration of the calls and
 - use of service arrangements.

NOTE 1: Pending CPUC Approval of Advice Letter No. 33423. (N)
1(D)
1(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

(D)

(D)

h. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.

(N) (L)

(D)

(N)

(D)

i. The Utility will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Utility's Fraud Center.

(T)

(N)

(T)

j. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section 5 of this Schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer.

(T)

(D)

(N)

(L)

(L) Formerly located on Sheet Nos. 76.1, 76.1.1, 76.2 and 76.2.2 in NOTE format.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

h. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.

i. The Company will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Company's Fraud Center. (T)

j. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section 5 of this Schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer. (T)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit (L)

a. If, for any applicant's convenience, the Utility provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Utility may discontinue service but not sooner than 7 days after giving such notice.

b. The Utility may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (L)

(L) Formerly on Sheet 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit

- a. If, for any applicant's convenience, the Company provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Company may discontinue service but not sooner than 7 days after giving such notice. (T)
- b. The Company may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

7. Noncompliance with the Utility's Rules

The Utility may discontinue service if a customer fails to comply with any of the rules herein, or with the General Regulations in Schedule Cal.P.U.C. No. A8.1.1 provided such failure is not remedied within a reasonable time, after due written notice has been given, except as otherwise provided in such rules and regulations.

8. Revocation of Permission to Use Property

If the Utility's service facilities of the customer are installed on property other than the customer's property and the owner of such property revokes their permission to use it, the Utility shall have the right to discontinue service upon 10 days' written notice, without obligation or liability to the customer. If service is discontinued under these conditions, the customer may have service reestablished under the provisions of Schedule Cal.P.U.C. No. A2.1.16 or Schedule Cal.P.U.C. A4.3.

9. Service Not to be Immediately Used

The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Utility has provided service where high voltage protection is required as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7 but the (T)
required equipment has not been provided or the equipment that has been provided is nonfunctional or inadequate and the customer fails, upon written notice, to establish or reestablish the required special high voltage protection or apply for such protection with the Utility as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7, the Utility will (T)
disconnect service 120 days after giving such notice.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

7. Noncompliance with the Company's Rules (T)

The Company may discontinue service if a customer fails to comply with any (T)
of the rules herein, or with the regulations in Guidebook Part 8, Section (T)
8, provided such failure is not remedied within a reasonable time, after (T)
due written notice has been given, except as otherwise provided in such
rules and regulations.

8. Revocation of Permission to Use Property

If the Company's service facilities of the customer are installed on (T)
property other than the customer's property and the owner of such property (T)
revokes their permission to use it, the Company shall have the right to (T)
discontinue service upon 10 days' written notice, without obligation or
liability to the customer. If service is discontinued under these
conditions, the customer may have service reestablished under the (T)
provisions of Schedule Cal.P.U.C. No. A2.1.16 or Guidebook Part 4, (N)
Section 5.

9. Service Not to be Immediately Used

The Company may refuse the installation of service that is not to be used (T)
within a reasonable period after installation.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Company has provided service where high voltage protection is (T)
required as set forth in Guidebook Part 2, Section 7 and Part 8, Section 8 (T)
but the required equipment has not been provided or the equipment that has
been provided is nonfunctional or inadequate and the customer fails, upon
written notice, to establish or reestablish the required special high
voltage protection or apply for such protection with the Company as set (T)
forth in Guidebook Part 2, Section 7 and Part 8, Section 8, the Company |
will disconnect service 120 days after giving such notice. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

10. Telephone Calls with Intent to Annoy

- a. The Utility may discontinue service of any customer who, with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member.
- b. The Utility may discontinue service of any customer who, with intent to annoy, repeatedly telephones another without disclosing his true identity to the person answering the telephone, whether or not conversation ensues during the telephone calls.
- c. If the telephone calls described in Part 10.a. and b. preceding are placed to the Utility, the Utility shall not discontinue service, but shall make reasonable efforts to persuade the customer not to place such calls, including refusal to transact business with the customer except by written communication.

11. Discontinuance of Commstar II (T)

The Utility may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where (T) residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where (T) more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

10. Telephone Calls with Intent to Annoy

- a. The Company may discontinue service of any customer who, with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member. (T)
- b. The Company may discontinue service of any customer who, with intent to annoy, repeatedly telephones another without disclosing his true identity to the person answering the telephone, whether or not conversation ensues during the telephone calls. (T)
- c. If the telephone calls described in Part 10.a. and b. preceding are placed to the Company, the Company shall not discontinue service, but shall make reasonable efforts to persuade the customer not to place such calls, including refusal to transact business with the customer except by written communication. (T)

11. Discontinuance of Commstar II

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

12. Impairment of Service

- a. If a customer uses their service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Utility will notify in writing said customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Utility may discontinue the service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Utility switching office resulting in preventing, obstructing or delaying the telephone service of others.
- b. The Utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

12. Impairment of Service

a. If a customer uses their service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Company will notify in writing said (T) customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Company may discontinue the (T) service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Company switching (T) office resulting in preventing, obstructing or delaying the telephone service of others.

b. The Company has the right to refuse telephone service to any premises and (T) at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Company to transmit a message or to (T) locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Utility by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Schedule Cal.P.U.C. No. A3., will be added to the amount due.
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Schedule Cal.P.U.C. No. A3. will apply. A deposit may also be required. All charges must be paid before service will be reconnected.
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid or, if already connected, will be discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Schedule Cal.P.U.C. No. A3., is paid.
- e. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

Material omitted now on Sheet 80.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Company by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Guidebook Part 3, Section 1, will be added to the amount due. (T)
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Guidebook Part 3, Section 1 will apply. A deposit may also be required. All charges must be paid before service will be reconnected. (T)
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid or, if already connected, will be discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Guidebook Part 3, Section 1, is paid. (T)
- e. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

B. RESTORATION - RECONNECTION CHARGE

The Utility will collect a reconnection charge when restoring service which has been temporarily suspended or partially or temporarily discontinued. The applicable restoral charges are set forth in Schedule Cal.P.U.C. No. A3. Service Charges, for all exchange services. Charges as set forth in Schedule Cal.P.U.C. No. A3. will apply when restoring service which has been permanently discontinued in accordance with the provisions of this rule.¹

(L)

(T) (L)

NOTE 1: The Utility may collect the restoration charge before or after the service is restored.

(N)

(N)

(L) Formerly on Sheet 80.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

B. RESTORATION - RECONNECTION CHARGE

The Company will collect a reconnection charge when restoring service (T)
which has been temporarily suspended or partially or temporarily
discontinued. The applicable restoral charges are set forth in Guidebook (T)
Part 3, Section 1, Service Charges, for all exchange services. Charges as
set forth in Guidebook Part 3, Section 1 will apply when restoring service (T)
which has been permanently discontinued in accordance with the provisions
of this rule.¹

NOTE 1: The Company may collect the restoration charge before or after the (T)
service is restored.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:¹

a. (1) Storage capability of numbers to be called, or

(2) A random or sequential number generator that produces numbers to be called; and

(3) An ability to dial a call; and

b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

a. An ADAD may be used pursuant to a prior agreement from the called party that they desire to receive such telephone communication; or

b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or

c. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:

(1) States the nature and length in minutes of the recorded message; and

(2) Identifies by name the individual, business, group, or organization (T) calling including address and telephone number; and (T)

(3) Asks the called party whether they are willing to listen to the recorded message; and

(4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.

d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 p.m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Schedule Cal.P.U.C. No. A8. for information on Certification for Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:¹

- a. (1) Storage capability of numbers to be called, or
- (2) A random or sequential number generator that produces numbers to be called; and
- (3) An ability to dial a call; and
- b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

- a. An ADAD may be used pursuant to a prior agreement from the called party that they desire to receive such telephone communication; or
- b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or
- c. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:
 - (1) States the nature and length in minutes of the recorded message; and
 - (2) Identifies by name the individual, business, group, or organization calling including address and telephone number; and
 - (3) Asks the called party whether they are willing to listen to the recorded message; and
 - (4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.
- d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 p.m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Guidebook Part 8, Section 8. for information on Certification for (T) Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (CONT'D)

3. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone Utility in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message.

The telephone Utility shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Utility's facilities. If the Utility finds that a reasonable probability exists that the ADAD operation will overload its network, the Utility may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload.

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Utility may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Utility may disconnect the service with no prior notice.

The telephone customer who uses ADAD equipment shall notify the Utility in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume.

No ADAD shall be connected to the network until the telephone Utility has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Utility, by regulation or by statute, as customers who are not to receive ADAD calls.

4. The telephone Utility may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

3. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone Company in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message. (T)

The telephone Company shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Company's facilities. If the Company finds that a reasonable probability exists that the ADAD operation will overload its network, the Company may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload. (T)

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Company may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Company may disconnect the service with no prior notice. (T)

The telephone customer who uses ADAD equipment shall notify the Company in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume. (T)

No ADAD shall be connected to the network until the telephone Company has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Company, by regulation or by statute, as customers who are not to receive ADAD calls. (T)

4. The telephone Company may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (CONT'D)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.

6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Utility will not partially, temporarily or permanently discontinue telephone service to any customer except upon written notice of at least 5 days, advising the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. Such notice shall also advise the customer of the provisions of Schedule Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in a case of an emergency which renders the immediate discontinuance of service to the premises imperative. Denial of dial tone is a partial discontinuance of service under this Rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.
6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Company will not (T) partially, temporarily or permanently discontinue telephone service to any customer except upon written notice of at least 5 days, advising the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. Such notice shall also advise the customer of the provisions of Schedule Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Company. This notice may be waived in a case (T) of an emergency which renders the immediate discontinuance of service to the premises imperative. Denial of dial tone is a partial discontinuance of service under this Rule.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

(T)

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

(D)

(D)

In exchanges of the Utility where more than one Type (i.e. Flat Rate, Measured Rate) of basic exchange access service is offered, the Utility, or its authorized employees, must provide each new applicant for basic exchange access service, at the time application for service is made, with a full explanation of each type of basic exchange access service which is available in the exchange for which the applicant is requesting service. The disclosure of available residence exchange services shall always include an explanation of California Lifeline Telephone Service (Lifeline Telephone Service).

(T)

(T)

(T)

(T)

(T)

(D)

(D)

(D)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

Before the Utility's customer service representative offers a bundle to a customer requesting new telephone service, the Utility's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services. (N)

The Utility, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California Lifeline Telephone Service (Lifeline Telephone Service). (D)
(T)
(T)
(D)

The Utility shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer. (L)
|
(L)

The Utility shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Utility's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions. (N)
|
(N)

(L) Formerly located on Sheet 84.1.1. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

The rates and charges billed by and paid to the Company for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours. (T)

Before the Company's customer service representative offers a bundle to a customer requesting new telephone service, the Company's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services. (T)

The Company, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California Lifeline Telephone Service (Lifeline Telephone Service). (T)

The Company shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer. (T)

The Company shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Company's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

The rates and charges billed by and paid to the Company for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

Before the Company's customer service representative offers a bundle to a customer requesting new telephone service, the Company's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services.

The Company, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California LifeLine.

(T)
(D)

The Company shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer.

The Company shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Company's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

For all inbound residential customer calls:

- a. Respond to Customer Request - On inbound residential calls, the Utility will address the customer's request first.
- b. Customer Proprietary Network Information (CPNI) - The Utility will ask the customer for permission to access CPNI as required by 47 CFR Section 64.2001 et seq.
- c. Inside Wire Repair - Whenever the Utility offers inside wire repair service to customers who identify themselves as tenants in response to inquiry by the Utility, the Utility will inform the customer that the landlord is responsible for repair and maintenance of inside wire to one jack per residence.
- d. Caller ID - The Utility shall inform customers regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This disclosure requirement also applies to existing customers when the Utility offers Selective Blocking versus Complete Blocking.
- e. Confirmation Letter - Within ten business days after taking a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Utility will mail, electronically by e-mail¹ or by postal service depending on the customer's request, a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring and non-recurring rates as set forth in the effective tariffs of the Utility which are applicable to the services ordered. In the event the customer placing the order provides notification in writing that a confirmation letter is not desired, the Utility will be relieved of this request.

(N)

(N)

NOTE 1: E-mail confirmation will only apply where facilities and/or operating conditions permit.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

For all inbound residential customer calls:

- a. Respond to Customer Request - On inbound residential calls, the Company will address the customer's request first. (T)
- b. Customer Proprietary Network Information (CPNI) - The Company will ask the customer for permission to access CPNI as required by 47 CFR Section 64.2001 et seq. (T)
- c. Inside Wire Repair - Whenever the Company offers inside wire repair service to customers who identify themselves as tenants in response to inquiry by the Company, the Company will inform the customer that the landlord is responsible for repair and maintenance of inside wire to one jack per residence. (T)
- d. Caller ID - The Company shall inform customers regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This disclosure requirement also applies to existing customers when the Company offers Selective Blocking versus Complete Blocking. (T)
- e. Confirmation Letter - Within ten business days after taking a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Company will mail, electronically by e-mail¹ or by postal service depending on the customer's request, a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring and non-recurring rates as set forth in the effective tariffs of the Company which are applicable to the services ordered. In the event the customer placing the order provides notification in writing that a confirmation letter is not desired, the Company will be relieved of this request. (T)

NOTE 1: E-mail confirmation will only apply where facilities and/or operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE
PROVIDED TO THE PUBLIC (Cont'd)

(T)

(D)

(D)

The Utility shall provide a quotation of the applicable recurring rates
and non-recurring charges applicable to each service designated by the
customer.

(T)

(D)

(D)

(D)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

(D)
|
(D)

The Utility will inform its residence subscribers of their right to service connection or repair within a four-hour period during every service call when their presence is required in compliance with Section 1722 of the Civil Code.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

The Company will inform its residence subscribers of their right to service connection or repair within a four-hour period during every service call when their presence is required in compliance with Section 1722 of the Civil Code. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES

A. GENERAL

1. The Utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or services to speculative projects and risk services under the following conditions:

- a. The applicant shall pay in advance or otherwise as required by the Utility, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹
- b. The applicant shall establish or reestablish credit as required by Schedule Cal.P.U.C. No. A.2.1.6, A.1 or A.3 except that the amount of deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 shall not exceed the estimated bill for the duration of service.

2. Change to Permanent Status

- a. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule, the service shall be classified as permanent and the payment made in excess of that required for permanent service or under Schedule Cal.P.U.C. No. A4.3 for permanent service shall be refunded. Speculative and risk services, as defined in A2.1.1 of this schedule, will not be changed to permanent status.
- b. If at any time the character of a customer's operation changes so that in the opinion of the Utility the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.

3. Refunds

- a. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the charges shown in Schedule Cal.P.U.C. No. A4.3 in effect at the time temporary service was first rendered to the customer, or the present charges shown in Schedule Cal.P.U.C. No. A4.3, whichever is less restrictive to the customer.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES

A. GENERAL

1. The Company will, if no undue service impairment to its existing customers will result there from, furnish temporary service or services to speculative projects and risk services under the following conditions: (T)

a. The applicant shall pay in advance or otherwise as required by the Company, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹ (T)

b. The applicant shall establish or reestablish credit as required by Schedule Cal.P.U.C. No. A.2.1.6, A.1 or A.3 except that the amount of deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 shall not exceed the estimated bill for the duration of service.

2. Change to Permanent Status² (N)

a. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule, the service shall be classified as permanent and the payment made in excess of that required for permanent service or under Guidebook Part 4, Section 5 for permanent service shall be refunded. Speculative and risk services, as defined in A2.1.1 of this schedule, will not be changed to permanent status. (T)

b. If at any time the character of a customer's operation changes so that in the opinion of the Company the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately. (T)

3. Refunds² (N)

a. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the charges shown in Guidebook Part 4, Section 5 in effect at the time temporary service was first rendered to the customer, or the present charges shown in the Guidebook, whichever is less restrictive to the customer. (T)
(T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

NOTE 2: See 4., following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES
(CONT'D)

A. GENERAL (CONT'D)

3. Refunds (Cont'd)

- b. Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Schedule Cal.P.U.C. No. A2.1.7, to establish credit.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Utility, the liability of the Utility shall be limited to and in no event exceed the sum of \$10,000.
3. The Utility will not provide a credit allowance for interruptions of service caused by the customer's facilities, equipment, or systems.
4. Except as provided in A3. of this rule, the liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Utility up to and including its local loop demarcation point, including exchange, toll, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type) and all other services, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.
5. Whenever commercial power or its equivalent is required to operate services or facilities provided by the Utility at the customer's premises, the customer shall:
 - a. Furnish such power which shall be suitable for the purpose;
 - b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
 - c. Allow the Utility access to the power supply, if necessary.

In the event of a power failure, no allowance is made for interruption of service, and the Utility shall not be held liable for such an interruption of service. Nor shall the Utility be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet.

(N)
|
(N)

Material omitted now located on Sheet 88.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000. (T)
3. The Company will not provide a credit allowance for interruptions of service caused by the customer's facilities, equipment, or systems. (T)
4. Except as provided in A3. of this rule, the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Company up to and including its local loop demarcation point, including tariffed exchange, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type) and all other tariffed services, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all tariffed services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect. (N)
5. Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall: (T)
 - a. Furnish such power which shall be suitable for the purpose;
 - b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
 - c. Allow the Company access to the power supply, if necessary. (T)

In the event of a power failure, no allowance is made for interruption of service, and the Company shall not be held liable for such an interruption of service. Nor shall the Company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)
A. LIMITATIONS (Cont'd)

6. Services Other Than Directory

The following allowances are provided for interruptions in service, as specified for particular services furnished solely by the Utility.

- a. The Utility shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period or interruption in the following services:

(1) Mobile telephone service.

(2) Private line services and channels, as follows:

Private line telephone service.¹

Private line teletypewriter and Morse services.¹

Channels for data transmission.¹

Channels for remote metering, supervisory control and miscellaneous signaling purposes.¹

Channels for one-way speech networks in connection with loudspeakers.²

Channels for one-way program transmission networks in connection with loudspeakers.²

Channels for farmer lines and toll service station lines.

Bells and lights system attack warning service.

(3) Wide Area Telecommunications Service (Refer to Schedule Cal.P.U.C. No. A7.1, A.b.).

NOTE 1: The allowance applies only to service within the same exchange area.

NOTE 2: The allowance applies only to station equipment and/or channel facilities.

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory

The following allowances are provided for interruptions in service, as specified for particular tariffed services furnished solely by the Company. (N)
(T)

a. The Company shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period or interruption in the following services: (T)

(1) Reserved (T)

(2) Private line services and channels, as follows:

Private line telephone service.¹

Private line teletypewriter and Morse services.¹

Channels for data transmission.¹

Channels for remote₁ metering, supervisory control and miscellaneous signaling purposes.

Channels for one-way speech networks in connection with loudspeakers.²

Channels for one-way program transmission networks in connection with loudspeakers.²

Channels for farmer lines and toll service station lines.

Bells and lights system attack warning service.

(3) Reserved (T)
(D)

NOTE 1: The allowance applies only to service within the same exchange area.

NOTE 2: The allowance applies only to station equipment and/or channel facilities.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

b. The Utility shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of the customer an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

c. Reserved

d. The Utility shall allow for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges in half-hour multiples for each 30-minute period or major fraction thereof after the initial period, of interruption in the following private line services and channels:

- (1) Private Line telephone service.
- (2) Private line teletypewriter and Morse Services.
- (3) Channels for data transmission.
- (4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

- b. The Company shall allow for interruptions in tariffed exchange telephone service of 24 hours or more not due to conduct of the customer an amount equal to the fixed monthly charges for tariffed exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples. (N)
- (D)
- c. The Company shall allow for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges in half-hour multiples for each 30-minute period or major fraction thereof after the initial period, of interruption in the following private line services and channels: (T)
 - (1) Private Line telephone service.
 - (2) Private line teletypewriter and Morse Services.
 - (3) Channels for data transmission.
 - (4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

d. (Cont'd)

(6) Channels for the remote operation of private mobile radio-telephone systems.

(7) Channels for one-way speech networks in connection with loudspeakers.

(8) Channels for one-way program transmission networks in connection with loudspeakers.

(9) Special assembly services and channels for miscellaneous experimental purposes.

The allowance on (1) preceding applies only to full period service. The allowance on Items (1) through (6) preceding applies only to service between separate exchange areas. The allowance on (8) and (9) preceding applies only to interexchange and interdistrict channels.

e. The Utility shall allow for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to the pro rata charges in five-minute multiples for each five-minute period or major fraction thereof of interruption in the following private line services and channels.

(1) Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.

(2) Channels for video transmission in connection with television viewers.

f. The Utility shall allow for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request).

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

c. (Cont'd)

(T)

(5) Channels for the remote operation of private mobile radio-telephone systems. (T)

(6) Channels for one-way speech networks in connection with loudspeakers. (T)

(7) Channels for one-way program transmission networks in connection with loudspeakers. (T)

(8) Special assembly services and channels for miscellaneous experimental purposes. (T)

The allowance on (1) preceding applies only to full period service.

The allowance on Items (1) through (5) preceding applies only to (T)

service between separate exchange areas. The allowance on (7) and (8) preceding applies only to interexchange and interdistrict channels. (T)

d. The Company shall allow for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to the pro rata charges in five-minute multiples for each five-minute period or major fraction thereof of interruption in the following private line services and channels. (T)

(1) Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.

(2) Channels for video transmission in connection with television viewers.

e. The Company shall allow for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users) an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request). (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

g. The Utility shall allow for interruptions of two consecutive hours or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in educational television systems.

h. The Utility shall allow an amount calculated as shown in (2) following, for interruptions in Dataphone Digital Service based on the Average Station Value, as defined in (1) below, and the length of the interruption, not due to conduct of the customer or authorized user or failure of facilities provided by the customer or authorized user or due to the failure of the customer to authorize replacement of any element of special construction, as specified in Schedule Cal.P.U.C. No. B2.2.5. The period during which no credit allowance will be made shall begin on the seventh day after the customer receives the Utility's notification of the need for such replacement and shall end on the day after the Utility receives the customer's authorization for such replacement.

(T)

(1) Average Station Value

The average station value is calculated by dividing the total monthly charge for a service by the total number of stations on the service. The total monthly charge shall be comprised of all charges associated with the service, including charges for all equipment assigned to all Digital Station Terminals on the service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

- f. The Company shall allow for interruptions of two consecutive hours or more not due to conduct of the customer or failure of facilities provided by the customer an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in educational television systems. (T)
- g. The Company shall allow an amount calculated as shown in (2) following, for interruptions in Dataphone Digital Service based on the Average Station Value, as defined in (1) below, and the length of the interruption, not due to conduct of the customer or authorized user or failure of facilities provided by the customer or authorized user or due to the failure of the customer to authorize replacement of any element of special construction, as specified in Schedule Cal.P.U.C. No. B2.2.5. The period during which no credit allowance will be made shall begin on the seventh day after the customer receives the Company's notification of the need for such replacement and shall end on the day after the Company receives the customer's authorization for such replacement. (T)

(1) Average Station Value

The average station value is calculated by dividing the total monthly charge for a service by the total number of stations on the service. The total monthly charge shall be comprised of all charges associated with the service, including charges for all equipment assigned to all Digital Station Terminals on the service.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

h. (Cont'd)

(2) Credit Allowances for Interruptions

For the purpose of determining the amount of allowance every month is considered to have 30 days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected.

- An interruption credit allowance is determined by (i) calculating the Average Station Value for one full day [Average Station Value divided by 30 (days)]; (ii) multiplying the result of (i) by the "credit" as specified following then; (iii) multiplying the result of (ii) by the number of stations affected.

(T)

(T)

- Interruptions of 24 Hours or Less

Length of Interruption	Credit
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 day
3 hours up to but not including 6 hours	1/5 day
6 hours up to but not including 9 hours	2/5 day
9 hours up to but not including 12 hours	3/5 day
12 hours up to but not including 15 hours	4/5 day
15 hours up to 24 hours inclusive	One day

Two or more interruptions of 30 minutes or more during any period up to but not including 3 hours, shall be considered as an interruption.

- Interruptions Over 24 Hours

Credit will be allowed in 1/5 day multiples for each 3 hour period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

g. (Cont'd)

(T)

(2) Credit Allowances for Interruptions

For the purpose of determining the amount of allowance every month is considered to have 30 days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected.

- An interruption credit allowance is determined by (i) calculating the Average Station Value for one full day [Average Station Value divided by 30 (days)]; (ii) multiplying the result of (i) by the "credit" as specified following then; (iii) multiplying the result of (ii) by the number of stations affected.

- Interruptions of 24 Hours or Less

Length of Interruption	Credit
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 day
3 hours up to but not including 6 hours	1/5 day
6 hours up to but not including 9 hours	2/5 day
9 hours up to but not including 12 hours	3/5 day
12 hours up to but not including 15 hours	4/5 day
15 hours up to 24 hours inclusive	One day

Two or more interruptions of 30 minutes or more during any period up to but not including 3 hours, shall be considered as an interruption.

- Interruptions Over 24 Hours

Credit will be allowed in 1/5 day multiples for each 3 hour period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd) (T)

i. For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by the Utility.

7. Subject to Section 3 of this Rule the Utility shall allow for errors or omissions in alphabetical telephone directories (excluding the use of bold face type) an amount within the following limits: (T)

a. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred.

b. For listings and lines of information in alphabetical telephone directories furnished at additional charge set forth in Schedule Cal.P.U.C. No. A5.7, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred.

c. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the period the error or omission continued.

d. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

e. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

h. For purposes of these regulations, an interruption is deemed to exist (T)
from the time it is reported to or detected by the Company. (T)

7. Subject to Section 3 of this Rule the Company shall allow for errors or (T)
omissions in alphabetical telephone directories (excluding the use of
bold face type) an amount within the following limits:

a. For listings in alphabetical telephone directories furnished without
additional charge, an amount not in excess of the minimum monthly charge
to the customer for exchange service during the effective life of the
directory in which the error or omission occurred.

b. Reserved (T)
(D)
|
(D)

c. For listings in information records furnished without additional charge,
an amount not in excess of the minimum monthly charge to the customer for
exchange service during the period the error or omission continued.

d. Reserved (T)
(D)
(D)

e. For listings in telephone directories furnished in connection with mobile
telephone service, an amount not in excess of the guarantee and fixed
charges for the service during the effective life of the directory in
which the error or omission occurred.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

8. Temporary Suspension for Repairs

(T)

The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Utility will give the customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the least inconvenience.

When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

9. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

(T)

The Utility shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the Utility and connecting utilities.

10. Loss Arising From Non-Delivery of Written Messages

(T)

The Utility shall be liable for loss or damage that may occur in the course of the employment of any messenger not to exceed twenty-times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same.

11. Errors in Information Furnished by Directory Assistance Operators

(T)

Subject to provisions of Section 3. of this Rule, the Utility shall allow a credit for errors in telephone numbers or other information furnished by the Utility's Directory Assistance Operators in accordance with Schedule Cal.P.U.C. No. A5.7.4 an amount not in excess of the charge for a call to Directory Assistance, dialed direct or placed through another utility operator (i.e., "O" operator) as appropriate to the call on which the error occurred. For direct dialed calls, the credit will only apply if the customer has exceeded their allowance and incurred a charge.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

8. Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the least inconvenience. (T)

When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service. (T)

9. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

The Company shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the Company and connecting utilities. (T)

10. Loss Arising From Non-Delivery of Written Messages

The Company shall be liable for loss or damage that may occur in the course of the employment of any messenger not to exceed twenty-times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same. (T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS

A. GENERAL

1. Except as otherwise provided in these rules and as otherwise required by federal law for facilities placed on U.S. Government land, the Utility will construct, own and maintain line extensions along dedicated streets and acceptable easements which can be obtained without charge or condition or condemnation.
2. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, the applicant will be required to pay the estimated additional cost involved.²
3. In lieu of all or part of the payment in 2. above, the applicant may furnish such materials or perform such work as may be mutually agreed between the Utility and the applicant. Upon acceptance by the Utility, ownership of any material so furnished shall vest in the Utility.²
4. In suburban areas, charges for line extensions apply as set forth in Schedule Cal.P.U.C. No. A4.3.
5. Line extensions to serve temporary or speculative projects are subject to provisions of A2.1.13.
6. Where its own operating conditions warrant, the Utility will construct and maintain its facilities underground at its expense.
7. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See 8. and 9. following for exemptions to this requirement.)
 - a. Five or more lots for single-family and/or multi-family dwellings; unless:
 - (1) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service; or

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS

A. GENERAL

1. Except as otherwise provided in these rules and as otherwise required by federal law for facilities placed on U.S. Government land, the Company will construct, own and maintain line extensions along dedicated streets and acceptable easements which can be obtained without charge or condition or condemnation. (T)
2. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the estimated additional cost involved.² (T)
3. In lieu of all or part of the payment in 2. above, the applicant may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant. Upon acceptance by the Company, ownership of any material so furnished shall vest in the Company.² (T)
4. In suburban areas, charges beyond the free allowance of 750 feet of line extension facilities and 300 feet of service connection facilities apply as set forth in Guidebook Part 4, Section 5. (N)
5. Line extensions to serve temporary or speculative projects are subject to provisions of A2.1.13. (N)
6. Where its own operating conditions warrant, the Company will construct and maintain its facilities underground at its expense. (T)
7. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See 8. and 9. following for exemptions to this requirement.)
 - a. Five or more lots for single-family and/or multi-family dwellings; unless:

(1) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service; or

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS

For Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see AT&T Guidebook, Part 2, Section 2, Rule No. 15. (N)
|
(N)

A. GENERAL

1. Except as otherwise provided in these rules and as otherwise required by federal law for facilities placed on U.S. Government land, the Company will construct, own and maintain line extensions along dedicated streets and acceptable easements which can be obtained without charge or condition or condemnation.
2. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the estimated additional cost involved. (T)
3. In lieu of all or part of the payment in 2. above, the applicant may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant. Upon acceptance by the Company, ownership of any material so furnished shall vest in the Company. (T)
4. In suburban areas, charges beyond the free allowance of 750 feet of line extension facilities and 300 feet of service connection facilities apply as set forth in Guidebook Part 4, Section 5.
5. Line extensions to serve temporary or speculative projects are subject to provisions of A2.1.13.
6. Where its own operating conditions warrant, the Company will construct and maintain its facilities underground at its expense.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D. (D)
(T)

Material omitted now located on Sheet 96

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings;
unless: (Cont'd)

- (2) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground line extension or service connection facilities. Whenever the Utility invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

A. GENERAL (CONT'D)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings;
unless: (Cont'd)

- (2) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Company's opinion (T) warrant the installation of underground line extension or service connection facilities. Whenever the Company invokes this provision the (T) circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

A. GENERAL (CONT'D)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings; unless:
(Cont'd)
(2) (Cont'd)

The Utility does not elect to install the extension underground for its own operating convenience. Whenever the Utility elects to install the extension underground for its operating convenience, the extra cost compared with overhead shall be borne by the Utility.

- b. Five or more dwelling units in two or more buildings located on a single parcel of land.
- c. Two or more enterprises on a single parcel or on two or more contiguous parcels of land; where each enterprise is to be engaged in; trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial, or industrial enterprises; business or professional offices; educational or government complexes; shops; and factories).
8. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the CPUC or other governmental agency having jurisdiction, the Utility is not obligated to construct underground.
9. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.
10. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:
- a. Arrangements have been made with the Utility for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

A. GENERAL (CONT'D)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings;
unless: (Cont'd)

(2) (Cont'd)

The Company does not elect to install the extension underground for its own operating convenience. Whenever the Company elects to install the extension underground for its operating convenience, the extra cost compared with overhead shall be borne by the Company. (T)

- b. Five or more dwelling units in two or more buildings located on a single parcel of land.
- c. Two or more enterprises on a single parcel or on two or more contiguous parcels of land; where each enterprise is to be engaged in; trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial, or industrial enterprises; business or professional offices; educational or government complexes; shops; and factories).
8. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the CPUC or other governmental agency having jurisdiction, the Company is not obligated to construct underground. (T)
9. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Company or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction. (T)
10. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:
- a. Arrangements have been made with the Company for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

10. (Cont'd)

- b. The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities, unless as determined by the Utility, extenuating circumstances preclude the construction of permanent facilities before permanent telephone service is needed. The Utility reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project. (N)
- c. The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Utility, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first. (N)
- d. Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

B. AERIAL LINE EXTENSIONS

1. Aerial Line Extensions

Aerial line extensions will be constructed at the Utility's expense, subject to the general provisions in A. preceding.

C. UNDERGROUND LINE EXTENSIONS

1. Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for the line extension facilities or where another telecommunications carrier constructs facilities without cost to the applicant: (N)

- a. The Utility will construct an underground extension at its expense. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro-rata cost thereof. (N)
- b. The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the Utility a reasonable construction period.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

10. (Cont'd)

- b. The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities, unless as determined by the Company, extenuating circumstances preclude the construction of permanent facilities before permanent telephone service is needed. The Company reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project. (T)
- c. The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Company, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first. (T)
- d. Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

B. AERIAL LINE EXTENSIONS

1. Aerial Line Extensions

Aerial line extensions will be constructed at the Company's expense, subject to the general provisions in A. preceding. (T)

C. UNDERGROUND LINE EXTENSIONS

1. Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for the line extension facilities or where another telecommunications carrier constructs facilities without cost to the applicant:

- a. The Company will construct an underground extension at its expense. Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro-rata cost thereof. (T)
- b. The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the Company a reasonable construction period. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

2. Within new subdivisions in their entirety wherein all or a portion of the requirement will be for business service and the Utility determines that an underground supporting structure is needed:
 - a. The Utility will provide the conduit material, and metallic manhole covers where specified, or, where mutually agreeable, the applicant may provide the conduit material to the Utility's specifications and the Utility will reimburse the applicant at the Utility's current cost for that type of conduit.
 - b. If the specifications in d. following include transiting conduit to serve parcels outside the subdivision, the Utility will provide all conduit material and reimburse the applicant their incremental cost attributable to transiting conduits over and above a total of four local and transiting conduits in any section of the underground supporting structure. The applicant and the Utility shall agree upon the amount of such reimbursement before construction begins.
 - c. The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material or manhole covers provided to the applicant by the Utility.
 - d. The applicant will construct to the Utility's specifications and deed to the Utility the complete underground supporting structure.¹
 - e. The Utility will complete the line extension at its expense, subject to the provisions of 1. preceding where buried cable is to be used.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule
Cal.P.U.C. No. A2.1.3,D.

Material omitted now located on Sheet 99.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

2. Within new subdivisions in their entirety wherein all or a portion of the requirement will be for business service and the Company determines that an underground supporting structure is needed: (T)
- a. The Company will provide the conduit material, and metallic manhole covers where specified, or, where mutually agreeable, the applicant may provide the conduit material to the Company's specifications and the Company will reimburse the applicant at the Company's current cost for that type of conduit. (T)
 - b. If the specifications in d. following include transiting conduit to serve parcels outside the subdivision, the Company will provide all conduit material and reimburse the applicant their incremental cost attributable to transiting conduits over and above a total of four local and transiting conduits in any section of the underground supporting structure. The applicant and the Company shall agree upon the amount of such reimbursement before construction begins. (T)
 - c. The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material or manhole covers provided to the applicant by the Company. (T)
 - d. The applicant will construct to the Company's specifications and deed to the Company the complete underground supporting structure.¹ (T)
 - e. The Company will complete the line extension at its expense, subject to the provisions of 1. preceding where buried cable is to be used. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. Line extensions to new subdivisions from the Utility's planned distribution facilities are based upon the Utility's current Long Range Outside Plant Plan. This Plan designates the physical routing of distribution facilities to and within a given Distribution Area in order to design, operate and administer the Utility's network in the most economical and efficient manner. Line extensions to serve applicants in a given Distribution Area may only be constructed, as determined by the Utility, from the Distribution Area designated by the current LROPP. (T) (L)
- a. For that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision, responsibilities for the cost of said portion will be the same as those within a subdivision, as determined by 1. or 2. preceding for the type of construction employed. (L)
- b. In those cases where the line extension must extend across an existing street to reach the development and the public agency will not permit open cutting for residential developments, the applicant is responsible for the estimated difference in cost between normal trenching and conduit placement (exclusive of pavement cutting and repaving) and the cost of boring. For commercial developments the applicant is responsible for the cost of the bore less the material cost of conduit. (N)

(L) Formerly located on Sheet 99.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. Line extensions to new subdivisions from the Company's planned distribution facilities are based upon the Company's current Long Range Outside Plant Plan. This Plan designates the physical routing of distribution facilities to and within a given Distribution Area in order to design, operate and administer the Company's network in the most economical and efficient manner. Line extensions to serve applicants in a given Distribution Area may only be constructed, as determined by the Company, from the Distribution Area designated by the current IROPP. (T)
- a. For that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision, responsibilities for the cost of said portion will be the same as those within a subdivision, as determined by 1. or 2. preceding for the type of construction employed. (T)
- b. In those cases where the line extension must extend across an existing street to reach the development and the public agency will not permit open cutting for residential developments, the applicant is responsible for the estimated difference in cost between normal trenching and conduit placement (exclusive of pavement cutting and repaving) and the cost of boring. For commercial developments the applicant is responsible for the cost of the bore less the material cost of conduit. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. (Cont'd)

c. For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between the underground and equivalent aerial facilities.¹ For underground installations the Utility is entitled to four conduits, the equivalent capacity of a pole line. Where another telecommunications carrier constructs facilities without cost to the applicant, the remainder may be constructed subject to the provisions of C.1. preceding. (T)

4. To and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, line extensions will be constructed as in 1. through 3. preceding, provided:

a. The applicant will pay in advance the estimated total cost of the Utility's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 45 days after the actual cost is determined by the Utility. This adjusted advance, excluding any payment required by 3.b. preceding and the cost set forth in 1.b., 2.c. and d., and 3.a. preceding is refundable as provided following.¹ (C)

b. When, within the first three year period after completion of the Utility's construction, the subdivision density requirement has been met, the Utility will refund the refundable advance in a. preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Utility will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone line and line termination density to the subdivision density requirement. No interest will be paid on such advances. (D)

5. All other underground line extensions.¹

If the applicant requests or is required, such as by local ordinance or municipal condition, for example, to have underground line extensions, in cases other than those included in 1. through 4. preceding, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between underground and equivalent aerial facilities. Where another telecommunications carrier constructs line extensions without cost to the applicant, the line extension may be constructed at no cost to the applicant. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. (Cont'd)

- c. For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between the underground and equivalent aerial facilities.¹ For underground installations the Company is entitled to four conduits, the equivalent capacity of a pole line. Where another telecommunications carrier constructs facilities without cost to the applicant, the remainder may be constructed subject to the provisions of C.1. preceding. (T)
4. To and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, line extensions will be constructed as in 1. through 3. preceding, provided:
- a. The applicant will pay in advance the estimated total cost of the Company's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 45 days after the actual cost is determined by the Company. This adjusted advance, excluding any payment required by 3.b. preceding and the cost set forth in 1.b., 2.c. and d., and 3.a. preceding is refundable as provided following.¹ (T)
- b. When, within the first three year period after completion of the Company's construction, the subdivision density requirement has been met, the Company will refund the refundable advance in a. preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Company will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone line and line termination density to the subdivision density requirement. No interest will be paid on such advances. (T)
5. All other underground line extensions.¹

If the applicant requests or is required, such as by local ordinance or municipal condition, for example, to have underground line extensions, in cases other than those included in 1. through 4. preceding, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between underground and equivalent aerial facilities. Where another telecommunications carrier constructs line extensions without cost to the applicant, the line extension may be constructed at no cost to the applicant.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE
EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS

1. Cancellation of Application

a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No.
A2.1.1, no charge.

b. Where construction of line extension facilities has been started prior
to the cancellation, a charge is applicable which is equal to the costs
incurred in the design and construction, less net salvage of facilities (N)
removed and/or credit for facilities for which there is another
requirement. Where partially cancelled (one or more services or
facilities, but not all), charges for such cancelled service or
facilities shall apply. Charges are determined as set forth in 4.
following.²

2. Change or Modification of an Application

a. Where a request for an alteration in an existing application for line
extension facilities requires a new design, or a movement or physical
alteration of facilities or equipment after the start of installation, a
charge is applicable which is equal to the cost incurred in the design (N)
and construction, less net salvage of facilities removed and/or credit (N)
for facilities for which there is another requirement. Where partially
modified, charges for such modified service or facilities shall apply as
stated above. Charges are determined as set forth in 4. following.²

3. Deferment of an Application¹

a. An application for line extension facilities may be deferred for one or
more periods, totaling in all not more than twelve (12) months beyond (T)
the service date last established prior to the start of installation,
after which time it shall be completed or considered as cancelled and
treated in accordance with 1.b. preceding. (T)

NOTE 1: An extension of time beyond the twelve (12) month period requested by
the applicant may be allowed at the discretion of the Utility in
writing.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C.
No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE
EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS

1. Cancellation of Application

- a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.
- b. Where construction of line extension facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the design and construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially cancelled (one or more services or facilities, but not all), charges for such cancelled service or facilities shall apply. Charges are determined as set forth in 4. following.²

2. Change or Modification of an Application

- a. Where a request for an alteration in an existing application for line extension facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge is applicable which is equal to the cost incurred in the design and construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in 4. following.²

3. Deferment of an Application¹

- a. An application for line extension facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with 1.b. preceding.

NOTE 1: An extension of time beyond the twelve (12) month period requested by the applicant may be allowed at the discretion of the Company in (T) writing.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS (CONT'D)

(N)

4. Determination of Charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant received written notice (signed by the applicant and Utility) at the time the request for such facilities was taken stating that charges would apply should the applicant request the cancellation, modification or deferment of the application for such facilities.
- c. Installation of line extension facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.
- d. Non-recoverable costs of engineering, labor, material, equipment and other related expenses incurred by the Utility as a result of the work performed will apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (CONT'D)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE
EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS
(CONT'D)

4. Determination of Charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant received written notice (signed by the applicant and Company) at the time the request for such facilities was taken stating that charges would apply should the applicant request the cancellation, modification or deferment of the application for such facilities. (T)
- c. Installation of line extension facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.
- d. Non-recoverable costs of engineering, labor, material, equipment and other related expenses incurred by the Company as a result of the work performed will apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES

A. SERVICE CONNECTION FACILITIES

1. General

- a. Except as otherwise provided in these rules, the Utility will, at its expense, construct, own and maintain service connection facilities up to (T) and including the Utility's local loop demarcation point necessary to (T) serve applicants or customer in accordance with its rates, rules and current construction standards.
- b. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, the applicant will be required to pay the estimated additional cost involved.²
- c. In lieu of all or part of the payment in b. preceding, the applicant may furnish such materials or perform such work as may be mutually agreed between the Utility and the applicant. Upon acceptance by the Utility, ownership of any material so furnished shall vest in the Utility, except for that portion of underground supporting structures located on private property as set forth in 4.b.(1)(b) following.² (T)
- d. In suburban areas, charges for service connections apply as set forth in Schedule Cal.P.U.C. No. A4.3.
- e. Service connection facilities to serve temporary or speculative projects are subject to the provisions of Schedule Cal.P.U.C. No. A2.1.13.
- f. Where its own operating conditions warrant, the Utility will construct and maintain its facilities underground at its expense.
- g. Only underground service connection facilities will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See h. and i. following for exemptions to this requirement.)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES

A. SERVICE CONNECTION FACILITIES

1. General

- a. Except as otherwise provided in these rules, the Company will, at its expense, construct, own and maintain service connection facilities up to and including the Company's local loop demarcation point necessary to serve applicants or customer in accordance with its rates, rules and current construction standards. (T)
- b. Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the estimated additional cost involved.² (T)
- c. In lieu of all or part of the payment in b. preceding, the applicant may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant. Upon acceptance by the Company, ownership of any material so furnished shall vest in the Company, except for that portion of underground supporting structures located on private property as set forth in 4.b.(1)(b) following.² (T)
- d. In suburban areas, charges for service connections apply as set forth in Guidebook Part 4, Section 5. (T)
- e. Service connection facilities to serve temporary or speculative projects are subject to the provisions of Schedule Cal.P.U.C. No. A2.1.13.
- f. Where its own operating conditions warrant, the Company will construct and maintain its facilities underground at its expense. (T)
- g. Only underground service connection facilities will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See h. and i. following for exemptions to this requirement.)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

(1) Five or more lots for single-family and/or multi-family dwellings; unless:

(a) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service, or:

(b) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground service connection facilities. Whenever the Utility invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

(1) Five or more lots for single-family and/or multi-family dwellings;
unless:

(a) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric Company for aerial service, or: (T)

(b) The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel, or any portion of a parcel, of less than 3 acres.

New aerial service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

Exceptional circumstances do not exist which in the Company's opinion warrant the installation of underground service connection facilities. (T)
Whenever the Company invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension. (T)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

- (1) Five or more lots for single - family and/or multi-family dwellings unless:
(Cont'd)
(b) (Cont'd)

The Utility does not elect to install the extension underground for its own operating convenience. Whenever the Utility elects to install the extension underground for its operating convenience, the extra cost compared with overhead shall be borne by the Utility.

- (2) Five or more dwelling units in two or more buildings located on a single parcel of land.
- (3) Two or more enterprises on a single parcel or on two or more contiguous parcels of land; where each enterprise is to be engaged in; trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial, or industrial enterprises; business or professional offices; educational or government complexes; shops; and factories).
- h. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the CPUC or other governmental agency having jurisdiction, the Utility is not obligated to construct underground.
- I. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

g. (Cont'd)

- (1) Five or more lots for single - family and/or multi-family dwellings
unless: (Cont'd)
(b) (Cont'd)

The Company does not elect to install the extension underground for its (T)
own operating convenience. Whenever the Company elects to install the (T)
extension underground for its operating convenience, the extra cost
compared with overhead shall be borne by the Company. (T)

- (2) Five or more dwelling units in two or more buildings located on a
single parcel of land.

- (3) Two or more enterprises on a single parcel or on two or more contiguous
parcels of land; where each enterprise is to be engaged in; trade, the
furnishing of services, or a process which creates a product or changes
materials into another form or product (e.g., shopping centers; sales,
commercial, or industrial enterprises; business or professional
offices; educational or government complexes; shops; and factories).

- h. If an applicant elects to be served by aerial electrical facilities which
are not in violation of a legal prohibition imposed by a municipality,
the CPUC or other governmental agency having jurisdiction, the Company is (T)
not obligated to construct underground.

- i. In exceptional circumstances, when the application of these rules appears
impractical or unjust, the Company or the applicant may refer the matter (T)
to the Public Utilities Commission for special ruling or for approval of
mutually agreed upon special conditions prior to commencing construction.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

j. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:

- (1) Arrangements have been made with the Utility for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16.
- (2) The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities. The Utility reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project.
- (3) The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Utility, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first.
- (4) Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Material omitted now on Sheet 104.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (CONT'D)

1. General (Cont'd)

j. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:

(1) Arrangements have been made with the Company for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16. (T)

(2) The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities. The Company reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project. (T)

(3) The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Company, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first. (T)

(4) Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.¹

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

k. The Utility will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Continuous property which is divided into parcels may be served as if the parcels were individually owned properties as follows: On commercial property, additional local loop demarcation points may be constructed at Utility expense to each parcel or building on a parcel if the building is leased for a minimum of three years. The applicant must provide to the Utility a copy of the lease or a notarized statement describing the term of the lease. If the same tenant leases other buildings on the parcels, requests for additional local loop demarcation points will be provided under Special Construction charges as set forth in Schedule Cal.P.U.C. No. A2.1.36. This rule provision does not apply to fiber, residential or agricultural property, tenant spaces within a commercial multi-story or multi-unit building, buildings on commercial continuous property that are currently served or were designed to be served through an existing Local Loop Demarcation Point on the property, or to property outside the Base Rate Area.

Where the immediate intended use of parceled Continuous Property is not clear, the Utility may provision each parcel under special construction arrangements. If, within three years after the special construction billing date, the subdivided properties have been sold or held under separate ownership, the Utility will reimburse any special construction charges previously paid in connection with such properties. If the subdivided properties have not been sold or held under separate ownership within such three-year period, the Utility will not reimburse any special construction charges previously paid in connection with such properties.

Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

2. Continuous Property Service Connection Facilities (D)

Where an applicant requests service connection facilities on continuous property, the following will apply:

a. The Utility will provide a primary service connection facility on a customer's continuous property to the main distribution terminal at a single location determined by the Utility and the property owner. Where no agreement can be reached, the Utility will designate the location of the demarcation point.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

- k. The Company will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Continuous property which is divided into parcels may be served as if the parcels were individually owned properties as follows: On commercial property, additional local loop demarcation points may be constructed at Company expense to each parcel or building on a parcel if the building is leased for a minimum of three years. The applicant must provide to the Company a copy of the lease or a notarized statement describing the term of the lease. If the same tenant leases other buildings on the parcels, requests for additional local loop demarcation points will be provided under Special Construction charges as set forth in Schedule Cal.P.U.C. No. A2.1.36. This rule provision does not apply to fiber, residential or agricultural property, tenant spaces within a commercial multi-story or multi-unit building, buildings on commercial continuous property that are currently served or were designed to be served through an existing Local Loop Demarcation Point on the property, or to property outside the Base Rate Area. (T)

Where the immediate intended use of parceled Continuous Property is not clear, the Company may provision each parcel under special construction arrangements. If, within three years after the special construction billing date, the subdivided properties have been sold or held under separate ownership, the Company will reimburse any special construction charges previously paid in connection with such properties. If the subdivided properties have not been sold or held under separate ownership within such three-year period, the Company will not reimburse any special construction charges previously paid in connection with such properties. (T)

Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

2. Continuous Property Service Connection Facilities

Where an applicant requests service connection facilities on continuous property, the following will apply:

- a. The Company will provide a primary service connection facility on a customer's continuous property to the main distribution terminal at a single location determined by the Company and the property owner. Where no agreement can be reached, the Company will designate the location of the demarcation point. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

2. Continuous Property Service Connection Facilities (Cont'd) (D)
- b. The primary service connection facility will be provided over the most economical route as determined by the Utility as set forth in a. preceding. Where the customer requests a route other than that specified by the Utility, and the Utility agrees, as set forth in a. preceding, Special Construction charges set forth in Schedule Cal.P.U.C. No. A2.1.36 may apply.¹ (N)
(N)
- c. Customers may request additional service connection facilities to other locations on their continuous property.² Rates and Charges as set forth in Schedule Cal.P.U.C. No. A2.1.36 will apply. A building on commercial continuous property that is not parceled and is leased to a separate business entity for a minimum of three years, and is not also occupied by the property owner, may be served as set forth in 1.k. preceding. (N)
|
(N)
3. Aerial Service Connection Facilities from aerial distribution facilities are furnished at the Utility's expense.
- b. Aerial service connection facilities from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.³ Any difference between the amount advanced and the actual cost will be advanced or refunded, as the case may be, within 30 days after the actual cost is determined by the Utility.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

NOTE 2: Pair counts in service connection facilities may not multiple between building on the same customer's continuous property.

NOTE 3: Governmental entities as defined in G096-A, Section X, are excluded from the advance payment requirements of this paragraph.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

2. Continuous Property Service Connection Facilities (Cont'd)

b. The primary service connection facility will be provided over the most economical route as determined by the Company as set forth in a. (T)
preceding. Where the customer requests a route other than that (T)
specified by the Company, and the Company agrees, as set forth in
a. preceding, Special Construction charges set forth in Schedule
Cal.P.U.C. No. A2.1.36 may apply.¹

c. Customers may request additional service connection facilities to other locations on their continuous property.² Rates and Charges as set forth in Schedule Cal.P.U.C. No. A2.1.36 will apply. A building on commercial continuous property that is not parceled and is leased to a separate business entity for a minimum of three years, and is not also occupied by the property owner, may be served as set forth in 1.k. preceding.

3. Aerial Service Connection Facilities from aerial distribution facilities are furnished at the Company's expense. (T)

b. Aerial service connection facilities from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.³ Any difference between the amount advanced and the actual cost will be advanced or refunded, as the case may be, within 30 days after the actual cost is determined by the Company. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

NOTE 2: Pair counts in service connection facilities may not multiple between building on the same customer's continuous property.

NOTE 3: Governmental entities as defined in GO96-A, Section X, are excluded from the advance payment requirements of this paragraph.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

3. Aerial Service Connection Facilities (Cont'd)

- c. Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

4. Underground Service Connection Facilities

When applicant requests, or is required to have, underground facilities, the Utility will furnish them under the following conditions:

a. To the property to be served

- (1) Where a service connection facility will be connected to underground distribution facilities, that portion of the main service connection facility not on the property to be served will be constructed by the Utility without charge, provided:

- (a) If underground line extension and/or service connection facilities are being constructed for a new real estate development as provided in d. following or in A.2.1.15,C.4., the Utility's costs of those portions of service connection facilities to the properties to be served are also subject to the advance and refund provisions of d. following or A.2.1.15,C.4.¹

- (b) Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Utility's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs.

- (2) Where the service connection facilities will be connected to main aerial distribution facilities the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities for that portion of the underground service connection facilities not on the property to be served.¹

- (3) Where the customer requests additional service connection facilities to be connected to underground distribution facilities, that portion of the additional service connection facilities not on the property to be served (for example, in the dedicated street or easement) will be constructed as set forth in Schedule Cal.P.U.C. No. A2.1.36. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

3. Aerial Service Connection Facilities (Cont'd)

- c. Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

4. Underground Service Connection Facilities

When applicant requests, or is required to have, underground facilities, the Company will furnish them under the following conditions: (T)

a. To the property to be served

- (1) Where a service connection facility will be connected to underground distribution facilities, that portion of the main service connection facility not on the property to be served will be constructed by the Company without charge, provided: (T)

- (a) If underground line extension and/or service connection facilities are being constructed for a new real estate development as provided in d. following or in A.2.1.15,C.4., the Company's costs of those portions of service connection facilities to the properties to be served are also subject to the advance and refund provisions of d. following or A.2.1.15,C.4.¹ (T)

- (b) Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Company's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs. (T)

- (2) Where the service connection facilities will be connected to main aerial distribution facilities the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities for that portion of the underground service connection facilities not on the property to be served.¹

- (3) Where the customer requests additional service connection facilities to be connected to underground distribution facilities, that portion of the additional service connection facilities not on the property to be served (for example, in the dedicated street or easement) will be constructed as set forth in Schedule Cal.P.U.C. No. A2.1.36.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served - Residential (Cont'd)

(2) Except as provided in d. following, where feasible, a single service connection facility will be constructed to serve two or more buildings on one continuous property. If an easement acceptable to the Utility¹ for the common portion of such an arrangement has been obtained without charge or condemnation, the trench or underground supporting structure for the common portion and those segments of separate portions lying within the boundary of the easement will be constructed as set forth in this part (2). Unless otherwise agreed between the applicant and the Utility, the width of such easement shall not exceed five feet. However, where the easement of the common portion is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened where required so as to include those portions of separate service connections that will be constructed beneath the street pavement. (N)

(3) Where all requirements for the common service connection are for residential service: (N)

The Utility will provide the trench or underground supporting structure at its expense, providing the applicant performs or pays for any pavement cutting and repaving and for clearing the route and grading it to within six inches of final grade, all in time to give the Utility a reasonable construction period.

(4) Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Utility's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs. (N)

NOTE 1: Easements are not accepted on condominium property where all the land is held in common or on apartment property. Service to these properties will be provisioned as set forth in Schedule Cal.P.U.C. No. A2.1.20. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES (CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served - Residential (Cont'd)

(2) Except as provided in d. following, where feasible, a single service connection facility will be constructed to serve two or more buildings on one continuous property. If an easement acceptable to the Company¹ (T) for the common portion of such an arrangement has been obtained without charge or condemnation, the trench or underground supporting structure for the common portion and those segments of separate portions lying within the boundary of the easement will be constructed as set forth in this part (2). Unless otherwise agreed between the applicant and the Company, the width of such easement shall not exceed five feet. (T) However, where the easement of the common portion is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened where required so as to include those portions of separate service connections that will be constructed beneath the street pavement.

(3) Where all requirements for the common service connection are for residential service:

The Company will provide the trench or underground supporting structure (T) at its expense, providing the applicant performs or pays for any pavement cutting and repaving and for clearing the route and grading it to within six inches of final grade, all in time to give the Company a reasonable (T) construction period.

(4) Trenches will be occupied jointly, where economy dictates, upon payment by the Company of its pro rata cost thereof. However, if soil (T) conditions or topography will cause trenching costs to materially exceed the Company's average trenching costs, the applicant may be required to (T) pay a nonrefundable amount equal to such excess costs.

NOTE 1: Easements are not accepted on condominium property where all the land is held in common or on apartment property. Service to these properties will be provisioned as set forth in Schedule Cal.P.U.C. No. A2.1.20.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial

The trench or underground supporting structure for service connection facilities will be provided as follows:

- (1) Where the Utility determines conduit is to be used for service connection facilities, applicants or customers will construct, maintain, and own the underground structure. Such underground supporting structure will be constructed, at the customer's expense, to the Utility's plans and specifications between designated points on the building served and the boundary of the Utility's easement or dedicated street as required.
- (2) Where the Utility determines buried wire or cable is to be used for the service connection facilities, the applicant or customer will provide the trench. Such trench will be constructed, at the customer's expense, to the Utility's plans and specifications between a designated point on the building served and the boundary of the Utility's easement or dedicated street as required.
- (3) Where the applicant requests service to a continuous property under development which may or will contain individually-owned parcels and common areas, the applicant will construct, own and maintain the underground supporting structure for common and separate service connections on the private property at the applicant's expense (e.g. shopping centers, commercial centers). The Utility may obtain an easement for placement of its cable facilities in the applicant's structure.

(N)
|
(N)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered part of the applicants' continuous property.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

d. (Cont'd)

(2) When, within the first three year period after completion of construction, the subdivision density requirement has been met the Utility will refund the refundable advance in (1) preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Utility will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone termination density to the subdivision density requirement. No interest will be paid on such advances. (D)

e. The Utility will, at its expense, furnish, install, and maintain the service connection wire or cable for working service as set forth in a.(1), b.(1), or 3. preceding. (N)

(1) The Utility will incur the entire expense for the maintenance of all common portion direct buried service connection facilities.

(2) When an above ground obstruction to a direct buried service connection facility exists, the Utility will select the most direct and most economical route and incur the entire expense of providing an alternate underground route. If the alternate underground route selected by the Utility requires pavement cutting and repaving, the Utility will incur that expense. This alternate route will be mutually agreeable to the Utility and the property owner. (D)

(3) If the alternate underground route selected by the Utility is not agreeable to the property owner, the property owner will provide conduit for segments of the route that preclude normal trenching or will perform or pay for the removal (and replacement, if desired) of any structure or landscaping built over the separate branches of direct buried service connection facilities, including but not limited to walkways, driveways, patios, buildings, planter boxes, retaining walls, decks or extensive landscaping excluding lawn. The Utility will incur the cost of any excavation or trenching required to repair or replace the separate branches of direct buried service connection facilities. (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

d. (Cont'd)

(2) When, within the first three year period after completion of construction, the subdivision density requirement has been met the Company will refund the refundable advance in (1) preceding. If, at the end of the three year period the subdivision density requirement has not been met, the Company will refund that portion of the refundable advance proportional to the ratio of the then permanent telephone termination density to the subdivision density requirement. No interest will be paid on such advances. (T)

e. The Company will, at its expense, furnish, install, and maintain the service connection wire or cable for working service as set forth in a.(1), b.(1), or 3. preceding. (T)

(1) The Company will incur the entire expense for the maintenance of all common portion direct buried service connection facilities. (T)

(2) When an above ground obstruction to a direct buried service connection facility exists, the Company will select the most direct and most economical route and incur the entire expense of providing an alternate underground route. If the alternate underground route selected by the Company requires pavement cutting and repaving, the Company will incur that expense. This alternate route will be mutually agreeable to the Company and the property owner. (T)

(3) If the alternate underground route selected by the Company is not agreeable to the property owner, the property owner will provide conduit for segments of the route that preclude normal trenching or will perform or pay for the removal (and replacement, if desired) of any structure or landscaping built over the separate branches of direct buried service connection facilities, including but not limited to walkways, driveways, patios, buildings, planter boxes, retaining walls, decks or extensive landscaping excluding lawn. The Company will incur the cost of any excavation or trenching required to repair or replace the separate branches of direct buried service connection facilities. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

b. Change or Modification of an Application

Where a request for an alteration in an existing application for service connection facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge equal to the cost incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in d. following.²

c. Deferment of an Application¹

An application for service connection facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with a.(2) preceding. (T)

d. Determination of Charges

(1) In determining the charge for a., b. and c. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.

NOTE 1: An extension of time beyond the twelve (12) month period when requested by the applicant may be allowed at the discretion of the Utility in writing.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

b. Change or Modification of an Application

Where a request for an alteration in an existing application for service connection facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge equal to the cost incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in d. following.²

c. Deferment of an Application¹

An application for service connection facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with a.(2) preceding.

d. Determination of Charges

- (1) In determining the charge for a., b. and c. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.

NOTE 1: An extension of time beyond the twelve (12) month period when requested by the applicant may be allowed at the discretion of the Company in writing. (T)

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
(T) Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

d. Determination of Charges (Cont'd)

(2) Such charges apply provided the applicant received written notice (signed by
the applicant and Utility) at the time the request for such facilities was
taken, stating that charges would apply should the applicant request the
cancellation, modification or deferment of the application for such
facilities.

(3) Installation of service connection facilities is considered to have started
as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.

(4) Nonrecoverable costs of engineering, labor, material, equipment and other
related expenses incurred by the Utility as a result of the work performed
will apply. If an advance payment has been collected and held, it will be
refunded subject to the applicable charges noted above.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

d. Determination of Charges (Cont'd)

(2) Such charges apply provided the applicant received written notice
(signed by the applicant and Company) at the time the request for such (T)
facilities was taken, stating that charges would apply should the
applicant request the cancellation, modification or deferment of the
application for such facilities.

(3) Installation of service connection facilities is considered to have
started as defined by "Start of Installation" in Schedule Cal.P.U.C. No.
A2.1.1.

(4) Nonrecoverable costs of engineering, labor, material, equipment and other
related expenses incurred by the Company as a result of the work (T)
performed will apply. If an advance payment has been collected and held,
it will be refunded subject to the applicable charges noted above.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (N)

1. General

- a. Service Entrance Facilities and Network Terminating Wire (NTW)¹ will be furnished, installed and maintained by the Utility. The Utility will connect its facilities at the local loop demarcation point to inside wire or intrabuilding network cable furnished and installed by others as set forth in Schedule Cal.P.U.C. Nos. A8. and A2.1.20, and Part 68, Subpart C and F, of the FCC's Rules and Regulations. (N)

- (1) In hazardous or inaccessible locations the owner, applicant/customer or his contractor will furnish, install and maintain cable that conforms with the specifications of the Utility and the Utility may use such cable in the provision of the Utility's service.

NOTE 1: Network Terminating Wire is wire that connects the building entrance terminal to the Utility's network access termination point or the building owner's access terminal. This wire connection is called a "cross connect" and is classified as either Utility Network Cross-Connects (UNCs) or Service Provisioning Cross-Connects (SPCs) as set forth in Schedule Cal.P.U.C. No. A2.1.20. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE

1. General

- a. Service Entrance Facilities and Network Terminating Wire (NTW)¹ will be furnished, installed and maintained by the Company. The Company will connect its facilities at the local loop demarcation point to inside wire or intrabuilding network cable furnished and installed by others as set forth in Schedule Cal.P.U.C. No. A2.1.20, Guidebook (Part 8, Section 8) and Part 68, Subpart C and F, of the FCC's Rules and Regulations.

- (1) In hazardous or inaccessible locations the owner, applicant/customer or his contractor will furnish, install and maintain cable that conforms with the specifications of the Company and the Company may use such cable in the provision of the Company's service.

NOTE 1: Network Terminating Wire is wire that connects the building entrance terminal to the Company's network access termination point or the building owner's access terminal. This wire connection is called a "cross connect" and is classified as either Utility Network Cross-Connects (UNCs) or Service Provisioning Cross-Connects (SPCs) as set forth in Schedule Cal.P.U.C. No. A2.1.20.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

b. The Utility will determine the type of service entrance facilities and NTW and the location of protective apparatus and other associated equipment at the local loop demarcation point. The Utility will determine the method of installation of the NTW. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (N)

c. Reserved

d. Overtime service entrance facilities and NTW placement or rearrangement work by the Utility when requested by the applicant/customer for their convenience will be done at an additional charge equal to the difference in cost between straight time work and overtime work except as provided in Schedule Cal.P.U.C. No. A3. Dual Element Charges.¹ (N)

e. In buildings that are or may be occupied by more than one applicant/customer, the Utility will upon request install, maintain or rearrange NTW in a manner which requires entering an area which is, or may be, occupied by a party other than the applicant/customer, provided that the applicant/customer makes suitable arrangements with the party controlling the area for the Utility's employees to enter and work in the area.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

- b. The Company will determine the type of service entrance facilities and NTW and the location of protective apparatus and other associated equipment at the local loop demarcation point. The Company will determine the method of installation of the NTW. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)
- c. Reserved
- d. Overtime service entrance facilities and NTW placement or rearrangement work by the Company when requested by the applicant/customer for their convenience will be done at an additional charge equal to the difference in cost between straight time work and overtime work except as provided in the Guidebook Part 3, Section 1.¹ (T)
- e. In buildings that are or may be occupied by more than one applicant/customer, the Company will upon request install, maintain or rearrange NTW in a manner which requires entering an area which is, or may be, occupied by a party other than the applicant/customer, provided that the applicant/customer makes suitable arrangements with the party controlling the area for the Company's employees to enter and work in the area. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

f. The applicant/customer shall provide or arrange for the following items where determined necessary by the Utility for the installation, maintenance, and removal of service entrance facilities and Network Terminating Wire. These items shall be without cost to the Utility and in accordance with the Utility's standards and applicable laws, ordinances, rules, and regulations of public authorities. (N)

(1) Suitable and adequate space for service entrance facilities and NTW, protective apparatus and associated equipment; (N)

(2) Acceptable ground for electrical protection; (N)

(3) Penetrations of fire walls; drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for installation of service entrance facilities and NTW, protective apparatus and associated equipment; fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes; (T)
(D)
(N)
(N)

(4) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Utility's work operation; and (T)

(5) Safe working conditions for the Utility's employees. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

f. The applicant/customer shall provide or arrange for the following items where determined necessary by the Company for the installation, maintenance, and removal of service entrance facilities and Network Terminating Wire. These items shall be without cost to the Company and in accordance with the Company's standards and applicable laws, ordinances, rules, and regulations of public authorities. (T)

- (1) Suitable and adequate space for service entrance facilities and NTW, protective apparatus and associated equipment; (T)
- (2) Acceptable ground for electrical protection;
- (3) Penetrations of fire walls; drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for installation of service entrance facilities and NTW, protective apparatus and associated equipment; fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes;
- (4) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Company's work operation; and (T)
- (5) Safe working conditions for the Company's employees. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

g. In exceptional circumstances, when the application of this rule appears impractical or unjust, the Utility or the applicant/customer may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon regulations prior to commencing construction.

2. Additions and Changes

a. Existing NTW will be rearranged or replaced as required to accommodate added service requests.

b. All moves, changes, rearrangements, removals or modifications of existing Utility owned Service Entrance Facilities, Network Terminating Wire, and associated protective apparatus, terminals and hardware located on/in an applicant/customer building or buildings on continuous property will be performed by the Utility. The applicant/customer will be required to pay, in advance, the estimated cost involved to the Utility¹ where such work is requested by the applicant/customer. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd)

1. General (Cont'd)

- g. In exceptional circumstances, when the application of this rule appears impractical or unjust, the Company or the applicant/customer may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon regulations prior to commencing construction. (T)

2. Additions and Changes

- a. Existing NTW will be rearranged or replaced as required to accommodate added service requests.
- b. All moves, changes, rearrangements, removals or modifications of existing Company owned Service Entrance Facilities, Network Terminating Wire, and associated protective apparatus, terminals and hardware located on/in an applicant/customer building or buildings on continuous property will be performed by the Company. The applicant/customer will be required to pay, in advance, the estimated cost involved to the Company¹ where such work is requested by the applicant/customer. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

C. ELECTRIC POWER

Where commercial electric power is required for the operation of the service or equipment requested, the applicant/customer shall, at their expense and as specified by Utility, provide or arrange for the installation and maintenance of the necessary electrical wiring and outlets and shall supply the electric power required.

(L)
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(T)
|
(L)

(L) Formerly located on Sheet 114.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

C. ELECTRIC POWER

Where commercial electric power is required for the operation of the service or equipment requested, the applicant/customer shall, at their expense and as specified by Company, provide or arrange for the installation and maintenance of the necessary electrical wiring and outlets and shall supply the electric power required. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES AND NTW AND ASSOCIATED EQUIPMENT (N)

1. The Utility shall own, furnish, and maintain all service entrance facilities and NTW and other equipment necessary to provide telephone service, except as otherwise specified in the tariffs. All service entrance facilities and NTW provided shall conform to the established construction standards of the Utility. (N)

2. Except as otherwise specified in the tariffs, all service entrance facilities and NTW and equipment furnished by the Utility in connection with a customer's service shall be carefully used and only duly authorized employees of the Utility shall be allowed to connect, disconnect, move, change, or alter in any manner any or all such cable and equipment. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Material omitted now located on Sheet 113.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES AND NTW AND ASSOCIATED
EQUIPMENT

1. The Company shall own, furnish, and maintain all service entrance facilities and NTW and other equipment necessary to provide telephone service, except as otherwise specified in the tariffs and/or Guidebook. All service entrance facilities and NTW provided shall conform to the established construction standards of the Company. (T) (N) (T)
2. Except as otherwise specified in the tariffs and Guidebooks, all service entrance facilities and NTW and equipment furnished by the Company in connection with a customer's service shall be carefully used and only duly authorized employees of the Company shall be allowed to connect, disconnect, move, change, or alter in any manner any or all such cable and equipment. (N) (T) (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES, NTW AND ASSOCIATED (N)
EQUIPMENT (Cont'd)

3. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Utility, unless such loss or damage is due to causes beyond their control.
4. No equipment, apparatus, circuit or device not furnished by the Utility shall be attached to or connected with the facilities furnished by the Utility, whether physically, by induction or otherwise, except as provided in the tariffs and/or authorized by F.C.C. Part 68. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES, NTW AND ASSOCIATED
EQUIPMENT (Cont'd)

3. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond their control. (T)
4. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in the tariffs, Guidebook and/or authorized by F.C.C. Part 68. (T)
In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.17 RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. OWNERSHIP OF TELEPHONE DIRECTORIES

1.

(D)

(D)

2. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual or other right to the use of a name to be listed in a telephone directory of the Utility.

B. ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

The assignment of a number to a customer's telephone service will be made at the discretion of the Utility. 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.17 RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. OWNERSHIP OF TELEPHONE DIRECTORIES

The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual or other right to the use of a name to be listed in a telephone directory of the Company.

(D)
(D)
(T)
(T)
(T)

B. ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

The assignment of a number to a customer's telephone service will be made at the discretion of the Company. The customer has no proprietary right in the number and the Company may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.

(T)
(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (T)
(T)

A. CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "Public" and "Semipublic" service, is furnished for the use of the customer, their family and persons residing in their home or their employees or representatives, except as service may be extended to "Joint Users" and "Centrex Service - Primary Stations - Dormitory", and except as use of the service may be extended for switched data (nonvoice) communications relating directly to the business of a composite data service vendor's "patrons", and except as noted in B., (T)
below. (T)

Unless otherwise indicated in the tariff schedules of the Utility, the use of the service is restricted to the customer, their agents and representatives and no service, furnished under the Rules and Regulations contained in the tariff schedules, shall in any case be resold. This prohibition shall not apply to a composite data service vendor in the provision of composite data service to its patrons, to a communications common carrier in the provision of public telegram message service or overseas data message service, to hotel-motel service (T) customers, nor to Customer-Owned Pay Telephone (COPT) service or to the services listed in B., below. (T)

Flat rate service, and measured rate service (except in connection with customer-provided building entry systems) are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general.

If it is found that the customer is permitting public use of service furnished them for private use, the Utility will thereafter provide "Public" or "Semipublic" service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to their attention.

If it is found that the customer is sharing the use of business service (excluding Centrex Service - Primary Stations - Dormitory or Composite Data Service) with an individual, other than an employee, member or officer of the Customer's concern or another concern not of record as a joint user, the Utility will thereafter require the customer to take "Joint User" service except where the customer permits no further joint use of the service after the matter has been called to their attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES

A. CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "Public" and "Semipublic" service, is furnished for the use of the customer, their family and persons residing in their home or their employees or representatives, except as service may be extended to "Joint Users" and "Centrex Service - Primary Stations - Dormitory", and except as use of the service may be extended for switched data (nonvoice) communications relating directly to the business of a composite data service vendor's "patrons", and except as noted in B., below.

Unless otherwise indicated in the tariff schedules or Guidebook of the Company, the use of the service is restricted to the customer, their agents and representatives and no service, furnished under the Rules and Regulations contained in the tariff schedules or Guidebook, shall in any case be resold. This prohibition shall not apply to a composite data service vendor in the provision of composite data service to its patrons, to a communications common carrier in the provision of public telegram message service or overseas data message service, to hotel-motel service customers, nor to Customer-Owned Pay Telephone (COPT) service or to the services listed in B., below. (N) (T) (T) (N)

Flat rate service, and measured rate service (except in connection with customer-provided building entry systems) are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general.

If it is found that the customer is permitting public use of service furnished them for private use, the Company will thereafter provide "Public" or "Semipublic" service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to their attention. (T)

If it is found that the customer is sharing the use of business service (excluding Centrex Service - Primary Stations - Dormitory or Composite Data Service) with an individual, other than an employee, member or officer of the Customer's concern or another concern not of record as a joint user, the Company will thereafter require the customer to take "Joint User" service except where the customer permits no further joint use of the service after the matter has been called to their attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (Cont'd)

B. RESALE OF SERVICES

The following list of services are available for resale. The regulations in B.1. following, supercede any provisions prohibiting resale that may appear in the applicable tariff schedule.

<u>Service</u>	<u>Tariff Schedule</u>
Private Branch Exchange (PBX) Trunks	A5. ¹
Message Telecommunications Service (Local Plus) ⁴	A6.
Value Promise ^{SM 4}	A6.
800 Services	A7.
Special Access	175-T ²
Private Line Services	B3. ³

(D)

1. Regulations

- a. Resellers must meet all regulatory requirements of the California Public Utilities Commission (CPUC), including, without limitation, a valid intrastate Certificate of Public Convenience and Necessity (CPCN), and meet any CPUC registration requirements.
- b. Resellers must pay applicable tariff rates for the products purchased.
- c. Resellers become the customer of record for the Utility; the end user customer is the customer of the reseller.

NOTE 1: See Schedule Cal.P.U.C. No. A5.3.4. Resale applies to Direct Inward Dialing (DID) trunks and numbers only.

NOTE 2: See Schedule Cal.P.U.C. No. 175-T.

NOTE 3: See Schedule Cal.P.U.C. No. B3.

NOTE 4: These products and services offer the ability to discount intraLATA toll originating or terminating on a reseller switch and transported through the Utility network.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (Cont'd)

B. RESALE OF SERVICES

Services available for resale are found in Schedule Cal.P.U.C. No. 175-T, Section 18, Services for Resale. The regulations in B.1. following, supercede any provisions prohibiting resale that may appear in the applicable tariff schedule or Guidebook.

(T)
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(T)
(N)

(D)

(D)

Message Telecommunications Service (Local Plus) such as Value PromiseSM offer the ability to discount intraLATA toll originating or terminating on a reseller switch and transported through the Company network.

(T) 1
| |
(T) 1

(D)

(D)

(D)

1. Regulations

a. Resellers must meet all regulatory requirements of the California Public Utilities Commission (CPUC), including, without limitation, a valid intrastate Certificate of Public Convenience and Necessity (CPCN), and meet any CPUC registration requirements.

b. Resellers must pay applicable tariff rates for the products purchased.

c. Resellers become the customer of record for the Company; the end user customer is the customer of the reseller.

(T)

NOTE 1: Information formerly contained in Note 4.

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (CONT'D)

B. RESALE OF SERVICES (CONT'D)

1. Regulations (Cont'd)

d. For Message Telecommunications Service and Value PromiseSM

- (1) Using Schedule Cal.P.U.C. No. A6., the reseller's end users will have to dial an access code (an 800 number, a local seven digit number or 10XXX) to reach the reseller.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (CONT'D)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (CONT'D)

B. RESALE OF SERVICES (CONT'D)

1. Regulations (Cont'd)

d. For Message Telecommunications Service and Value PromiseSM

(1) Using Guidebook Part 9, Section 3, the reseller's end users will have (T)
to dial an access code (an 800 number, a local seven digit number or
10XXX) to reach the reseller.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.19 RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES

A. ACCESS TO CUSTOMER'S PREMISES

The Utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by these rules.

The Utility may remove any and all of its property, located on the customer's premises at the termination of service, as provided for in these rules.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.19 RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES

A. ACCESS TO CUSTOMER'S PREMISES

The Company's authorized employees may enter a customer's premises at all (T)
reasonable hours for any purpose reasonably pertinent to the furnishing of
telephone service and the exercise of any and all rights secured to it by
law or by these tariff rules or Guidebook rules supporting detariffed (N)
services.

The Company may remove any and all of its property, located on the (T)
customer's premises at the termination of service, as provided for in
these tariff rules or Guidebook rules supporting detariff services. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT

A. RESPONSIBILITIES

The Utility will provide facilities, equipment, and services to its local loop demarcation point. The Utility is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point. The customer is responsible for the completion of services beyond the Utility's local loop demarcation point.¹

Customer requested services beyond the local loop demarcation point may be provided by the Utility at the customer's expense.

B. LOCAL LOOP DEMARCATION POINT

1. The Utility's local loop demarcation point separates the Utility's network responsibility for its facilities, equipment and services from that of the building owner or end-user customer. This demarcation point designates the end of the Utility's network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.
2. The local loop demarcation point may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Utility's network facilities.
3. The local loop demarcation point is located at the MPOE/MPOP to any single or multi-story building, and includes the Utility's entrance facility, except as set forth in 4. following. The Utility will not be required to place its demarcation point on more than one floor of a multi-story building.

NOTE 1: Network Terminating Wire (NTW) is wiring on the Utility's side of the demarcation point at the minimum point of entry and is the responsibility of the Utility, as described in C5. following.

(N)
(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT

A. RESPONSIBILITIES

The Company will provide facilities, equipment, and services to its local loop demarcation point. The Company is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point. The customer is responsible for the completion of services beyond the Company's local loop demarcation point.¹ (T)

Customer requested services beyond the local loop demarcation point may be provided by the Company at the customer's expense. (T)

B. LOCAL LOOP DEMARCATION POINT

1. The Company's local loop demarcation point separates the Company's network responsibility for its facilities, equipment and services from that of the building owner or end-user customer. This demarcation point designates the end of the Company's network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)

2. The local loop demarcation point may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Company's network facilities. (T)

3. The local loop demarcation point is located at the MPOE/MPOP to any single or multi-story building, and includes the Company's entrance facility, except as set forth in 4. following. The Company will not be required to place its demarcation point on more than one floor of a multi-story building. (T)

NOTE 1: Network Terminating Wire (NTW) is wiring on the Company's side of the demarcation point at the minimum point of entry and is the responsibility of the Company, as described in C5. following. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

B. LOCAL LOOP DEMARCATION POINT (Cont'd)

(L)

4. Exceptions:

a. Emergency Reporting Services (E911/911): The demarcation point is at the Utility provided terminal equipment, including the equipment where the equipment has been provided by the Utility.

b. Disabled Services: The demarcation point is at the Utility provided terminal equipment. The Utility's responsibility includes the terminal equipment where the equipment has been provided by the Utility.

c. If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (generally known as "Direct Feed"), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. Where another telecommunications carrier offers to construct such facilities without cost to the applicant, the Utility may also construct additional facilities without charge to the property owner or applicant. Additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from one location to another location.

(T)

(L)

(N)

(L)

(L)

(N)

(D) (L)

(L)

(L)

d. Fiber Optic Cable: These rules apply only to metallic (i.e., copper) facilities.

(N)

(N)

e. Carrier Points of Presence ("POP"): Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, Local Loop Demarcation Point rules do apply to all Utility provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end user of the service(s).

(T) (L)

(L)

Material omitted now located on Sheet 118.1.2.
(L) Formerly located on Sheet 118.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

B. LOCAL LOOP DEMARCATION POINT (Cont'd)

4. Exceptions:

- a. Emergency Reporting Services (E911/911): The demarcation point is at the Company provided terminal equipment, including the equipment where the equipment has been provided by the Company. (T)
- b. Disabled Services: The demarcation point is at the Company provided terminal equipment. The Company's responsibility includes the terminal equipment where the equipment has been provided by the Company. (T)
- c. If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (generally known as "Direct Feed"), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. Where another telecommunications carrier offers to construct such facilities without cost to the applicant, the Company may also construct additional facilities without charge to the property owner or applicant. Additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from one location to another location. (T)
- d. Fiber Optic Cable: These rules apply only to metallic (i.e., copper) facilities.
- e. Carrier Points of Presence ("POP"): Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, Local Loop Demarcation Point rules do apply to all Company provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end user of the service(s). (T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs)

(L)

1. Definition: There are two types of cross-connects.

- a. Wires that connect the utility's building entrance terminal to the utility's network access termination point, e.g., ready access terminals (RATs) or Network Interface Units (NIUs). (These configurations comprise a small portion of the utility's network.) Such cross-connects do not connect directly to the building owner's access terminal. They need not be altered in order for another utility to provide service to customers. Therefore, they need not be accessible to other utilities or the building owner. As a result, such cross-connects are part of the utility's network. These cross-connects will be identified as Utility Network Cross-Connects (UNCs).
- b. Wires that connect the utility's network access termination point to the building owner's access terminal. These are the cross-connects that may be removed or changed when a customer switches from one provider to another. These cross-connects will be identified as Service Provisioning Cross-Connects (SPCs). Bridge clips that connect the utility's network to the building owner's wiring are also SPCs.
- c. There are configurations that have no building owner's access terminals. In these cases, the inside wire runs from the customer's equipment directly to the utility network access termination point. No SPC is utilized. Such configurations are beyond the scope of these rules.

2. SPCs shall be owned by the facilities-based carrier that provides service to the customer.

3. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.

4. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.

(L)

(D)

(D)

Material omitted now located on Sheet 118.2.

(L) Formerly located on Sheet 118.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs)

1. Definition: There are two types of cross-connects.

a. Wires that connect the Company's building entrance terminal to the Company's network access termination point, e.g., ready access terminals (RATs) or Network Interface Units (NIUs). (These configurations comprise a small portion of the Company's network.) Such cross-connects do not connect directly to the building owner's access terminal. They need not be altered in order for another utility to provide service to customers. Therefore, they need not be accessible to other utilities or the building owner. As a result, such cross-connects are part of the Company's network. These cross-connects will be identified as Utility Network Cross-Connects (UNCs). (T)

b. Wires that connect the Company's network access termination point to the building owner's access terminal. These are the cross-connects that may be removed or changed when a customer switches from one provider to another. These cross-connects will be identified as Service Provisioning Cross-Connects (SPCs). Bridge clips that connect the Company's network to the building owner's wiring are also SPCs. (T)

c. There are configurations that have no building owner's access terminals. In these cases, the inside wire runs from the customer's equipment directly to the utility network access termination point. No SPC is utilized. Such configurations are beyond the scope of these rules.

2. SPCs shall be owned by the facilities-based carrier that provides service to the customer.

3. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.

4. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

D. INC DEMARCATION POINT

(T)

1. The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the end-user's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.
2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in 3. following and B.4 preceding.
3. Where there is no intrabuilding network cable or it is in a single story building, the INC demarcation is the Utility's local loop demarcation point.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

D. INC DEMARCATION POINT

1. The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the end-user's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.
2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in 3. following and B.4 preceding.
3. Where there is no intrabuilding network cable or it is in a single story building, the INC demarcation is the Company's local loop demarcation point. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. INSIDE WIRE DEMARCATION POINT

(T)

1. The inside wire demarcation point is located where customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.
2. The inside wire demarcation point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Utility is the vendor of choice for inside wire repair and CPE trouble isolation, begins where the customer's inside wire connects to the INC. Where there is no INC, the inside wire demarcation point is the minimum point of entry.

(T)

F. CONTINUOUS PROPERTY

1. Continuous Property is land which is
 - a. wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
 - b. which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.
2. There are three basic types of Continuous Properties:
 - a. Single-tenant commercial in which one owner or tenant occupies all buildings.
 - b. Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a tenant (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums are Continuous Property, unless the condominium project is constructed where each condominium building is on land held in separate ownership from the common areas. Ownership may be defined as the vertical limits of ownership interest that include the airspace above and the earth below the building.

(T)

(N)

(N)

NOTE 2: A "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. INSIDE WIRE DEMARCATION POINT

1. The inside wire demarcation point is located where customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.
2. The inside wire demarcation point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Company is the vendor of choice for inside wire repair and CPE trouble (T) isolation, begins where the customer's inside wire connects to the INC. Where there is no INC, the inside wire demarcation point is the minimum point of entry.

F. CONTINUOUS PROPERTY

1. Continuous Property is land which is
 - a. wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
 - b. which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.
2. There are three basic types of Continuous Properties:
 - a. Single-tenant commercial in which one owner or tenant occupies all buildings.
 - b. Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a tenant (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums are Continuous Property, unless the condominium project is constructed where each condominium building is on land held in separate ownership from the common areas. Ownership may be defined as the vertical limits of ownership interest that include the airspace above and the earth below the building.

NOTE 2: A "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (CONT'D)

F. CONTINUOUS PROPERTY (CONT'D)

(T)

2. There are three basic types of Continuous Properties: (Cont'd)

c. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common¹ do not constitute Continuous Property.

3. Existing Continuous Property

(D)

a. For existing continuous property the Utility will designate the main distribution terminal which is the Local Loop Demarcation Point, for each local loop serving the property, for purposes of the unbundling of INC in each building. Where there is not a main distribution terminal on existing Continuous Property, the current serving arrangements will not change unless and until such time as a rearrangement or reinforcement of serving arrangement and/or additional plant is required after August 8, 1993. At that time, the Utilities will treat such property as New Continuous Property under Schedule CAL.P.U.C. No. A2.1.20, E.4

The utilities will have until August 31, 1998 to designate the primary INC Demarcation Points in at least the majority (51%) of the buildings and properties with respect to which construction or renovation has been completed prior to August 8, 1993. In the interim, the utilities will assist building owners, at no charge, to designate the primary Demarcation Point. The utilities will designate the primary Demarcation Point for new or renovated buildings or properties upon completion of construction.

b. INC within building (riser and lateral) that was in place prior to August 8, 1993 will be the responsibility of the continuous property owner after that date. All rearrangements and/or maintenance of the INC will be the responsibility of the continuous property owner.

(1) Utility owned plant facilities (Non INC) between buildings on existing continuous property may be purchased by the property owner as set forth in Schedule Cal.P.U.C. No. A2.8 or when relocation of the MPOE results in transfer of utility property as set forth in 3.d. following.

(N)

(N)

NOTE 1: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

2. There are three basic types of Continuous Properties: (Cont'd)

- c. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common¹ do not constitute Continuous Property.

3. Existing Continuous Property

- a. For existing continuous property the Company will designate the main distribution terminal which is the Local Loop Demarcation Point, for each local loop serving the property, for purposes of the unbundling of INC in each building. Where there is not a main distribution terminal on existing Continuous Property, the current serving arrangements will not change unless and until such time as a rearrangement or reinforcement of serving arrangement and/or additional plant is required after August 8, 1993. At that time, the utilities will treat such property as New Continuous Property under Schedule CAL.P.U.C. No. A2.1.20, F.4 (T)

The utilities will have until August 31, 1998 to designate the primary INC Demarcation Points in at least the majority (51%) of the buildings and properties with respect to which construction or renovation has been completed prior to August 8, 1993. In the interim, the utilities will assist building owners, at no charge, to designate the primary Demarcation Point. The utilities will designate the primary Demarcation Point for new or renovated buildings or properties upon completion of construction.

- b. INC within building (riser and lateral) that was in place prior to August 8, 1993 will be the responsibility of the continuous property owner after that date. All rearrangements and/or maintenance of the INC will be the responsibility of the continuous property owner.

- (1) Company owned plant facilities (Non INC) between buildings on existing continuous property may be purchased by the property owner as set forth in Schedule Cal.P.U.C. No. A2.8 or when relocation of the MPOE results in transfer of utility property as set forth in 3.d. following. (T)

NOTE 1: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

(T)

3. Existing Continuous Property

(D)

b. (Cont'd)

(2) The Utility is responsible for the investment and its maintenance where the Utility retains ownership of plant facilities between buildings on an existing continuous property. The Utility's responsibility applies to all investments, excluding INC.

(3) Where the Utility does not retain ownership of INC cable infrastructure located on the customer's side of the Local Loop Demarcation Point, the property owner assumes all responsibility as of August 8, 1993.

c. The Utility will provide to building/property owners and/or their agent¹ upon request and for a tariffed charge,² such INC charts or diagrams (i.e., cable location maps) as may be in existence. See Schedule Cal. P.U.C. A8.4.5. for new INC cable location map requirements.

Until August 8, 1998, the Utility's shareholders will assume the costs for repairs to the INC not caused by willful misuse or negligence of continuous property owners who have requested INC information (i.e., cable location maps) from the Utility but do not receive it within 90 days of the request, for an owner of continuous property. This obligation shall apply to existing continuous property in which the Utility installed INC prior to August 8, 1993 and shall continue until the date the property receives the information.

The Utility's liability for repairs under this paragraph shall begin no sooner than 90 days from August 4, 1993 for continuous property not withstanding the date of the property owner's request for cable information. Property owners shall be responsible for demonstrating the date of the Utility's receipt of their requests by using certified mail or other verifiable method of dating their requests.

NOTE 1: Agent(s) requests for INC charts or diagrams (i.e. Cable Location Maps) must include the written consent of the building/property owner authorizing the agent to obtain such information.

NOTE 2: See Schedule Cal.P.U.C. No. A8.4.5.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property

b. (Cont'd)

(2) The Company is responsible for the investment and its maintenance where (T)
the Company retains ownership of plant facilities between buildings on (T)
an existing continuous property. The Company's responsibility (T)
applies to all investments, excluding INC.

(3) Where the Company does not retain ownership of INC cable infrastructure (T)
located on the customer's side of the Local Loop Demarcation Point, the
property owner assumes all responsibility as of August 8, 1993.

c. The Company will provide to building/property owners and/or their agent¹ (T)
upon request and for a charge,² such INC charts or diagrams (i.e., cable
location maps) as may be in existence. See Guidebook Part 8, Section 8 (T)
for new INC cable location map requirements. (T)

Until August 8, 1998, the Company's shareholders will assume the costs (T)
for repairs to the INC not caused by willful misuse or negligence of
continuous property owners who have requested INC information (i.e.,
cable location maps) from the Company but do not receive it within 90 (T)
days of the request, for an owner of continuous property. This
obligation shall apply to existing continuous property in which the
Company installed INC prior to August 8, 1993 and shall continue until (T)
the date the property receives the information.

The Company's liability for repairs under this paragraph shall begin no (T)
sooner than 90 days from August 4, 1993 for continuous property not
withstanding the date of the property owner's request for cable
information. Property owners shall be responsible for demonstrating the (T)
date of the Company's receipt of their requests by using certified mail (T)
or other verifiable method of dating their requests. (T)

NOTE 1: Agent(s) requests for INC charts or diagrams (i.e. Cable Location
Maps) must include the written consent of the building/property
owner authorizing the agent to obtain such information.

NOTE 2: See Guidebook Part 8, Section 8. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property

(T)
(D)

d. On continuous multi-tenant property, the utility must relocate the MPOE/LLDP if a property owner or his/her agent requests it, provided the following conditions are met:

(1) The property owner agrees, and has the ability to pay for all relocation expenses reasonably incurred.

(T)

(a) Special construction charges for design and construction will be collected in advance as set forth in Schedule Cal.P.U.C. No. A.2.1.36 for the relocation of the MPOE/LLDP.¹

(N)

(b) The property owner or customer is responsible to schedule and pay for the move of existing services to the new MPOE as set forth in Schedule Cal.P.U.C. Nos. A3., 175-T, and FCC No. 1.

(N)

(2) Relocation is technically feasible. (The utility bears the burden of proving technical infeasibility.)

(T)

(3) Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.

(T)

(4) The relocation of the MPOE/LLDP will be negotiated between the property owner and the Utility. Where an agreement cannot be reached the Utility will designate the new location for the local loop demarcation point.

(N)

(5) The property owner will provide the supporting structure and other necessary items required for the Utility's relocation of the MPOE/LLDP on the continuous property as set forth in Schedule Cal.P.U.C. No. A2.1.16.

(N)

To the extent that the relocation of the MPOE/LLDP results in utility property being transferred to the property owner, the utility shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property.

NOTE 1: Includes Income Tax gross up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1 .20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property

d. On continuous multi-tenant property, the Company must relocate the MPOE/LLDP if a property owner or his/her agent requests it, provided the following conditions are met: (T)

- (1) The property owner agrees, and has the ability to pay for all relocation expenses reasonably incurred.
 - (a) Special construction charges for design and construction will be collected in advance as set forth in Schedule Cal.P.U.C. No. A.2.1.36 for the relocation of the MPOE/LLDP.¹
 - (b) The property owner or customer is responsible to schedule and pay for the move of existing services to the new MPOE as set forth in the Guidebook Part 3, Section 1 and Schedule Cal.P.U.C. No. 175-T, and FCC No. 1. (N)
- (2) Relocation is technically feasible. (The Company bears the burden of proving technical infeasibility.) (T)
- (3) Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.
- (4) The relocation of the MPOE/LLDP will be negotiated between the property owner and the Company. Where an agreement cannot be reached, the Company will designate the new location for the local loop demarcation point. (T)
- (5) The property owner will provide the supporting structure and other necessary items required for the Company's relocation of the MPOE/LLDP on the continuous property as set forth in Schedule Cal.P.U.C. No. A2.1.16. (T)

To the extent that the relocation of the MPOE/LLDP results in Company property being transferred to the property owner, the Company shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property. (T)

NOTE 1: Includes Income Tax gross up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

(T)

4. New Continuous Property

(D)

a. For new continuous property, regardless of use, the Utility's local loop demarcation point will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Utility. Where an agreement cannot be reached, the Utility will designate the local loop demarcation point location.

b. It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Utility may, at the customer's request and expense, provide intrabuilding network cable.

5. Where an owner of continuous property requests additional local loop demarcation points or changes an existing local loop demarcation point, the owner will be required to pay for any additional network cable and facilities required through special construction agreements set forth in Schedule Cal.P.U.C. No. A2.1.36 except as provided in B.4. preceding and Schedule Cal.P.U.C. No. A2.1.16, or at the Utility's option, where another telecommunications carrier constructs such facilities without charge to the property owner then the Utility may construct without charge to the property owner.

(N)

|

(N)

6. The building owner must provide adequate termination facilities in accordance with INC Cable regulations and standards detailed in Schedule Cal.P.U.C. No. A8.4.

7. The INC and inside wire demarcation points are located as described in B. and C. preceding.

8. At the request of a property owner, a Utility may waive the designation of a single Local Loop Demarcation Point for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Utility. Examples of such Continuous Property include (a) national, state and local parks, beaches, highways, harbors and similar publicly-owned property and (b) railroad rights-of-way and extensive, privately-owned tracts of land with developed communities (e.g., the City of Irvine) and similar privately owned property. The Utility will treat land within the boundaries of privately-owned property under (b) above as Continuous Property provided that it has the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains or will contain multiple buildings.

This paragraph is not intended in any way to waive the unbundling of INC and NTW in each building.

Continued

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

F. CONTINUOUS PROPERTY (Cont'd)

4. New Continuous Property

- a. For new continuous property, regardless of use, the Company's local loop (T) demarcation point will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Company. Where an agreement cannot be reached, the Company will (T) designate the local loop demarcation point location.
 - b. It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Company may, (T) at the customer's request and expense, provide intrabuilding network cable.
5. Where an owner of continuous property requests additional local loop demarcation points or changes an existing local loop demarcation point, the owner will be required to pay for any additional network cable and facilities required through special construction agreements set forth in Schedule Cal.P.U.C. No. A2.1.36 except as provided in B.4. preceding and Schedule Cal.P.U.C. No. A2.1.16, or at the Company's option, where (T) another telecommunications carrier constructs such facilities without charge to the property owner then the Company may construct without charge (T) to the property owner.
6. The building owner must provide adequate termination facilities in accordance with INC Cable regulations and standards detailed in Guidebook (T) Part 8, Section 8. (N)
7. The INC and inside wire demarcation points are located as described in B. and C. preceding.
8. At the request of a property owner, a Company may waive the designation of (T) a single Local Loop Demarcation Point for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Company. Examples of such Continuous (T) Property include (a) national, state and local parks, beaches, highways, harbors and similar publicly-owned property and (b) railroad rights-of-way and extensive, privately-owned tracts of land with developed communities (e.g., the City of Irvine) and similar privately owned property. The Company will treat land within the boundaries of privately-owned property (T) under (b) above as Continuous Property provided that it has the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains or will contain multiple buildings.

This paragraph is not intended in any way to waive the unbundling of INC and NTW in each building.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.21 RULE NO. 21 - LIMIT OF CONVERSATION

Applications for party line telephone service will be accepted with the understanding that the customer will so use the service as not to interfere with the equitable proportionate use of the service by other customers on the same line. Exchange calls of a customer of a party line service may be limited to a maximum period of five (5) minutes.

Continued

Advice Letter No. 14889

Issued by

Date Filed: March 4, 1985

Decision No.

Eric Batongbacal

Effective: April 18, 1985

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE

A. USE OF SERVICE

1. Business and Residence Service¹

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service or from the listing requested or from evidence of usage, once the service is established.

a. Business rates apply at the following locations:

- (1) In offices, stores, factories and all other premises of a business nature and at any other premises where the substantial and predominant use of the service is professional, occupational or administrative in nature, rather than social or domestic.
- (2) In boarding houses and rooming houses with more than five rooms available for rent (except as noted in b. following), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals and private and public institutions, and where the service is not subject to semi-public or public use.
- (3) At any location when the listing of "office" is provided, or where any title indicating a trade, occupation or profession is listed (except as modified under the directory listing tariff schedule).
- (4) At residence locations when the customer has no regular business telephone service and the use of the service by the customer, members of the customer's household, or the customer's guests is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards or otherwise.
- (5) At a residence location regardless of the form of listing furnished, where service is provided at a location which is not part of a domestic household.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE

A. USE OF SERVICE

1. Business and Residence Service¹ (T)

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service or from the listing requested or from evidence of usage, once the service is established.

a. Business rates apply at the following locations:

- (1) In offices, stores, factories and all other premises of a business nature and at any other premises where the substantial and predominant use of the service is professional, occupational or administrative in nature, rather than social or domestic.
- (2) In boarding houses and rooming houses with more than five rooms available for rent (except as noted in b. following), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals and private and public institutions, and where the service is not subject to semi-public or public use.
- (3) At any location when the listing of "office" is provided, or where any title indicating a trade, occupation or profession is listed (except as modified under the directory listing tariff schedule).
- (4) At residence locations when the customer has no regular business telephone service and the use of the service by the customer, members of the customer's household, or the customer's guests is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards or otherwise.
- (5) At a residence location regardless of the form of listing furnished, where service is provided at a location which is not part of a domestic household.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (CONT'D)

A. USE OF SERVICE (CONT'D)

1. Business and Residence Service¹ (Cont'd)

a. Business rates apply at the following locations: (Cont'd)

(6) Office Located in a Residence

When an office is located in a residence and is used for business purposes only, or for both business and residence purposes, the portion of a room, a room or rooms used as an office will be considered a business premises as defined in Schedule Cal.P.U.C. No. A2.1.1. When a primary exchange service is provided to such an office, this service must be a business service. When an extension service is provided, such service may be a business or residence extension service as set forth and defined in these Rules and tariff schedules. The residence extension service will be furnished for answering purposes only and will be equipped to prevent outgoing calls². A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service (see A2.1.2,c. preceding).

(T)
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(T)

Residence primary and residence extension service may be furnished on the residence premises of the residential building and business extension service may be furnished on the residence premises, as set forth in these Rules and tariff schedules.

b. Residence rates apply at the following locations:

In private residences or residential apartments of hotels and apartment houses, in the residential premises of boarding and rooming houses, the homes of nurses, and all other premises of strictly a residential nature as long as business listings are not provided and where the predominant use of the service is social and domestic in nature rather than professional, occupational and administrative.

c. If it is found that a customer is using residence service for business purposes, the Utility will thereafter require the customer to take business services, except in cases where the customer thereafter uses the service for residence or domestic purposes only.

d. Repetitive commercial solicitation from residence service is considered business activity and is not permitted.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Offering limited to services established prior to January 1, 1984. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service¹ (Cont'd)

a. Business rates apply at the following locations: (Cont'd)

(6) Office Located in a Residence

When an office is located in a residence and is used for business purposes only, or for both business and residence purposes, the portion of a room, a room or rooms used as an office will be considered a business premises as defined in Schedule Cal.P.U.C. No. A2.1.1. When a primary exchange service is provided to such an office, this service must be a business service. When an extension service is provided, such service may be a business or residence extension service as set forth and defined in these Rules and tariff schedules. The residence extension service will be furnished for answering purposes only and will be equipped to prevent outgoing calls². A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service (see A2.1.2,C. preceding).

Residence primary and residence extension service may be furnished on the residence premises of the residential building and business extension service may be furnished on the residence premises, as set forth in these Rules and tariff schedules.

b. Residence rates apply at the following locations:

In private residences or residential apartments of hotels and apartment houses, in the residential premises of boarding and rooming houses, the homes of nurses, and all other premises of strictly a residential nature as long as business listings are not provided and where the predominant use of the service is social and domestic in nature rather than professional, occupational and administrative.

c. If it is found that a customer is using residence service for business purposes, the Company will thereafter require the customer to take business services, except in cases where the customer thereafter uses the service for residence or domestic purposes only. (T)

d. Repetitive commercial solicitation from residence service is considered business activity and is not permitted.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Offering limited to services established prior to January 1, 1984.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service1 (Cont'd)

e. Rates for Extension Services

- (1) Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges and regulations as set forth in this and other tariff schedules.
- (2) Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A2.1.2,c. and other tariff schedules.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service¹ (Cont'd)

(T)

e. Rates for Extension Services

(1) Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges and regulations as set forth in applicable Guidebook sections.

(N)

(2) Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A2.1.2,C. and other applicable tariff schedules and/or Guidebook section.

(N)

(N)

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Utility may refuse a request for supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Utility of their responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Utility may remove the product and/or service at the time the order for the supersedure or change in billing is taken. These products and/or services are Concession, Universal Lifeline Telephone Service, Discount Calling Plans and essential services.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Company may refuse a request for (T) supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to Guidebook Part 3, Section 1, for application of charges and (T) Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Company of their (T) responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Company may remove the product and/or service at the (T) time the order for the supersedure or change in billing is taken. These products and/or services are Concession, Universal Lifeline Telephone Service, Discount Calling Plans and essential services.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Utility or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs of the Utility which are applicable to services currently being billed³.

Within two working days after the taking of a completed order the Utility will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs of the Utility which are applicable to the services currently being billed.² (T)
(T)

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Utility.

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

The Utility may discontinue the service, with the approval of the outgoing customer, when required authorization is not obtained from the incoming customer within five (5) business days of the request for Supersedure or Change in Billing.

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 3: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit. (N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Company or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs and/or Guidebook of the Company which are applicable to services currently being billed³. (T) (N) (N) (T)

Within two working days after the taking of a completed order the Company will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs and/or Guidebook of the Company which are applicable to the services currently being billed.² (T) (T) (N)

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Company. (T)

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

The Company may discontinue the service, with the approval of the outgoing customer, when required authorization is not obtained from the incoming customer within five (5) business days of the request for Supersedure or Change in Billing. (T)

NOTE 1: Refer to Guidebook Part 3, Section 1, for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 3: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS (T)
SUCH AS EARTHQUAKES OR FLOODS¹

A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT

The same network facility service will be re-established on a one-time, temporary or permanent, basis as a maintenance provision and without charge, in the same or different location and within a period of time that would normally be required to repair or reconstruct the damaged premises or customer provided equipment (CPE).

This provision does not include wire or equipment on the customer's side of the local loop demarcation point except as set forth in Schedule Cal.P.U.C. No. A8.3.1.

B. DIFFERENT SERVICE

If the service as re-established is different from that which was disconnected, the subscriber will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

C. TEMPORARY SERVICE NEW LOCATION

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the practice set forth in A. and B. above may be applied to either service as elected by the subscriber and regular charges, without allowances, will be applied to the re-establishment of the other service.

NOTE 1: The subscriber shall provide proof of loss if such proof is required (T) by the Utility.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹

A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT

The same network facility service will be re-established on a one-time, temporary or permanent, basis as a maintenance provision and without charge, in the same or different location and within a period of time that would normally be required to repair or reconstruct the damaged premises or customer provided equipment (CPE).

This provision does not include wire or equipment on the customer's side of the local loop demarcation point except as set forth in Guidebook Part 8, (T)
Section 8. (T)

B. DIFFERENT SERVICE

If the service as re-established is different from that which was disconnected, the subscriber will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

C. TEMPORARY SERVICE NEW LOCATION

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the practice set forth in A. and B. above may be applied to either service as elected by the subscriber and regular charges, without allowances, will be applied to the re-establishment of the other service.

NOTE 1: The subscriber shall provide proof of loss if such proof is required (T)
by the Company.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

D. OPTIONAL SERVICES²

1. The Utility may, at its sole discretion, waive the recurring and/or nonrecurring charges for the services to customers affected by disasters, or emergencies, such as earthquakes, floods, fires, civil disturbances, or other similar catastrophes. Emergency agencies providing relief to victims may also receive a waiver on charges associated with telephone services that will be used in the relief effort. (D)

(D)

(D)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Utility.

NOTE 2: Services will be provided where facilities and operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

D. OPTIONAL SERVICES²

1. The Company may, at its sole discretion, waive the recurring and/or (T)
nonrecurring charges for the services to customers affected by disasters,
or emergencies, such as earthquakes, floods, fires, civil disturbances,
or other similar catastrophes. Emergency agencies providing relief to
victims may also receive a waiver on charges associated with telephone
services that will be used in the relief effort.

NOTE 1: The subscriber shall provide proof of loss if such proof is required (T)
by the Company.

NOTE 2: Services will be provided where facilities and operating conditions
permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

(D)

E. TELECOMMUTING OPTIONAL SERVICES²

1. The Utility may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges.

(N)

(D)

(D)

- a. Business Access Lines
- b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
- c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
- d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
- e. Custom 800 Service - Includes a credit of \$100.00 towards the first month's usage and provides the Emergency Update feature at no charge.
- f. ISDN
- g. Switched 56
- h. Advanced Digital Network (ADN)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Utility.

NOTE 2: Services will be provided where facilities and operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

E. TELECOMMUTING OPTIONAL SERVICES²

1. The Company may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges. (T)
- a. Business Access Lines
- b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
- c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
- d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
- e. Reserved (T)
(D)
- f. ISDN
- g. Switched 56
- h. Advanced Digital Network (ADN)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Company. (T)

NOTE 2: Services will be provided where facilities and operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.25 RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

A. EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Whenever there exists a "state of extreme emergency," as now or hereafter defined in the California Disaster Act and Civil Defense Act of 1950, the Utility shall take such emergency measures as ordered or (T) directed from time to time by the California Public Utilities Commission. In the absence of such order or direction by the Commission, the Utility may take any and all such emergency measures as it may within its discretion deem necessary in the public interest for the preservation and (T) maintenance of service to the Utility's local loop demarcation point for (T) all essential users. In the event that emergency measures are initiated by the Utility in the absence of an order or direction by the Commission, the Utility shall, wherever practicable, notify the Commission in advance of the action which it proposes to take. Any action thus proposed by the Utility shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Utility shall notify the Commission of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken in accordance with this rule, the priority of such restoration shall be determined in accordance with the Utility's Rule A2.1.23.

Each and every service furnished by the Utility shall be subject to this rule and the Utility shall in no event be liable for any damage resulting from measures taken pursuant to this rule except in the case of willful misconduct.

B. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. These include any exchange and/or Private Line services associated with NSEP services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services. The installation, use and restoration of TSP System service shall be subject to the regulations, rates and charges as set forth in Schedule Cal.P.U.C. No. 175-T Section 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.25 RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

A. EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Whenever there exists a "state of extreme emergency," as now or hereafter defined in the California Disaster Act and Civil Defense Act of 1950, the Company shall take such emergency measures as ordered or (T)
directed from time to time by the California Public Utilities Commission. In the absence of such order or direction by the Commission, the Company may (T)
take any and all such emergency measures as it may within its discretion deem necessary in the public interest for the preservation and maintenance (T)
of service to the Company's local loop demarcation point for all essential users. In the event that emergency measures are initiated by (T)
the Company in the absence of an order or direction by the Commission, the Company shall, wherever practicable, notify the Commission in advance of the (T)
action which it proposes to take. Any action thus proposed by the Company (T)
shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Company shall notify the Commission (T)
of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken in accordance with this rule, the priority of such restoration shall be determined in accordance (T)
with the Company's Rule A2.1.23.

Each and every service furnished by the Company shall be subject to this (T)
rule and the Company shall in no event be liable for any damage resulting (T)
from measures taken pursuant to this rule except in the case of willful misconduct.

B. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. These include any exchange and/or Private Line services associated with NSEP services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

The installation, use and restoration of TSP System service shall be subject to the regulations, rates and charges as set forth in Schedule Cal.P.U.C. No. 175-T Section 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.26 RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES Z

1. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Utility at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement.
2. Alternative service or service arrangements will only be offered in the following situations:
 - life threatening situations
 - medical emergencies
 - when the service outage is caused by the Utility
 - cable damage
 - when the Utility provides a repair commitment that is longer than (T) normal and the additional time will have an adverse affect on customers.1
3. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days.
4. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer.

NOTE 1: Normal repair commitments are within four business hours for business service and within eight business hours for residence service.
z Correction -Typographical error inadvertently made through Advice Letter No. 16578, effective July 12, 1993.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.26 RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES

1. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Company at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement. (T)
2. Alternative service or service arrangements will only be offered in the following situations:
 - life threatening situations
 - medical emergencies
 - when the service outage is caused by the Company (T)
 - cable damage
 - when the Company provides a repair commitment that is longer than normal and the additional time will have an adverse affect on customers¹. (T)
3. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days.
4. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer.

NOTE 1: Normal repair commitments are within four business hours for business service and within eight business hours for residence service.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.27 RULE NO. 27 - LIST OF CONTRACTS AND DEVIATIONS

Summary lists of contracts and deviations authorized under Subsection A or submitted under Subsection B of Section X. of General Order No. 96-A of the Public Utilities Commission of the State of California, covering the furnishing of service at rates or under regulations other than the rates and regulations contained in filed tariff schedules, are on file for public inspection with the Commission.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.27 RULE NO. 27 - RESERVED

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS

A. ADEQUATE NOTICE

Any telephone service furnished under the Utility's tariffs and used by a customer, their employee or agent, to overhear or observe any telephone conversation, to which they are not a party, over any part of the exchange and toll network, requires that adequate notice be given to all parties to the telephone conversation that the conversation is being overheard, observed, or recorded. Such adequate notice shall be given by:

(T)
(N)

1. A tone warning device known as "beep tone" which automatically produces a distinct signal audible to all parties to a telephone conversation; or
2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or
3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted; or
4. By an Interactive Voice Recording (IVR) message when a customer calls the Utility's customer service office. The IVR message will inform customers that the call may be monitored or recorded for quality assurance purposes and will allow a customer to opt-out of having the call monitored or recorded.

(N)
|
(N)

B. CUSTOMER NOTIFICATION

The Utility shall notify the customer when it has learned of monitoring which does not use one of the authorized methods of providing notice. Unless the customer will discontinue such use, the Utility shall discontinue service for noncompliance with this rule if, after written notice of at least five (5) days, the customer has not initiated compliance with such notice. The written notice shall advise the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. The written notice shall also advise the customer of the provision in C. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS

A. ADEQUATE NOTICE

Any telephone service furnished under the Company's tariffs and used by a customer, their employee or agent, to overhear or observe any telephone conversation, to which they are not a party, over any part of the exchange and toll network, requires that adequate notice be given to all parties to the telephone conversation that the conversation is being overheard, observed, or recorded. Such adequate notice shall be given by: (T)

1. A tone warning device known as "beep tone" which automatically produces a distinct signal audible to all parties to a telephone conversation; or
2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or
3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted; or
4. By an Interactive Voice Recording (IVR) message when a customer calls the Company's customer service office. The IVR message will inform customers that the call may be monitored or recorded for quality assurance purposes and will allow a customer to opt-out of having the call monitored or recorded. (T)

B. CUSTOMER NOTIFICATION

The Company shall notify the customer when it has learned of monitoring which does not use one of the authorized methods of providing notice. (T)
Unless the customer will discontinue such use, the Company shall discontinue service for noncompliance with this rule if, after written notice of at least five (5) days, the customer has not initiated compliance with such notice. (T)
The written notice shall advise the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. The written notice shall also advise the customer of the provision in C. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS (CONT'D)

C. DISPUTES

In the event of a dispute between the Utility and the customer as to whether the customer is in fact in violation of the provisions of this tariff schedule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission in the manner provided under the Commission's "Rules of Practice and Procedure". During the period the complaint is pending before the Commission, the Utility shall not discontinue service for noncompliance.

D. INDEMNITY

The customer releases, indemnifies and holds the Utility harmless from any and all loss, claims, or demands, or any liability whatsoever, whether suffered or asserted by the customer or by any other person, which arise directly or indirectly from the actions taken by the Utility to enforce this rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS (Cont'd)

C. DISPUTES

In the event of a dispute between the Company and the customer as to whether (T) the customer is in fact in violation of the provisions of this tariff schedule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission in the manner provided under the Commission's "Rules of Practice and Procedure". During the period the complaint is pending before the Commission, the Company shall not discontinue service for noncompliance. (T)

D. INDEMNITY

The customer releases, indemnifies and holds the Company harmless from any (T) and all loss, claims, or demands, or any liability whatsoever, whether suffered or asserted by the customer or by any other person, which arise directly or indirectly from the actions taken by the Company to enforce this (T) rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

1. In Areas Affected By General Public Interest.

The Utility will, at its expense, replace its existing aerial facilities with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained or may be obtained without cost or condemnation, by the Utility, provided that the governing body of the city or county in which such facilities are located has:

a. Determined after consultation with the Utility and after holding public hearings on the subject, that undergrounding is in the general public interest in a specified area for one or more of the following reasons:

- (1) Such undergrounding will avoid or eliminate an unusually heavy concentration of aerial facilities;
- (2) Said street, or road or right-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;
- (3) Said street, road or right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.

b. Adopted an ordinance creating an underground district in the area requiring, among other things:

- (1) That all existing and future electric and communication distribution facilities will be placed underground, and
- (2) That each property owner will provide and maintain the underground supporting structure needed on their property to furnish service to them from the underground facilities of the Utility when such are available, except as provided in A.1.c following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

1. In Areas Affected By General Public Interest.

The Company will, at its expense, replace its existing aerial facilities (T) with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Company have been obtained or may be obtained without cost or (T) condemnation, by the Company, provided that the governing body of the (T) city or county in which such facilities are located has:

a. Determined after consultation with the Company and after holding public (T) hearings on the subject, that undergrounding is in the general public interest in a specified area for one or more of the following reasons:

(1) Such undergrounding will avoid or eliminate an unusually heavy concentration of aerial facilities;

(2) Said street, or road or right-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;

(3) Said street, road or right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.

b. Adopted an ordinance creating an underground district in the area requiring, among other things:

(1) That all existing and future electric and communication distribution facilities will be placed underground, and

(2) That each property owner will provide and maintain the underground supporting structure needed on their property to furnish service to them from the underground facilities of the Company when such are (T) available, except as provided in A.1.c following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (CONT'D)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (CONT'D)

1. In Areas Affected By General Public Interest (Cont'd)

c. Upon request of the governing body the Utility will pay for the installation of no more than 100 feet of each customer's underground service connection facility occasioned by the undergrounding. The governing body may establish a smaller footage allowance or may limit the amount of money to be expended on a single customer's service, or the total amount to be expended on consumer services in a particular project. The Utility will pay for the installation of each customer's underground service connection facility at the time and only to the extent that the electric utility pays for the customer's underground electric service lateral.

d. The Utility will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced.

2. At the Request of Governmental Agencies or Groups of Applicants.

In circumstances other than those covered by 1. preceding, the Utility will replace its aerial facilities located in a specified area with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost or condemnation, by the Utility upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met:

a. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing or are required by suitable legislation to pay the cost or to provide and to transfer ownership to the Utility of the underground supporting structure along the public way and other Utility rights-of-way in the area, and

b. All property owners in the area are required by ordinance or other legislation, or all agree in writing, to provide and maintain the underground supporting structure on their property, and

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

1. In Areas Affected By General Public Interest (Cont'd)

- c. Upon request of the governing body the Company will pay for the installation of no more than 100 feet of each customer's underground service connection facility occasioned by the undergrounding. The governing body may establish a smaller footage allowance or may limit the amount of money to be expended on a single customer's service, or the total amount to be expended on consumer services in a particular project. The Company will pay for the installation of each customer's underground service connection facility at the time and only to the extent that the electric utility pays for the customer's underground electric service lateral. (T)
- d. The Company will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced. (T)

2. At the Request of Governmental Agencies or Groups of Applicants.

In circumstances other than those covered by 1. preceding, the Company will replace its aerial facilities located in a specified area with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Company have been obtained, or may be obtained without cost or condemnation, by the Company upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met: (T)

- a. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing or are required by suitable legislation to pay the cost or to provide and to transfer ownership to the Company of the underground supporting structure along the public way and other Company rights-of-way in the area¹, and (T)
- b. All property owners in the area are required by ordinance or other legislation, or all agree in writing, to provide and maintain the underground supporting structure on their property, and (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in ScheduleCal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (CONT'D)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (CONT'D)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

D. ARRANGEMENTS ARE MADE FOR THE CONCURRENT REMOVAL OF ALL ELECTRIC AND COMMUNICATION AERIAL DISTRIBUTION FACILITIES IN THE AREA.

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Utility and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities.¹

4. At Utility Initiative.

The Utility may from time to time replace sections of its aerial facilities with underground facilities at Utility expense for structural design considerations or its operating convenience.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

D. ARRANGEMENTS ARE MADE FOR THE CONCURRENT REMOVAL OF ALL ELECTRIC AND COMMUNICATION AERIAL DISTRIBUTION FACILITIES IN THE AREA.

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Company and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities¹. (T)

4. At Company Initiative. (T)

The Company may from time to time replace sections of its aerial facilities with underground facilities at Company expense for structural design considerations or its operating convenience. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

d. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area. (T)
(T)

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Company and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities¹.

Pursuant to Government Code § 66473.6, whenever a city or county imposes as a condition to its approval of a tentative map or a parcel map a requirement that necessitates replacing, undergrounding, or permanently or temporarily relocating existing facilities, the applicant shall pay the Company, in advance, a sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities. At the conclusion of the project, the Company shall reimburse the applicant for any amount paid in excess of the actual cost. If the estimated cost paid by the applicant was less than the actual cost incurred by the Company, the applicant shall pay the Company the difference at the conclusion of the project. (N)
(N)

4. At Company Initiative.

The Company may from time to time replace sections of its aerial facilities with underground facilities at Company expense for structural design considerations or its operating convenience.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

d. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area. 2 (T)
2 (T)

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Company and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, an amount equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities¹. At the conclusion of the project, the Company shall reimburse the applicant for any amount paid in excess of the actual cost. If the estimated cost paid by the applicant was less than the actual cost incurred by the Company, the applicant shall pay the Company the difference at the conclusion of the project. (C)
(N)
(N)

Pursuant to Government Code § 66473.6, whenever a city or county imposes as a condition to its approval of a tentative map or a parcel map a requirement that necessitates replacing, undergrounding, or permanently or temporarily relocating existing facilities, the applicant shall pay the Company, in advance, a sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities. At the conclusion of the project, the Company shall reimburse the applicant for any amount paid in excess of the actual cost. If the estimated cost paid by the applicant was less than the actual cost incurred by the Company, the applicant shall pay the Company the difference at the conclusion of the project. 2 (N)
(N)

4. At Company Initiative.

The Company may from time to time replace sections of its aerial facilities with underground facilities at Company expense for structural design considerations or its operating convenience.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

NOTE 2: Pending CPUC approval of Advice Letter No. 40390. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

5. San Diego Underground Surcharge

(N)

a. Description

In Decision No. 06-12-039, the California Public Utilities Commission authorized AT&T California to establish a surcharge to recover the cost of moving overhead utility lines underground in accordance with the City of San Diego's Underground Utilities Procedural Ordinance. Complete details of the surcharge are contained in the cited decision.

b. Applicability

Ordering Paragraph 2 of D.06-12-039 states that the surcharge applies as follows:

"All local telephone service provided over SBC lines in San Diego shall be subject to the Surcharge, including SBC customers that take service pursuant to Local Wholesale Complete, Individual Case Basis, Express, and Government contracts. Local telephone customers that receive service from competitive local exchange carriers over SBC lines are also subject to the Surcharge. Lifeline customers of any provider are exempt from the Surcharge."

c. Rate

Ordering Paragraph 5 of D.06-12-039 states that the surcharge "shall be assessed as a fixed amount per line...[and] shall be recalculated annually via advice letter filing."

Initial surcharge, effective July 1, 2007: \$0.77 per line.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH
UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

5. San Diego Underground Surcharge

a. Description

In Decision No. 06-12-039, the California Public Utilities Commission authorized AT&T California to establish a surcharge to recover the cost of moving overhead utility lines underground in accordance with the City of San Diego's Underground Utilities Procedural Ordinance. Complete details of the surcharge are contained in the cited decision.

b. Applicability

Ordering Paragraph 2 of D.06-12-039 states that the surcharge applies as follows:

"All local telephone service provided over SBC lines in San Diego shall be subject to the Surcharge, including SBC customers that take service pursuant to Local Wholesale Complete, Individual Case Basis, Express, and Government contracts. Local telephone customers that receive service from competitive local exchange carriers over SBC lines are also subject to the Surcharge. Lifeline customers of any provider are exempt from the Surcharge."

c. Rate

Ordering Paragraph 5 of D.06-12-039 states that the surcharge "shall be assessed as a fixed amount per line...[and] shall be recalculated annually via advice letter filing."

Initial surcharge, effective July 1, 2007: \$0.77 per line.
Surcharge modified effective April 15, 2009: \$1.46 (I) per line. (N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

5. San Diego Underground Surcharge

a. Description

In Decision No. 06-12-039, the California Public Utilities Commission authorized AT&T California to establish a surcharge to recover the cost of moving overhead utility lines underground in accordance with the City of San Diego's Underground Utilities Procedural Ordinance. Complete details of the surcharge are contained in the cited decision.

b. Applicability

Ordering Paragraph 2 of D.06-12-039 states that the surcharge applies as follows:

"All local telephone service provided over SBC lines in San Diego shall be subject to the Surcharge, including SBC customers that take service pursuant to Local Wholesale Complete, Individual Case Basis, Express, and Government contracts. Local telephone customers that receive service from competitive local exchange carriers over SBC lines are also subject to the Surcharge. Lifeline customers of any provider are exempt from the Surcharge."

c. Rate

Ordering Paragraph 5 of D.06-12-039 states that the surcharge "shall be assessed as a fixed amount per line...[and] shall be recalculated annually via advice letter filing."

Initial surcharge, effective July 1, 2007:	\$0.77 per line.	
Surcharge modified effective July 9, 2009:	\$1.46 per line.	z
Surcharge modified effective March 15, 2010:	\$1.99 (I) per line.	(N)

z Correction - In accordance with approval of Advice Letter No. 34851.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH
UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

5. Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

Monthly Percentage

			(D)
			(D)
Adjustment Factor ^{1,2}	(Effective 1-1-07 through 12-31-07)	2.778%	(T)
Adjustment Factor ^{3,4}	(Effective 6-22-07 through 12-31-07)	2.224%	(T)
Adjustment Factor ^{5,6}	(Effective 1-1-08 through 12-31-08)	2.380%	(N)

- | | | |
|---------|---|-----|
| | | (D) |
| NOTE 1: | Removal of one-time adjustments of (0.031%). | (T) |
| NOTE 2: | One-time adjustments of (0.158%) to be removed 1-1-08. | |
| NOTE 3: | Removal of NIC revenue adjustment of 4.231%. | |
| NOTE 4: | NIC revenue adjustment of 3.677% to be revised 6-22-08. | (T) |
| NOTE 5: | Removal of one-time adjustments of (0.158%). | (N) |
| NOTE 6: | One-time adjustments of (0.002%) to be removed 1-1-09. | (N) |

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

		<u>Monthly Percentage</u>	
Adjustment Factor ^{1,2}	(Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4}	(Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6}	(Effective 1-1-08 through 6-21-08)	2.380%	(T)
Adjustment Factor ⁷	(Effective 6-22-08 through 12-31-08)	1.459%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: NIC Revenue adjustment of 2.756%. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

		<u>Monthly Percentage</u>	
Adjustment Factor ^{1,2}	(Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4}	(Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6}	(Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ⁷	(Effective 6-22-08 through 12-31-08)	1.459%	
Adjustment Factor ^{8,9}	(Effective 1-1-09 through 6-21-09)	1.432%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: NIC Revenue adjustment of 2.756%.

NOTE 8: Removal of one-time adjustments of (0.002%). (N)

NOTE 9: One-time adjustments of (0.029%) to be removed 1-1-10. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

	<u>Monthly Percentage</u>	
Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4} (Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6} (Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ^{7,8} (Effective 6-22-08 through 12-31-08)	1.459%	(N)
Adjustment Factor ^{9,10} (Effective 1-1-09 through 6-21-09)	1.432%	(T)
Adjustment Factor ¹¹ (Effective 6-22-09 through 12-31-09)	1.389%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: Removal of NIC revenue adjustment of 3.677%. (N)

NOTE 8: NIC Revenue adjustment of 2.756% to be revised 6-22-09. (N)

NOTE 9: Removal of one-time adjustments of (0.002%). (T)

NOTE 10: One-time adjustments of (0.029%) to be removed 1-1-10. (T)

NOTE 11: NIC Revenue adjustment of (0.043%) to be revised 6-22-10. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

Monthly Percentage

Adjustment Factor ^{1,2}	(Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4}	(Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6}	(Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ^{7,8}	(Effective 6-22-08 through 12-31-08)	1.459%	
Adjustment Factor ^{9,10}	(Effective 1-1-09 through 6-21-09)	1.432%	
Adjustment Factor ¹¹	(Effective 6-22-09 through 12-31-09)	1.389%	
Adjustment Factor ^{12,13}	(Effective 1-1-10 through 6-21-10)	1.416%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: Removal of NIC revenue adjustment of 3.677%.

NOTE 8: NIC Revenue adjustment of 2.756% to be revised 6-22-09.

NOTE 9: Removal of one-time adjustments of (0.002%).

NOTE 10: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 11: NIC Revenue adjustment of (0.043%) to be revised 6-22-10.

NOTE 12: Removal of one-time adjustments of (0.029%). (N)

NOTE 13: One-time adjustments of (0.002%) to be removed 1-1-11. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4} (Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6} (Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ^{7,8} (Effective 6-22-08 through 12-31-08)	1.459%	
Adjustment Factor ^{9,10} (Effective 1-1-09 through 6-21-09)	1.432%	
Adjustment Factor ¹¹ (Effective 6-22-09 through 12-31-09)	1.389%	
Adjustment Factor ^{12,13,14,15} (Effective 1-1-10 through 6-21-10)	1.427%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: Removal of NIC revenue adjustment of 3.677%.

NOTE 8: NIC Revenue adjustment of 2.756% to be revised 6-22-09.

NOTE 9: Removal of one-time adjustments of (0.002%).

NOTE 10: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 11: NIC Revenue adjustment of (0.043%) to be revised 6-22-10.

NOTE 12: Removal of one-time adjustments of (0.029%).

NOTE 13: One-time adjustment of (0.002%) to be removed 1-1-11. (T)

NOTE 14: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to
be removed 1-1-11. (N)

NOTE 15: Notes 12 and 13 relate to Advice Letter No. 36148. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

	<u>Monthly Percentage</u>	
Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4} (Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6} (Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ^{7,8} (Effective 6-22-08 through 12-31-08)	1.459%	
Adjustment Factor ^{9,10} (Effective 1-1-09 through 6-21-09)	1.432%	
Adjustment Factor ¹¹ (Effective 6-22-09 through 12-31-09)	1.389%	
Adjustment Factor ^{12,13,14,15} (Effective 1-1-10 through 6-21-10)	1.427%	
Adjustment Factor ¹⁶ (Effective 6-22-10 through 12-31-10)	1.366%	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: Removal of NIC revenue adjustment of 3.677%.

NOTE 8: NIC Revenue adjustment of 2.756% to be revised 6-22-09.

NOTE 9: Removal of one-time adjustments of (0.002%).

NOTE 10: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 11: NIC Revenue adjustment of (0.043%) to be revised 6-22-10.

NOTE 12: Removal of one-time adjustments of (0.029%).

NOTE 13: One-time adjustment of (0.002%) to be removed 1-1-11.

NOTE 14: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.

NOTE 15: Notes 12 and 13 relate to Advice Letter No. 36148.

NOTE 16: NIC Revenue adjustment of (0.061%) to be revised 1-1-11. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	2.778%	
Adjustment Factor ^{3,4} (Effective 6-22-07 through 12-31-07)	2.224%	
Adjustment Factor ^{5,6} (Effective 1-1-08 through 6-21-08)	2.380%	
Adjustment Factor ^{7,8} (Effective 6-22-08 through 12-31-08)	1.459%	
Adjustment Factor ^{9,10} (Effective 1-1-09 through 6-21-09)	1.432%	
Adjustment Factor ¹¹ (Effective 6-22-09 through 12-31-09)	1.389%	
Adjustment Factor ^{12,13,14,15} (Effective 1-1-10 through 6-21-10)	1.427%	
Adjustment Factor ¹⁶ (Effective 6-22-10 through 12-31-10)	1.366%	
Adjustment Factor ^{17,18,19} (Effective 1-1-11)	(1.295%)	(N)

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of NIC revenue adjustment of 4.231%.

NOTE 4: NIC revenue adjustment of 3.677% to be revised 6-22-08.

NOTE 5: Removal of one-time adjustments of (0.158%).

NOTE 6: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 7: Removal of NIC revenue adjustment of 3.677%.

NOTE 8: NIC Revenue adjustment of 2.756% to be revised 6-22-09.

NOTE 9: Removal of one-time adjustments of (0.002%).

NOTE 10: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 11: NIC Revenue adjustment of (0.043%) to be revised 6-22-10.

NOTE 12: Removal of one-time adjustments of (0.029%).

NOTE 13: One-time adjustment of (0.002%) to be removed 1-1-11.

NOTE 14: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.

NOTE 15: Notes 12 and 13 relate to Advice Letter No. 36148.

NOTE 16: NIC Revenue adjustment of (0.061%) to be revised 1-1-11.

NOTE 17: Removal of one-time adjustment of (0.002%). (N)

NOTE 18: Removal of one-time adjustment of 0.011%. (N)

NOTE 19: Removal of NIC Revenue Adjustment of 2.652%. (N)

Continued

Advice Letter No. 38682

Issued by

Date Filed: December 23, 2010

Decision No.

Eric Batongbacal

Effective: January 1, 2011

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED

(T)

(D)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Utility's tariff schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. Universal Lifeline Telephone Service Surcharge - (PARTIAL) (T)
- A5.5.1 Public Telephone Service - ALL
- A5.5.2,
 - D.2. Semi-Public Telephone Service - (PARTIAL) (T)
- A6. Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
- A6.2.1 Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
- A8.3.1 Simple Inside Wire - ALL
- A8.4.3 Intrabuilding Network Cable - ALL
- D10. Centrex Service - (PARTIAL) D. Rates and Charges, (T)
USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
- D10. Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment (T)
Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. |
Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E. (T)
- A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO
- A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
- D4.2 Public Packet Switching³
- K2. Contracts
- 175-T Access Service - Special Access Service - InterLATA
- D3. Pacific Bell Information Services (D)
- A20.1 Directory Number Call Forwarding
- G. Competitive Local Carrier

The monthly percentage also applies to all tariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Utility's tariff schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. Universal Lifeline Telephone Service Surcharge - (PARTIAL)
- A5.5.1 Public Telephone Service - ALL
- A5.5.2,
 - D.2. Semi-Public Telephone Service - (PARTIAL)
- A6. Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
- A6.2.1 Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
- A8.3.1 Simple Inside Wire - ALL
- A8.4.3 Intrabuilding Network Cable - ALL
- D10. Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
- D10. Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.
- A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO
- A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
- D4.2 Public Packet Switching³
- K2. Contracts
- 175-T Access Service - Special Access Service - InterLATA
- D3. Pacific Bell Information Services
- A20.1 Directory Number Call Forwarding
- G. Competitive Local Carrier
- A10.1 Payment Convenience Fee (N)

The monthly percentage also applies to all tariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following: (T)
(N)

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. Universal Lifeline Telephone Service Surcharge - (PARTIAL) (T)
 - Guidebook Public Telephone Service - ALL (D)
 - Guidebook Semi-Public Telephone Service - (PARTIAL) (T)
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only (T)
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service (T)
 - Guidebook Simple Inside Wire - ALL (T)
 - Guidebook Intrabuilding Network Cable - ALL (T)
 - Guidebook Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e. (T)
 - Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E. (T)
 - A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO
 - A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
 - Guidebook Public Packet Switching³ (T)
 - Guidebook Contracts (T)
 - 175-T Access Service - Special Access Service - InterLATA
 - Guidebook Pacific Bell Information Services (T)
 - Guidebook Directory Number Call Forwarding (T)
 - Guidebook Competitive Local Carrier (T)
 - (California Out of Territory Guidebook) (N)
 - Guidebook Payment Convenience Fee (T)

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.² (N)
(T)
|
(T)

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following:

A2.1.37 Rule No. 37 - ALL

A5.2.5,

E.5. California LifeLine Surcharge - (PARTIAL) (T)
Guidebook Public Telephone Service - ALL

Guidebook Semi-Public Telephone Service - (PARTIAL)

Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll
Usage Only

Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent
Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person
Service

Guidebook Simple Inside Wire - ALL

Guidebook Intrabuilding Network Cable - ALL

Guidebook Centrex Service - (PARTIAL) D. Rates and Charges,
USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.

Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment
Plan - Monthly Rates and corresponding Schedule Cal.P.U.C.
Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.

A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB,
EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK,
EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO

A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL

Guidebook Public Packet Switching³

Guidebook Contracts

175-T Access Service - Special Access Service - InterLATA

Guidebook Pacific Bell Information Services

Guidebook Directory Number Call Forwarding

Guidebook Competitive Local Carrier

(California Out of Territory Guidebook)

Guidebook Payment Convenience Fee

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following:

A2.1.37 Rule No. 37 - ALL

A5.2.5,

E.5. California LifeLine Surcharge - (PARTIAL)

Guidebook Public Telephone Service - ALL

Guidebook Semi-Public Telephone Service - (PARTIAL)

Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll
Usage Only

Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent
Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person
Service

Guidebook Simple Inside Wire - ALL

Guidebook Intrabuilding Network Cable - ALL

Guidebook Centrex Service - (PARTIAL) D. Rates and Charges,
USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.

Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment
Plan - Monthly Rates and corresponding Schedule Cal.P.U.C.
Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.

A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB,
EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK,
EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO

A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL

Guidebook Public Packet Switching³

Guidebook Contracts

175-T Access Service - Special Access Service - InterLATA

Guidebook AT&T Messaging

(T)

Guidebook Directory Number Call Forwarding

Guidebook Competitive Local Carrier

(California Out of Territory Guidebook)

Guidebook Payment Convenience Fee

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. California LifeLine Surcharge - (PARTIAL)
- Guidebook Public Telephone Service - ALL
- Guidebook Semi-Public Telephone Service - (PARTIAL)
- Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
- Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
- Guidebook Simple Inside Wire - ALL
- Guidebook Intrabuilding Network Cable - ALL
- Guidebook Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
- Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.
- A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO
- A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
- Guidebook Public Packet Switching³
- Guidebook Contracts
 - 175-T Access Service - Special Access Service - InterLATA
- Guidebook Pacific Bell Information Services
- Guidebook Directory Number Call Forwarding
- Guidebook Competitive Local Carrier (California Out of Territory Guidebook)
- Guidebook Payment Convenience Fee
- Guidebook Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service (N) (N)

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and D2.6,B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)
- 1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. California LifeLine Surcharge - (PARTIAL)
 - Guidebook Public Telephone Service - ALL
 - Guidebook Semi-Public Telephone Service - (PARTIAL)
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
 - Guidebook Simple Inside Wire - ALL
 - Guidebook Intrabuilding Network Cable - ALL
 - Guidebook Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
 - Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.
 - A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN,EACDG, E9TDD, EACDO
 - A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL (D)
 - Guidebook Contracts
 - 175-T Access Service - Special Access Service - InterLATA
 - Guidebook AT&T Messaging z
 - Guidebook Directory Number Call Forwarding
 - Guidebook Competitive Local Carrier (California Out of Territory Guidebook)
 - Guidebook Payment Convenience Fee
 - Guidebook Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from A2.1.33 Rule No. 33.1.A. (T)
(D)

NOTE 1: Also known as Local Toll. (D)
|
(D)

z Correction- change previously made in Advice Letter No. 40015

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)
1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Company's tariff and Guidebook schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5. California LifeLine Surcharge - (PARTIAL)
 - Guidebook Public Telephone Service - ALL
 - Guidebook Semi-Public Telephone Service - (PARTIAL)
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
 - Guidebook Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
 - Guidebook Simple Inside Wire - ALL
 - Guidebook Intrabuilding Network Cable - ALL
 - Guidebook Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
 - Guidebook Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule Cal.P.U.C. Nos. A9.1.1.,D.; A9.1.4,E.; A9.1.6,D.; and A9.1.8,E.
- A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN, EACDG, E9TDD, EACDO
- A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
- Guidebook Contracts
 - 175-T Access Service - Special Access Service - InterLATA
 - Guidebook AT&T Unified Messaging (AT&T California Guidebook) (T)
 - Guidebook Directory Number Call Forwarding
 - Guidebook Competitive Local Carrier (AT&T California Out of Territory Guidebook) (T)
 - Guidebook Payment Convenience Fee
 - Guidebook Remote LAN (Local Area Network) Service, Asynchronous Transfer Mode (ATM) Service and Frame Relay Service

The monthly percentage also applies to all tariffed and detariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from A2.1.33 Rule No. 33.1.A.

NOTE 1: Also known as Local Toll.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)	(D)
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)	(T)

The monthly percentage applies to intraLATA toll provided under all of the Utility's tariff schedules including intraLata private line, 800 usage, CALL BONUS - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are:

- 1.A - All, except A6. Message Telecommunications Service¹ (partial) toll usage only.
- A6. - OnePrice Saver calling plan
- D. - AT&T Messaging Services

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

NOTE 1: Also known as Local Toll.

- NOTE 2: Removal of one-time adjustments of (0.031%).
- NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 4: Removal of one-time adjustments of (0.158%).
- NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)

The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, CALL BONUS - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are: (T)

- 1.A, preceding, - All, except Message Telecommunications Service¹ (partial) toll usage only. (N)
- OnePrice Saver calling plan (Guidebook Part 9, Section 3) (T)
- AT&T Messaging Services (Guidebook Part 6, Section 4) (T)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

- NOTE 1: Also known as Local Toll. See Guidebook Part 9, Section 3. (N)
- NOTE 2: Removal of one-time adjustments of (0.031%).
- NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 4: Removal of one-time adjustments of (0.158%).
- NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
 2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)	
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)	
Adjustment Factor ^{6,7} (Effective 1-1-09 through 12-31-09)	(1.326%)	(N)
The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, CALL BONUS - Message Telecommunications Service ¹ and zone usage; Business Call Discounts - Message Telecommunications Service ¹ and zone usage. Exceptions are:		8 (T)
- 1.A, preceding - All, except A6. Message Telecommunications Service ¹ (partial) toll usage only.		8 (N)
- A6. - OnePrice Saver calling plan (Guidebook Part 9, Section 3)		8 (T)
- AT&T Messaging Services (Guidebook Part 6, Section 4)		8 (T)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

- NOTE 1: Also known as Local Toll.
 NOTE 2: Removal of one-time adjustments of (0.031%).
 NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.
 NOTE 4: Removal of one-time adjustments of (0.158%).
 NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.
 NOTE 6: Removal of one-time adjustments of (0.002%) (N)
 NOTE 7: One-time adjustments of (0.029%) to be removed 1-1-10. |
 NOTE 8: Pending CPUC Approval of Advice Letter No. 33423. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)
Adjustment Factor ^{6,7} (Effective 1-1-09 through 12-31-09)	(1.326%)

The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, Call Bonus - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are: (T)

- 1.A, preceding - All, except Message Telecommunications Service¹ (partial) toll usage only. (N)
- OnePrice Saver calling plan (Guidebook Part 9, Section 3) (T)
- AT&T Messaging Services (Guidebook Part 6, Section 4) (T)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

- NOTE 1: Also known as Local Toll. See Guidebook Part 9, Section 3. (N)
- NOTE 2: Removal of one-time adjustments of (0.031%).
- NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 4: Removal of one-time adjustments of (0.158%).
- NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.
- NOTE 6: Removal of one-time adjustments of (0.002%)
- NOTE 7: One-time adjustments of (0.029%) to be removed 1-1-10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)	
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)	
Adjustment Factor ^{6,7} (Effective 1-1-09 through 12-31-09)	(1.326%)	
Adjustment Factor ^{8,9} (Effective 1-1-10 through 12-31-10)	(1.299%)	(N)

The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, Call Bonus - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are:

- 1.A, preceding - All, except Message Telecommunications Service¹ (partial) toll usage only.
- OnePrice Saver calling plan (Guidebook Part 9, Section 3)
- AT&T Messaging Services (Guidebook Part 6, Section 4)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

NOTE 1: Also known as Local Toll. See Guidebook Part 9, Section 3.

NOTE 2: Removal of one-time adjustments of (0.031%).

NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 4: Removal of one-time adjustments of (0.158%).

NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 6: Removal of one-time adjustments of (0.002%).

NOTE 7: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 8: Removal of one-time adjustments of (0.029%). (N)

NOTE 9: One-time adjustments of (0.002%) to be removed 1-1-11. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)	
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)	
Adjustment Factor ^{6,7} (Effective 1-1-09 through 12-31-09)	(1.326%)	
Adjustment Factor ^{8,9,10,11} (Effective 1-1-10 through 12-31-10)	(1.288%)	(N)

The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, Call Bonus - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are:

- 1.A, preceding - All, except Message Telecommunications Service¹ (partial) toll usage only.
- OnePrice Saver calling plan (Guidebook Part 9, Section 3)
- AT&T Messaging Services (Guidebook Part 6, Section 4)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

NOTE 1: Also known as Local Toll. See Guidebook Part 9, Section 3.

NOTE 2: Removal of one-time adjustments of (0.031%).

NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 4: Removal of one-time adjustments of (0.158%).

NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 6: Removal of one-time adjustments of (0.002%).

NOTE 7: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 8: Removal of one-time adjustments of (0.029%).

NOTE 9: One-time adjustment of (0.002%) to be removed 1-1-11. (T)

NOTE 10: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11. (N)

NOTE 11: Notes 8 and 9 relate to Advice Letter No. 36148. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor ^{2,3} (Effective 1-1-07 through 12-31-07)	(1.455%)	
Adjustment Factor ^{4,5} (Effective 1-1-08 through 12-31-08)	(1.299%)	
Adjustment Factor ^{6,7} (Effective 1-1-09 through 12-31-09)	(1.326%)	
Adjustment Factor ^{8,9,10,11} (Effective 1-1-10 through 12-31-10)	(1.288%)	
Adjustment Factor ^{12,13} (Effective 1-1-11)	(1.297%)	(N)

The monthly percentage applies to intraLATA toll provided in the Company's Guidebook, including intraLata private line (Schedule Cal. P.U.C. No. B), 800 usage, Call Bonus - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are:

- 1.A, preceding - All, except Message Telecommunications Service¹ (partial) toll usage only.
- OnePrice Saver calling plan (Guidebook Part 9, Section 3)
- AT&T Messaging Services (Guidebook Part 6, Section 4)

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1., Rule No. 33.1.B. when these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

NOTE 1: Also known as Local Toll. See Guidebook Part 9, Section 3.

NOTE 2: Removal of one-time adjustments of (0.031%).

NOTE 3: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 4: Removal of one-time adjustments of (0.158%).

NOTE 5: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 6: Removal of one-time adjustments of (0.002%).

NOTE 7: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 8: Removal of one-time adjustments of (0.029%).

NOTE 9: One-time adjustment of (0.002%) to be removed 1-1-11.

NOTE 10: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.

NOTE 11: Notes 8 and 9 relate to Advice Letter No. 36148.

NOTE 12: Removal of one-time adjustment of (0.002%).

(N)

NOTE 13: Removal of one-time adjustment of 0.011%.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

(T)

(D)

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)	(D)
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- D. AT&T Messaging Services
- G. Competitive Local Carrier

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
- NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 3: Removal of one-time adjustments of (0.158%).
- NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)

THE MONTHLY PERCENTAGE APPLIES TO ALL RECURRING AND NONRECURRING RATES AND CHARGES FOR SERVICE OR EQUIPMENT PROVIDED UNDER SCHEDULE CAL.P.U.C. NO. 175-T EXCEPT THE FOLLOWING:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4 (T)
- Competitive Local Carrier - California Out of Territory Guidebook (T)

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
NOTE 3: Removal of one-time adjustments of (0.158%).
NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)	
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)	
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4 7(T)
- Competitive Local Carrier - California Out of Territory Guidebook 7(T)

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
- NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 3: Removal of one-time adjustments of (0.158%).
- NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.
- NOTE 5: Removal of one-time adjustments of (0.002%). (N)
- NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10. (N)
- NOTE 7: Pending CPUC Approval of Advice Letter No. 33423. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4 (T)
- Competitive Local Carrier - California Out of Territory Guidebook (T)

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
NOTE 3: Removal of one-time adjustments of (0.158%).
NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.
NOTE 5: Removal of one-time adjustments of (0.002%).
NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)	
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)	
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)	
Adjustment Factor ^{7,8} (Effective 1-1-10 through 12-31-10)	(1.303%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4
- Competitive Local Carrier - California Out of Territory Guidebook

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
- NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 3: Removal of one-time adjustments of (0.158%).
- NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.
- NOTE 5: Removal of one-time adjustments of (0.002%).
- NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.
- NOTE 7: Removal of one-time adjustments of (0.029%). (N)
- NOTE 8: One-time adjustments of (0.002%) to be removed 1-1-11. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)	
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)	
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)	
Adjustment Factor ^{7,8,9,10} (Effective 1-1-10 through 12-31-10)	(1.292%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4
- Competitive Local Carrier - California Out of Territory Guidebook

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
- NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 3: Removal of one-time adjustments of (0.158%).
- NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.
- NOTE 5: Removal of one-time adjustments of (0.002%).
- NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.
- NOTE 7: Removal of one-time adjustments of (0.029%).
- NOTE 8: One-time adjustment of (0.002%) to be removed 1-1-11. (T)
- NOTE 9: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11. (N)
- NOTE 10: Notes 7 and 8 relate to Advice Letter No. 36148. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)	
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)	
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)	
Adjustment Factor ^{7,8,9,10} (Effective 1-1-10 through 12-31-10)	(1.292%)	
Adjustment Factor ^{11,12} (Effective 1-1-11)	(1.301%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

175-T, Section 18 - Services For Resale
175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4
- Competitive Local Carrier - California Out of Territory Guidebook

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of one-time adjustments of (0.158%).

NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 5: Removal of one-time adjustments of (0.002%).

NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 7: Removal of one-time adjustments of (0.029%).

NOTE 8: One-time adjustment of (0.002%) to be removed 1-1-11.

NOTE 9: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.

NOTE 10: Notes 7 and 8 relate to Advice Letter No. 36148.

NOTE 11: Removal of one-time adjustment of (0.002%). (N)

NOTE 12: Removal of one-time adjustment of 0.011%. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates	Monthly Percentage
Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)
Adjustment Factor ^{7,8,9,10} (Effective 1-1-10 through 12-31-10)	(1.292%)
Adjustment Factor ^{11,12} (Effective 1-1-11)	(1.301%)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- AT&T Messaging Services - Guidebook Part 6, Section 4
- Competitive Local Carrier - California Out of Territory Guidebook

2. The billing adjustment amount on each bill shall be designated "Rate Surcharge". (T)
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

- NOTE 1: Removal of one-time adjustments of (0.031%).
- NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.
- NOTE 3: Removal of one-time adjustments of (0.158%).
- NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.
- NOTE 5: Removal of one-time adjustments of (0.002%).
- NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.
- NOTE 7: Removal of one-time adjustments of (0.029%).
- NOTE 8: One-time adjustment of (0.002%) to be removed 1-1-11.
- NOTE 9: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.
- NOTE 10: Notes 7 and 8 relate to Advice Letter No. 36148.
- NOTE 11: Removal of one-time adjustment of (0.002%).
- NOTE 12: Removal of one-time adjustment of 0.011%.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates	Monthly Percentage
Adjustment Factor ^{1,2} (Effective 1-1-07 through 12-31-07)	(1.459%)
Adjustment Factor ^{3,4} (Effective 1-1-08 through 12-31-08)	(1.303%)
Adjustment Factor ^{5,6} (Effective 1-1-09 through 12-31-09)	(1.330%)
Adjustment Factor ^{7,8,9,10} (Effective 1-1-10 through 12-31-10)	(1.292%)
Adjustment Factor ^{11,12} (Effective 1-1-11)	(1.301%)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

175-T, Section 18 - Services For Resale

175-T Special Access Service - IntraLATA

- AT&T Unified Messaging (AT&T California Guidebook) (T)

- Competitive Local Carrier (T)

(AT&T California Out of Territory Guidebook) (T)

2. The billing adjustment amount on each bill shall be designated "Rate Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

NOTE 1: Removal of one-time adjustments of (0.031%).

NOTE 2: One-time adjustments of (0.158%) to be removed 1-1-08.

NOTE 3: Removal of one-time adjustments of (0.158%).

NOTE 4: One-time adjustments of (0.002%) to be removed 1-1-09.

NOTE 5: Removal of one-time adjustments of (0.002%).

NOTE 6: One-time adjustments of (0.029%) to be removed 1-1-10.

NOTE 7: Removal of one-time adjustments of (0.029%).

NOTE 8: One-time adjustment of (0.002%) to be removed 1-1-11.

NOTE 9: Relates to Advice Letter No. 36522, One-time adjustment 0.011% to be removed 1-1-11.

NOTE 10: Notes 7 and 8 relate to Advice Letter No. 36148.

NOTE 11: Removal of one-time adjustment of (0.002%).

NOTE 12: Removal of one-time adjustment of 0.011%.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - RESERVED (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (CONT'D)

A. RELEASE OF INFORMATION (CONT'D)

1. Nonpublished Service (Cont'd)

d. Notification to Customer (Cont'd)

(4) The one-year period of nondisclosure shall be extended for successive one-year periods upon new written certification by the agency in each instance.

(5) If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been a request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

e. Exception for Health Officers

No notification shall ever be made to a customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the customer could violate a client's or contact's right of privacy and confidentiality.

f. Release of Information to Interexchange Carriers

The Utility will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing or service purposes as set forth in Schedule Cal.P.U.C. No. 175-T.

g. Retention of Records

All written documents pertaining to nonpublished service shall be retained by telephone utilities for at least one year. When an agency requests that notice to the customer be withheld, the telephone utility shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

h. Unsolicited Telephone Efforts

The Utility will not contact nonpublished residence customers by telephone on an unlisted numbers(s) for unsolicited sales efforts.

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

d. Notification to Customer (Cont'd)

(4) The one-year period of nondisclosure shall be extended for successive one-year periods upon new written certification by the agency in each instance.

(5) If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been a request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

e. Exception for Health Officers

No notification shall ever be made to a customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the customer could violate a client's or contact's right of privacy and confidentiality.

f. Release of Information to Interexchange Carriers

The Company will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing or service purposes as set forth in Schedule Cal.P.U.C. No. 175-T. (T)

g. Retention of Records

All written documents pertaining to nonpublished service shall be retained by telephone utilities for at least one year. When an agency requests that notice to the customer be withheld, the telephone utility shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

h. Unsolicited Telephone Efforts

The Company will not contact nonpublished residence customers by telephone on an unlisted numbers(s) for unsolicited sales efforts. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. GENERAL

1. Normal Provision of Facilities and Service.

Facilities to provide exchange service to applicants/customers are furnished in accordance with the Utility's standards up to and including (T)
its local loop demarcation point as set forth in Schedule Cal.P.U.C. (T)
No. A2.1.2. It is contemplated that facilities are available or will be made available as part of a telephone plant designed and constructed to meet the service requirements usually encountered in the localities or areas served.

2. Special Provision of Facilities and Service.

- a. Line extensions, Service Connections and Facilities on Customer's Premises or new facilities to provide exchange telephone service to (T)
applicants/customers will be furnished up to and including the Utility's local loop demarcation point as set forth in Schedule Cal.P.U.C. (T)
No. A2.1.15, A2.1.16, and A8.4. Where the new facilities are in (T)
suburban areas, charges for line extensions and service connection facilities are set forth in Schedule Cal.P.U.C. No. A4.3.
- b. The provision of "Other Equipment and Wiring" as set forth in Schedule Cal.P.U.C. No. A3. is applicable to service connection facilities. (T)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. GENERAL

1. Normal Provision of Facilities and Service.

Facilities to provide exchange service to applicants/customers are furnished in accordance with the Company's standards up to and including its local loop demarcation point as set forth in Schedule Cal.P.U.C. No. A2.1.2. It is contemplated that facilities are available or will be made available as part of a telephone plant designed and constructed to meet the service requirements usually encountered in the localities or areas served. (T)

2. Special Provision of Facilities and Service.

- a. Line extensions, Service Connections and Facilities on Customer's Premises or new facilities to provide exchange telephone service to applicants/customers will be furnished up to and including the Company's local loop demarcation point as set forth in Schedule Cal.P.U.C. No. A2.1.15, A2.1.16, and Guidebook Part 8, Section 8. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Guidebook Part 4, Section 5. (T)
- b. The provision of "Other Equipment and Wiring" as set forth in Guidebook Part 3, Section 1 is applicable to service connection facilities. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (CONT'D)

A. GENERAL (CONT'D)

2. Special Provision of Facilities and Service (Cont'd) (T)

c. Applicants/customers may desire service arrangements or facilities in (T)
the provision of their service which is beyond that normally provided (T)
by the Utility. When such an applicant/customer requirement exists, the
Utility may furnish where operating conditions permit up to and including
its local loop demarcation point, such other arrangements as the
applicant/customer requests, at charges based on the costs of providing such
additional service or facility arrangements, see C. charges following.¹

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Facilities and services provided under special construction will be provided
as set forth in 2.a. preceding and the following:

a. At the request of the applicant/customer, the Utility may construct
additional facilities, including additional entrance facilities to other
buildings on continuous property, of a type or in a location other than that
which the Utility would otherwise utilize in order to provide service for
the applicant/customer.

b. In order to comply with requirements specified by the applicant/customer,
construction by the Utility involves a routing of facilities other than that
which the Utility would normally utilize in order to provide services for
the applicant/customer. See 2.b. following.

c. At the request of the applicant/customer, the Utility constructs a greater
quantity of facilities than that which the Utility would otherwise construct
in order to fulfill the applicant's/customer's initial requirements for
services. See 2.c. following.

d. The facilities to provide services are not available and at the request of
the applicant/customer, the Utility constructs temporary facilities to
provide services for the period during which the permanent facilities are
under construction.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No.
A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

A. GENERAL (Cont'd)

2. Special Provision of Facilities and Service (Cont'd)

- c. Applicants/customers may desire service arrangements or facilities in the provision of their service which is beyond that normally provided by the Company. When such an applicant/customer requirement exists, the Company may furnish where operating conditions permit up to and including its local loop demarcation point, such other arrangements as the applicant/customer requests, at charges based on the costs of providing such additional service or facility arrangements, see C. charges following.¹ (T)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Facilities and services provided under special construction will be provided as set forth in 2.a. preceding and the following:

- a. At the request of the applicant/customer, the Company may construct additional facilities, including additional entrance facilities to other buildings on continuous property, of a type or in a location other than that which the Company would otherwise utilize in order to provide service for the applicant/customer. (T)
- b. In order to comply with requirements specified by the applicant/customer, construction by the Company involves a routing of facilities other than that which the Company would normally utilize in order to provide services for the applicant/customer. See 2.b. following. (T)
- c. At the request of the applicant/customer, the Company constructs a greater quantity of facilities than that which the Company would otherwise construct in order to fulfill the applicant's/customer's initial requirements for services. See 2.c. following. (T)
- d. The facilities to provide services are not available and at the request of the applicant/customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (CONT'D)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE (CONT'D)

1. Facilities and services provided under special construction will be (T)
provided as set forth in 2.a. preceding and the following: (Cont'd) (T)

- e. Except as covered in Schedule Cal.P.U.C. No. A2.1.15, A.10 and A2.1.16, A.1.j, the facilities to provide services are not available and at the request of the applicant/customer, the Utility constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.

The provision of any of the above listed special construction shall be entirely at the option of the Utility¹.

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer are furnished over the most economical route as determined by (T)
the Utility up to and including its local loop demarcation point. Where (T)
an applicant/customer requests a serving arrangement furnished in a manner
other than the most economical route as determined by the Utility, the
arrangements requested are generally one of the following:

- a. Furnish facilities over the same physical route but in two or more different cables. Generally, the cables would be separated but share common poles, manholes or duct runs.
- b. Facilities furnished over two or more separate routes. This would be alternate routing, i.e. facilities would be furnished in separate cables, separate routes and not share common pole line, ducts or manholes in any part of the route. The facilities could be used to separate services between the central office and the Utility's local loop demarcation (T)
point on the customer's premises over the two or more routes, possibly (T)
providing a better opportunity for continuity of service of the
communications services provided.
- c. Standby facilities are those furnished to provide redundancy for all or a portion of the services furnished between a central office and a customer's premises. Such redundancy could be provided over an alternate route or in the same route via a different cable. In addition, equipment, that is under the operational control of the customer located (T)
at the customer's premises is the customer's responsibility. The
Utility is responsible only up to and including its local loop
demarcation point for the provision of such service. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

1. Facilities and services provided under special construction will be provided as set forth in 2.a. preceding and the following: (Cont'd)

- e. Except as covered in Schedule Cal.P.U.C. No. A2.1.15, A.10 and A2.1.16, A.1.j, the facilities to provide services are not available and at the request of the applicant/customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction. (T)

The provision of any of the above listed special construction shall be entirely at the option of the Company¹. (T)

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer are furnished over the most economical route as determined by the Company up to and including its local loop demarcation point. Where an applicant/customer requests a serving arrangement furnished in a manner other than the most economical route as determined by the Company, the arrangements requested are generally one of the following: (T)

- a. Furnish facilities over the same physical route but in two or more different cables. Generally, the cables would be separated but share common poles, manholes or duct runs.
- b. Facilities furnished over two or more separate routes. This would be alternate routing, i.e. facilities would be furnished in separate cables, separate routes and not share common pole line, ducts or manholes in any part of the route. The facilities could be used to separate services between the central office and the Company's local loop demarcation point on the customer's premises over the two or more routes, possibly providing a better opportunity for continuity of service of the communications services provided. (T)
- c. Standby facilities are those furnished to provide redundancy for all or a portion of the services furnished between a central office and a customer's premises. Such redundancy could be provided over an alternate route or in the same route via a different cable. In addition, equipment, that is under the operational control of the customer located at the customer's premises is the customer's responsibility. The Company s responsible only up to and including its local loop demarcation point for the provision of such service. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (CONT'D)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Charges based on costs are applicable to special provision of facilities and service. An advance payment of 100% of estimated cost will be required by the Utility to protect its investment. The amount of the advance payment will be credited to the customer's account upon completion of the construction and the billing for the service arrangement.¹

2. Charges may be quoted based on the material used and labor required that the Utility may provide in connection with the outside plant and central office facilities to provide the arrangement requested.

3. Application of Charges

a. Additional cable may be required, which may not be reusable in place when the customer disconnects such a service arrangement. This could include portions of cable facilities along existing rights-of-way or dedicated streets where such cable was furnished for the use of one customer. Charges applicable to the facilities furnished are reflective of the material furnished. In addition, labor is required to place and terminate the facilities placed. Additional labor may be required to rearrange existing facilities to accommodate the additional facilities placed. Service connections may also be affected and may require (T) additions and rearrangements to which charges would apply.

b. Furnishing facilities over the same route but in two or more different (T) cables.

(1) Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.

(2) If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charge to the applicant/customer for the furnishing of separate outside plant facilities.

(3) Facilities requiring the reinforcement of an existing route and which would not be constructed by the Utility except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE

1. Charges based on costs are applicable to special provision of facilities and service. An advance payment of 100% of estimated cost will be required by the Company to protect its investment. The amount of the advance payment will be credited to the customer's account upon completion of the construction and the billing for the service arrangement.¹ (T)

2. Charges may be quoted based on the material used and labor required that the Company may provide in connection with the outside plant and central office facilities to provide the arrangement requested. (T)

3. Application of Charges

a. Additional cable may be required, which may not be reusable in place when the customer disconnects such a service arrangement. This could include portions of cable facilities along existing rights-of-way or dedicated streets where such cable was furnished for the use of one customer. Charges applicable to the facilities furnished are reflective of the material furnished. In addition, labor is required to place and terminate the facilities placed. Additional labor may be required to rearrange existing facilities to accommodate the additional facilities placed. Service connections may also be affected and may require additions and rearrangements to which charges would apply.

b. Furnishing facilities over the same route but in two or more different cables.

(1) Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.

(2) If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charge to the applicant/customer for the furnishing of separate outside plant facilities.

(3) Facilities requiring the reinforcement of an existing route and which would not be constructed by the Company except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (CONT'D)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (CONT'D)

3. Application of Charges (Cont'd)

b. Furnishing facilities over the same route, but in two or more different cables. (Cont'd)

(4) New exchange facilities will be furnished up to and including the Utility's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the service furnished will apply. (T)

(5) Rearrangement of exchange facilities to utilize two routes will be furnished by the Utility, not to exceed the charges of furnishing of new services as set forth in the applicable tariffs. (T)

c. Facilities furnished over two or more separate routes.

(1) Where existing outside plant facilities are capable of providing the arrangements requested by the applicant/customer, but rearrangement is required, the applicant/customer will pay charges equal to the costs of furnishing such rearrangements of distribution or of service connection. (T)

(2) Where a line extension of an existing facility route is required to provide an alternate serving arrangement, the applicant/customer will pay charges based on the additional costs involved in furnishing the line extension on the alternate route which are in addition to the costs involved in furnishing service over the normal route. (T)

(3) New exchange facilities will be furnished up to and including the Utility's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the services furnished will apply. (T)

(4) Rearrangement of existing exchange facilities over either the normal or the alternate route to accommodate the request of the applicant customer as to the route requested for use, will be provided at costs not to exceed the service connection or nonrecurring charges applicable to the services furnished. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

3. Application of Charges (Cont'd)

b. Furnishing facilities over the same route, but in two or more different cables. (Cont'd)

(4) New exchange facilities will be furnished up to and including the Company's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the service furnished will apply. (T)

(5) Rearrangement of exchange facilities to utilize two routes will be furnished by the Company, not to exceed the charges of furnishing of new services as set forth in the applicable tariffs. (T)

c. Facilities furnished over two or more separate routes.

(1) Where existing outside plant facilities are capable of providing the arrangements requested by the applicant/customer, but rearrangement is required, the applicant/customer will pay charges equal to the costs of furnishing such rearrangements of distribution or of service connection.

(2) Where a line extension of an existing facility route is required to provide an alternate serving arrangement, the applicant/customer will pay charges based on the additional costs involved in furnishing the line extension on the alternate route which are in addition to the costs involved in furnishing service over the normal route.

(3) New exchange facilities will be furnished up to and including the Company's local loop demarcation point over either the normal or alternate route. Service connection or nonrecurring charges applicable to the services furnished will apply. (T)

(4) Rearrangement of existing exchange facilities over either the normal or the alternate route to accommodate the request of the applicant customer as to the route requested for use, will be provided at costs not to exceed the service connection or nonrecurring charges applicable to the services furnished.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (CONT'D)

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

3. Deferment of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3 are applicable and 4. following.

4. Determination of charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant/customer received written notice (signed by the customer and Utility) at the time the order for such service was taken stating that charges would apply should the applicant/customer request the cancellation, modification or deferment of the application for service.
- c. Installation of special construction of facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. Deferment of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3 are applicable and 4. following.

4. Determination of charges

- a. In determining the charge for 1., 2. and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant/customer received written notice (signed by the customer and Company) at the time the order for such service was taken stating that charges would apply should the applicant/customer request the cancellation, modification or deferment of the application for service. (T)
- c. Installation of special construction of facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with Ordering Paragraph 1 of Resolution M-4819, (N)
a 0.18% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes.

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of
any act or omission by the Utility as a result of a carrier's use and
concurrence of the Public Program Surcharge rates and the Commission
Reimbursement Fee rate contained in the Utility's tariffs under
Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On June 7, 2007 (C)
Resolution M-4819 increased the fee from 0.11% to 0.18%. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with Ordering Paragraph 1 of Resolution M-4819, a 0.18% surcharge shall be applied to all intrastate customer billings excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill. The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill, exclusive of federal and local excise taxes². (N)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On June 7, 2007 Resolution M-4819 increased the fee from 0.11% to 0.18%.

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033, effective December 1, 2011, this surcharge is no longer applied to customer billings for services provided under the California LifeLine program. (N)
(N)

Material omitted now located on Sheet 151.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4828, (C)
a 0.226% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On December 3, 2015, (C)
Resolution M-4828 increased the fee from 0.18% to 0.226%. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033,
effective December 1, 2011, this surcharge is no longer applied to
customer billings for services provided under the California LifeLine
program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4830, (C)
a 0.300% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On December 1, 2016, (C)
Resolution M-4830 increased the fee from 0.226% to 0.300%. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033,
effective December 1, 2011, this surcharge is no longer applied to
customer billings for services provided under the California LifeLine
program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4832, (C)
a 0.330% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On December 14, 2017, (C)
Resolution M-4832 increased the fee from 0.300% to 0.330%, effective (C)
January 1, 2018. (N)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033,
effective December 1, 2011, this surcharge is no longer applied to
customer billings for services provided under the California LifeLine
program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4839, (C)
a 0.340% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On January 10, 2019, (C)
Resolution M-4839 increased the fee from 0.330% to 0.340%, effective |
April 1, 2019. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033,
effective December 1, 2011, this surcharge is no longer applied to
customer billings for services provided under the California LifeLine
program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4841, (C)
a 0.52% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On July 16, 2020, (C)
Resolution M-4841 increased the fee from 0.340% to 0.52%, effective |
October 1, 2020. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033, effective December 1, 2011, this surcharge is no longer applied to customer billings for services provided under the California LifeLine program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4866, (C)
a 0.75% surcharge shall be applied to all intrastate customer billings (C)
excluding yellow page directory revenues and direct sales and its
associated provisions as they appear on the customer's bill. The
surcharge will be applied to the customer's bill for intrastate
services for all such services that appear on that particular bill,
exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of its
use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On December 15, 2022, (C)
Resolution M-4866 increased the fee from 0.52% to 0.75%, effective |
January 1, 2023. (C)

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033,
effective December 1, 2011, this surcharge is no longer applied to
customer billings for services provided under the California LifeLine
program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4866, a 0.75% surcharge shall be applied to all intrastate customer billings (excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill, (C) incarcerated individuals and Universal Lifeline Telephone Service). (C) The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill, exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Commission Reimbursement Fee rate contained (T) in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 15, 2022, Resolution M-4866 increased the fee from 0.52% to 0.75%, effective January 1, 2023.

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033, effective December 1, 2011, this surcharge is no longer applied to customer billings for services provided under the California LifeLine program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

This surcharge is for the purpose of funding the California Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills.

TERRITORY

Within the exchange areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

RATES

SURCHARGE¹

In accordance with the ordering paragraph of Resolution M-4870, (C)
a 1.2% surcharge shall be applied to all intrastate customer billings (C)
(excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill, incarcerated individuals and Universal Lifeline Telephone Service). The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill, exclusive of federal and local excise taxes².

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 14, 2023, (C)
Resolution M-4870 increased the fee from 0.75% to 1.2%, effective (C)
January 1, 2024.

NOTE 2: In accordance with Resolution T-17321 and Decision 10-11-033, effective December 1, 2011, this surcharge is no longer applied to customer billings for services provided under the California LifeLine program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF (L)
ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND
CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION
REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER
RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs (L)
under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission (L)
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On June 7, 2007
Resolution M-4819 increased the fee from 0.11% to 0.18%. (L)

(L) Material formerly located on Sheet 151.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 3, 2015, (C) Resolution M-4828 increased the fee from 0.18% to 0.226%. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 1, 2016, (C) Resolution M-4830 increased the fee from 0.226% to 0.300%. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 14, 2017, (C) Resolution M-4830 increased the fee from 0.300% to 0.330%, effective (C) January 1, 2018. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 14, 2017, Resolution M-4832 increased the fee from 0.300% to 0.330%, effective (T)z January 1, 2018.

Continued

z: Correct resolution number

Advice Letter No. 47169

Issued by

Date Filed: January 12, 2018

Decision No.

Eric Batongbacal

Effective: January 12, 2018

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On January 10, 2019, (C) Resolution M-4839 increased the fee from 0.330% to 0.340%, effective |
April 1, 2019. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On July 16, 2020, Resolution M-4841 increased the fee from 0.340% to 0.52%, effective October 1, 2020. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE PUBLIC PROGRAM SURCHARGE RATES AND THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 15, 2022, (C) Resolution M-4866 increased the fee from 0.52% to 0.75%, effective |
January 1, 2023. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF
ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND
CONCURRENCE OF THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE (T)
UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Commission Reimbursement Fee rate contained (T)
in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission
Reimbursement Fee to be paid by Utilities to fund their regulation by
the Commission (Public Utilities (PU) Code Section 401-443). The
surcharge to recover the cost of that fee is ordered by the Commission
under authority granted by PU Code Section 433. On December 15, 2022,
Resolution M-4866 increased the fee from 0.52% to 0.75%, effective
January 1, 2023.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION
REIMBURSEMENT FEE (Cont'd)
SURCHARGE¹ (Cont'd)

THE UTILITY SHALL NOT BE LIABLE FOR ANY AND ALL CLAIMS ARISING OUT OF ANY ACT OR OMISSION BY THE UTILITY AS A RESULT OF A CARRIER'S USE AND CONCURRENCE OF THE COMMISSION REIMBURSEMENT FEE RATE CONTAINED IN THE UTILITY'S TARIFFS UNDER RESOLUTION T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On December 14, 2023, Resolution M-4870 increased the fee from 0.75% to 1.2%, effective January 1, 2024. (C)
(C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17128, the surcharge percentage rate will decrease from 0.21% to 0.13% effective January 1, 2008. This surcharge will remain in effect until otherwise ordered by the Commission.

(C)
(R)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17128, the surcharge percentage rate will decrease from 0.21% to 0.13% effective January 1, 2008. This surcharge will remain in effect until otherwise ordered by the Commission.

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17259, the surcharge percentage rate will decrease from 0.13% to 0.11% effective May 1, 2010. This surcharge will remain in effect until otherwise ordered by the Commission. (C)
(R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17299, the surcharge percentage rate will decrease from 0.11% to 0.00% effective December 1, 2010. This surcharge will remain in effect until otherwise ordered by the Commission. (C) (R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17357, the surcharge percentage rate will increase from 0.00% to 0.40% effective July 1, 2012. This surcharge will remain in effect until otherwise ordered by the Commission. (C)
(I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17398, the surcharge percentage rate will decrease from 0.40% to 0.18% effective October 1, 2013. This surcharge will remain in effect until otherwise ordered by the Commission. (C)
(R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17453, the surcharge percentage rate will increase from 0.18% to 0.35% effective January 1, 2015. This surcharge will remain in effect until otherwise ordered by the Commission. (C) (I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the thirteen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge. (T)

Pursuant to Resolution T-17453, the surcharge percentage rate will increase from 0.18% to 0.35% effective January 1, 2015. This surcharge will remain in effect until otherwise ordered by the Commission.

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the thirteen smaller local exchange companies and will appear on subscribers' bills as the California High Cost Fund-A Surcharge.

Pursuant to Resolution T-17705, the surcharge percentage rate will increase from 0.35% to 0.70% effective December 1, 2020 and thereafter, until further revised by the Commission.

(I) (T)
(T)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below. (D)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity (T)
- Pacific Bell Information Services (T)
- Pacific Bell Directory Advertising (D)
- 175-T, Section 18 - Services for Resale (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

(N)

(T)

(T)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services) (T)
(D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)

- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging (T)
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

Exceptions:

- California LifeLine (basic monthly exchange services) (D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Unified Messaging (AT&T California Guidebook) (T)
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA UNIVERSAL SERVICE PPP SURCHARGE (Cont'd)

Pursuant to Decision 22-10-021, a per access line surcharge rate of \$1.11 will apply effective April 1, 2023 and thereafter, until further revised by the Commission. (N)

The surcharge rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge rate applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021. (L) (C)

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021. (C) (C)

The Company shall be indemnified, defended, and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the California Universal Service PPP surcharge rate contained in the Company's tariffs under Resolution T-16901 and Decision 22-10-021. (C) (L) (C)

Exceptions:

- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Unified Messaging (AT&T California Guidebook)
- Pacific Bell Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

(L) Material moved from Sheet 152.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)

California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)
California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement
- California LifeLine Surcharge (T)
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company, and will appear on subscribers' bills as the California High Cost Fund-B Surcharge.

Pursuant to Decision 07-09-020, a surcharge of 0.50% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on January 1, 2008 and will remain in effect until otherwise ordered by the Commission.

Pursuant to Decision 07-12-054, dated December 20, 2007, on and after January 1, 2008, one-half of the 0.5% surcharge (0.25%) is to be allocated to the California Advanced Services Fund (CASF) and one-half (0.25%) to the CHCF-B.

(N)
|
(N)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company, and will appear on subscribers' bills as the California High Cost Fund-B Surcharge.

Pursuant to Decision 07-09-020, a surcharge of 0.50% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on January 1, 2008 and will remain in effect until otherwise ordered by the Commission.

Pursuant to Decision 07-12-054, dated December 20, 2007, on and after January 1, 2008, one-half of the 0.5% surcharge (0.25%) is to be allocated to the California Advanced Services Fund (CASF) and one-half (0.25%) to the CHCF-B.

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

(D)
(D)

(D)

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(D)

Pursuant to Decision 07-12-054, dated December 20, 2007, on and after January 1, 2008, one-half of the 0.5% surcharge [previously ordered in Decision 07-09-020] was allocated to the California Advanced Services Fund (CASF) and one-half to the CHCF-B.

(T)
(T)

Resolution T-17215, adopted October 15, 2009, increased the CHCF-B surcharge to 0.45% effective December 1, 2009. The CASF surcharge remains unchanged at 0.25%. The combined surcharge rate for the CHCF-B and CASF programs is 0.70%.

(N)

|

(N)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

Pursuant to Decision 07-12-054, dated December 20, 2007, on and after January 1, 2008, one-half of the 0.5% surcharge [previously ordered in Decision 07-09-020] was allocated to the California Advanced Services Fund (CASF) and one-half to the CHCF-B.

Resolution T-17215, adopted October 15, 2009, increased the CHCF-B surcharge to 0.45% effective December 1, 2009. Resolution T-17248, (N)
adopted December 17, 2009, reduced the CASF surcharge to 0.00%. The (N)
combined surcharge rate for the CHCF-B and CASF programs is 0.45%. (R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

Pursuant to Decision 07-12-054, dated December 20, 2007, on and after January 1, 2008, one-half of the 0.5% surcharge [previously ordered in Decision 07-09-020] was allocated to the California Advanced Services Fund (CASF) and one-half to the CHCF-B.

Resolution T-17215, adopted October 15, 2009, increased the CHCF-B surcharge to 0.45% effective December 1, 2009. Resolution T-17248, adopted December 17, 2009, reduced the CASF surcharge to 0.00%. (T)
Resolution T-17311 adopted March 24, 2011, subsequently reduced the (N)
CHCF-B surcharge to 0.30% effective May 1, 2011. The combined (N)
surcharge rate for the CHCF-B and CASF programs is 0.30%. (R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA (N)
ADVANCED SERVICES FUND (CASF) SURCHARGE (N)

The California High Cost Fund-B surcharge (CHCF-B) provides universal (T)
service support to the high cost areas within the service areas of the
five larger local exchange carriers, including Pacific Bell Telephone
Company.

(D)
|
(D)
The California Advanced Service Fund Surcharge (CASF) provides (N)
matching funds for the deployment of broadband infrastructure in
unserved and underserved areas in California. (N)

(D)
|
(D)
Resolution T-17311 adopted March 24, 2011, reset the CHCF-B surcharge (T)
to 0.30% effective May 1, 2011. Resolution T-17343, adopted (N)
September 26, 2011, reset the CASF Surcharge to 0.14% effective
November 1, 2011. The combined surcharge rate for the CHCF-B and CASF (N)
programs is 0.44%. (I)

The Company shall not be liable for any and all penalties, losses or
damages sustained by any carrier, or its customers, as a result of
its use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Company's tariffs
under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of
any act or omission by the Company as a result of a carrier's use and
concurrence of the Public Program Surcharge rates and the Commission
Reimbursement Fee rate contained in the Company's tariffs under
Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Company's tariffs
under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17311 adopted March 24, 2011, reset the CHCF-B surcharge to 0.30% effective May 1, 2011. Resolution T-17386, adopted February 13, 2013, reset the CASF Surcharge to 0.164% effective April 1, 2013. The combined surcharge rate for the CHCF-B and CASF programs is 0.464%.

(N)
|
(N)
(I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17417 adopted December 5, 2013, reset the CHCF-B (C)
surcharge to 0.00% effective February 1, 2014. Resolution T-17386, (R)
adopted February 13, 2013, reset the CASF Surcharge to 0.164%
effective April 1, 2013. The combined surcharge rate for the CHCF-B
and CASF programs is 0.164%. (R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17417 adopted December 5, 2013, reset the CHCF-B surcharge to 0.00% effective February 1, 2014. Resolution T-17434, (C)
adopted February 27, 2014, reset the CASF Surcharge to 0.464% | (I)
effective April 1, 2014. The combined surcharge rate for the CHCF-B (C)
and CASF programs is 0.464%. (I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17417 adopted December 5, 2013, reset the CHCF-B surcharge to 0.00% effective February 1, 2014. Resolution T-17536, (C)
adopted October 13, 2016, reset the CASF Surcharge to 0.00% effective | (R)
December 1, 2016. The combined surcharge rate for the CHCF-B and CASF (C)
programs is 0.000%. (R)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17417 adopted December 5, 2013, reset the CHCF-B surcharge to 0.00% effective February 1, 2014. Resolution T-17593, (C) adopted December 14, 2017, reset the CASF Surcharge to 0.56% effective (I) March 1, 2018, and thereafter, until December 31, 2022. The combined (C) surcharge rate for the CHCF-B and CASF programs is 0.56%. (I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B AND CALIFORNIA
ADVANCED SERVICES FUND (CASF) SURCHARGE

The California High Cost Fund-B surcharge (CHCF-B) provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell Telephone Company.

The California Advanced Service Fund Surcharge (CASF) provides matching funds for the deployment of broadband infrastructure in unserved and underserved areas in California.

Resolution T-17417 adopted December 5, 2013, reset the CHCF-B surcharge to 0.00% effective February 1, 2014. Resolution T-17709, (C) adopted October 22, 2020, reset the CASF Surcharge to 1.019% effective (I) December 1, 2020, and thereafter, until December 31, 2022, or further (C) revision by the Commission. The combined surcharge rate for the (N) CHCF-B and CASF programs is 1.019%. (I)

The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

(C)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (N) (T)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services) (T)
(D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- California LifeLine (basic monthly exchange services) (D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Unified Messaging (AT&T California Guidebook) (T)
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)

California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- California LifeLine Surcharge (T)
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Utility will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

(T)

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit. A one-month true-up surcredit adjustment of 15.045% will be applied beginning February 1, 2008 through February 29, 2008.

(I)
(C)
(C)

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including Universal Lifeline Telephone Service (installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services
- Pacific Bell Directory Advertising

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Utility will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including Universal Lifeline Telephone Service (installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services
- Pacific Bell Directory Advertising

(D)
|
(D)
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(N)
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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Utility will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including Universal Lifeline Telephone Service (installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- Payment Convenience Fee

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Company will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39). (T)

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (N)
(T)

Exceptions:

- Residential Basic Service, including Universal Lifeline Telephone Service (installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Company will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including California LifeLine installation charges and basic monthly exchange services (T)
(T)
(D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services
- Pacific Bell Directory Advertising
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds the Company will receive from the California High Cost Fund-B (CHCF-B) (see Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit.

A one-month true-up surcredit adjustment of 15.045% was applied to bills rendered from February 1, 2008 through February 29, 2008. The February 2008 surcredit of 15.045% was calculated in error and should have been 11.645%. The effect of this rate difference will be corrected on bills rendered from May 1, 2008 through May 31, 2008.

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including California LifeLine installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- AT&T Messaging (T)
- Pacific Bell Directory Advertising
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

If the California High Cost Fund-B (CHCF-B) is ever terminated, Pacific Bell will maintain its rate reductions as ordered by D.98-07-033 for three months after the termination of the CHCF-B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

If the California High Cost Fund-B (CHCF-B) is ever terminated, the Company will maintain its rate reductions as ordered by D.98-07-033 (T) for three months after the termination of the CHCF-B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- California LifeLine Surcharge (T)
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

If the California High Cost Fund-B (CHCF-B) is ever terminated, the Company will maintain its rate reductions as ordered by D.98-07-033 for three months after the termination of the CHCF-B.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS)

(T)

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund (CTF). This program provides discounts on telecommunications services delineated herein to qualifying schools, libraries, hospitals and health clinics, and community based organizations, approved by the CPUC, as described below.

(N)

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Utility that the Commission does not fund in accordance with Rule 9, A2.1.9,I.1.

1. Entities Qualified to Receive Discounts on Advanced Services ("DAS")

The following entities are qualified to receive DAS upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS)

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund (CTF). This program provides discounts on telecommunications services delineated herein to qualifying schools, libraries, hospitals and health clinics, and community based organizations, approved by the CPUC, as described below.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2. (T)
(N)
(N)

1. Entities Qualified to Receive Discounts on Advanced Services ("DAS")

The following entities are qualified to receive DAS upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (T)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (T)

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below. (D) (N) (N)

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9,I.1. (T)

1. Entities Qualified to Receive Discounts Under CTF (T)

The following entities are qualified to receive CTF discounts upon approval by the CPUC: (N) (T)

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code. (N) (N)
- e. California Community Colleges. California community colleges and/or districts. (N) (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2. (T)
(N)
(N)

1. Entities Qualified to Receive Discounts Under CTF

The following entities are qualified to receive CTF discounts upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.
- e. California Community Colleges. California community colleges and/or districts.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below.

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount. (N)
|
(N)

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2.

1. Entities Qualified to Receive Discounts Under CTF

The following entities are qualified to receive CTF discounts upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code. (N)
|
(T)
- e. California Community Colleges. California community colleges and/or districts. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, and subsequent decisions, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below.

(N)
(T)
|
(T)

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2.

1. Entities Qualified to Receive Discounts Under CTF

The following entities are qualified to receive CTF discounts upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.
- d. Community Based Organizations (CBOs). Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.
- e. California Community Colleges. California community colleges and/or districts.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, and subsequent decisions, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below.

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2.

1. Entities Qualified to Receive Discounts Under CTF

The following entities are qualified to receive CTF discounts upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.

Material omitted now located on Sheet 158.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, and subsequent decisions, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services to qualifying schools, libraries, hospitals and health clinics, community-based organizations and California community colleges. CTF discounts are available only to those CTF participants who have an approval letter from the California Public Utilities Commission. (C) (C) (N)

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount.

If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund in accordance with Rule 9, A2.1.9, I.1 or Guidebook Part 2, Section 2.

These discounted rates may not be resold to, or shared with any other nonqualifying entity or person. (L) (L)

1. Reserved (C)

(D)

(D)

(L) Material formerly on Sheet 158.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

(T)

2. Services Eligible for DAS

(N)

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents¹:

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. Hicap DS1 Service²
- e. DS3²
- f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Utility, as required by the CPUC, for which of these services they want discounts applied.

(N)

NOTE 1: See Sheets 158.2 and 158.3.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

2. Services Eligible for DAS

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents¹:

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. Hicap DS1 Service²
- e. DS3²
- f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Company, as required by the CPUC, (T) for which of these services they want discounts applied.

NOTE 1: See Sheets 158.2 and 158.3.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd) (T)

2. Tariffed Services Eligible for CTF Discounts (N)

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents¹:

a. Measured Business Service

b. Switched 56

c. Integrated Services Digital Network (ISDN) Service

d. Hicap DS1 Service²

e. DS3²

f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Company, as required by the CPUC, (T)
for which of these services they want discounts applied.

NOTE 1: See Sheets 158.2 and 158.3.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

2. Tariffed Services Eligible for CTF Discounts

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents¹:

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. Hicap DS1 Service²
- e. DS3²
- f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Company, as required by the CPUC, (T) for which of these services they want discounts applied.

NOTE 1: See Sheets 158.2 and 158.3.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

1. Entities Qualified to Receive Discounts Under CTF (Cont'd)

d. Community Based Organizations (CBOs). Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code. (L)

These discounted rates may not be resold to, or shared with, any other nonqualifying entity or person. (L)x (L)x

e. California Community Colleges. California community colleges and/or districts. (L) (L)

2. Services Eligible for CTF Discounts (T)

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents¹:

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. Hicap DS1 Service²
- e. DS3²
- f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Company, as required by the CPUC, for which of these services they want discounts applied.

NOTE 1: See A2.1.41.B., following.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

(L) Material formerly located on Sheet 158.

(L)x Material formerly located on Sheet 158.7.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

1. Entities Qualified to Receive Discounts Under CTF (Cont'd)

d. Community Based Organizations (CBOs). Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.

(D)

(D)

e. California Community Colleges. California community colleges and/or districts.

These discounted rates may not be resold to, or shared with, any other nonqualifying entity or person.

(N)

(N)

(D)

(D)

Material omitted now appears on Sheet 158.1.2

Continued

Advice Letter No. 45740

Issued by

Date Filed: July 1, 2016

Decision No.

Eric Batongbacal

Effective: July 1, 2016

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

(D)

(D)

2. Services Eligible for CTF Discounts

(L)

Eligible services, which shall include functional equivalents, shall be as set forth by Company in report to the Communications Division Director pursuant to Decision 15-07-007, Appendix A (July 23, 2015), and as may be updated from time to time by Company.

There is no limit on the number of subsidized lines that a participating entity may have.

Eligible participants must notify the Company, as required by the CPUC, for which of these services they want discounts applied.

(L)

(L) Material formerly on Sheet 158.1.2
Omitted material now on Sheet 158.1

Continued

Advice Letter No.

Issued by

Date Filed: September 26, 2019

Decision No.

Fassil Fenikile

Effective: July 1, 2019

Assistant Vice President

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

(D)

|

(D)

2. Services Eligible for CTF Discounts

The products/services included in the CTF Eligible Service List are subject to a 50% non-voice subsidy on all monthly recurring rates (excluding non-recurring charges) for qualifying entities where services are available.

(L)

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(C)

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(C)

(D)

|

(L) (D)

(L) Material formerly on Sheet 158.1.2
Omitted material now on Sheet 158.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - discounts ON advanced services (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

3. Discounts Applicable to Eligible Services

(N)

a. Hospitals, Health Clinics, and CBOs

Participating hospitals, health clinics, and CBOs shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows:

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for DAS) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the DAS discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools and libraries shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - discounts ON advanced services (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

3. Discounts Applicable to Eligible Services

a. Hospitals, Health Clinics, and CBOs

Participating hospitals, health clinics, and CBOs shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding. (N)

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows: (N)

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for DAS) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the DAS discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools and libraries shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd) (T)

3. Discounts Applicable to Eligible Services

a. Hospitals, Health Clinics, and CBOs

Participating hospitals, health clinics, and CBOs shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

b. Schools and Libraries

+

Participating schools and libraries shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows:

(1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount. (T)

(2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.

(3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate. (T)

The following schools and libraries shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

c. California Community Colleges

Participating California community colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. AT&T shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services

a. Hospitals, Health Clinics, and CBOs

Participating hospitals, health clinics, and CBOs shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding. (N)

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows: (N)

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools and libraries shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts. (N)

c. California Community Colleges

Participating California community colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. AT&T shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

(D)

(D)

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows:

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools and libraries shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

Material omitted now located on Sheet 158.1.2.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

1. Entities Qualified to Receive Discounts Under CTF (Cont'd)

Material omitted now located on Sheet 158.1.3.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹

(D)
(T) (L)

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% non-voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding.

(D)

b. Schools

Participating schools shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding, after first deducting the applicable E-rate discounts.

(D)

For E-Rate schools, their CTF discount shall be no higher than their Federal E-Rate discount by November 1, 2016. The California Teleconnect Fund E-rate Cap shall be effective for each customer as of the customer's first billing cycle that begins on or after November 1, 2016.

(D)

The 50% non-voice discount shall be calculated as follows:

(D)

(D)

(1) A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company.

(C)

(2) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.

(3) A CTF participant—that applied for an E-rate discount, but was denied - the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.

(4) A CTF participant that is a necessary small school as defined in Section 42283 of the Education Code will receive the 50% CTF discount on CTF-eligible services unless the participant presents the company with an E-rate discount. The CTF participant will need to provide documentation supporting its eligibility as a necessary small school as defined in Section 42283 of the Education Code to the company.

(C) (L)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013.

(N)

(N)

(L) Material formerly located on Sheet 158.1.3

Continued

Advice Letter No.

Issued by

Date Filed: September 26, 2019

Decision No.

Fassil Fenikile

Effective: July 1, 2019

Assistant Vice President

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹

(D)
(T) (L)

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% non-voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding.

(D)

b. Schools

Participating schools shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding, after first deducting the applicable E-rate discounts.

(D)

For E-Rate schools, their CTF discount shall be no higher than their Federal E-Rate discount by November 1, 2016. The California Teleconnect Fund E-rate Cap shall be effective for each customer as of the customer's first billing cycle that begins on or after November 1, 2016.

(D)

The 50% non-voice discount shall be calculated as follows:

(D)

(D)

(1) A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company.

(C)

(2) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.

(3) A CTF participant—that applied for an E-rate discount, but was denied - the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.

(4) A CTF participant that is a necessary small school as defined in Section 42283 of the Education Code will receive the 50% CTF discount on CTF-eligible services unless the participant presents the company with an E-rate discount. The CTF participant will need to provide documentation supporting its eligibility as a necessary small school as defined in Section 42283 of the Education Code to the company.

(C) (L)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013.

(N)

(N)

(L) Material formerly located on Sheet 158.1.3

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - discounts ON advanced services (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

4. Additional Services Eligible for One-Time Installation Discount

(N)

In accordance with the CTF Administrative Letter No. 15, Community Based Organizations (CBOs) approved to participate in DAS are eligible to receive a 100% discount on the cost for installing new qualifying high speed broadband intrastate services that transmit at a speed of at least 384 kilobits per second. Each of the following criteria must be satisfied:

- a. Discounts are only available to CBOs who are (1) installing new high speed broadband services listed in b, below, (2) installing additional lines with high speed broadband services listed in b, below, and/or (3) upgrading their existing service to a high speed broadband service listed in b, below.
- b. The 100% discount shall be applied to the one time non-recurring installation charge for the following eligible high speed broadband intrastate services only: Hicap DS1¹, DS3², Opt-E-Man³, CSME⁴ and ADN⁵.
- c. The installation of the high speed broadband service must take place on or after January 1, 2007 and no later than June 30, 2008.

The eligible participant must notify the Utility of each installation charge it is entitled to receive a 100% discount on by submitting an application no later than June 30, 2008.

Pursuant to CTF Administrative Letter No. 15, funds for this 100% discount are limited and the Commission shall pay claims on a first-come, first serve basis. If state funding is exhausted prior to June 30, 2008, the Commission will not fund further discounts. Participants will be backbilled for any discounts advanced by the Utility that are not funded by the Commission.

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 2: Id.

NOTE 3: See Sheets 158.2 and 158.3.

NOTE 4: Id.

NOTE 5: Id.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - discounts ON advanced services (Cont'd)

A. AVAILABILITY OF DISCOUNTS ON ADVANCED SERVICES (DAS) (Cont'd)

4. Additional Services Eligible for One-Time Installation Discount

In accordance with the CTF Administrative Letter No. 15, Community Based Organizations (CBOs) approved to participate in DAS are eligible to receive a 100% discount on the cost for installing new qualifying high speed broadband intrastate services that transmit at a speed of at least 384 kilobits per second. Each of the following criteria must be satisfied:

- a. Discounts are only available to CBOs who are (1) installing new high speed broadband services listed in b, below, (2) installing additional lines with high speed broadband services listed in b, below, and/or (3) upgrading their existing service to a high speed broadband service listed in b, below.
- b. The 100% discount shall be applied to the one time non-recurring installation charge for the following eligible high speed broadband intrastate services only: Hicap DS1¹, DS3², Opt-E-Man³, CSME⁴ and ADN⁵.
- c. The installation of the high speed broadband service must take place on or after January 1, 2007 and no later than June 30, 2008.

The eligible participant must notify the Company of each installation charge it is entitled to receive a 100% discount on by submitting an application no later than June 30, 2008. (T)

Pursuant to CTF Administrative Letter No. 15, funds for this 100% discount are limited and the Commission shall pay claims on a first-come, first serve basis. If state funding is exhausted prior to June 30, 2008, the Commission will not fund further discounts. Participants will be backbilled for any discounts advanced by the Utility that are not funded by the Commission.

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 2: Id.

NOTE 3: See Sheets 158.2 and 158.3.

NOTE 4: Id.

NOTE 5: Id.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd) (T)

4. Additional Services Eligible for One-Time Installation Discount

In accordance with the CTF Administrative Letter No. 15, Community Based Organizations (CBOs) approved to participate in CTF are eligible to receive a 100% discount on the cost for installing new qualifying high speed broadband intrastate services that transmit at a speed of at least 384 kilobits per second. Each of the following criteria must be satisfied: (T)

- a. Discounts are only available to CBOs who are (1) installing new high speed broadband services listed in b, below, (2) installing additional lines with high speed broadband services listed in b, below, and/or (3) upgrading their existing service to a high speed broadband service listed in b, below.
- b. The 100% discount shall be applied to the one time non-recurring installation charge for the following eligible high speed broadband intrastate services only: Hicap DS1¹, DS3², Opt-E-Man³, CSME⁴ and ADN⁵.
- c. The installation of the high speed broadband service must take place on or after January 1, 2007 and no later than June 30, 2008.

The eligible participant must notify the Company of each installation charge it is entitled to receive a 100% discount on by submitting an application no later than June 30, 2008. (T)

Pursuant to CTF Administrative Letter No. 15, funds for this 100% discount are limited and the Commission shall pay claims on a first-come, first serve basis. If state funding is exhausted prior to June 30, 2008, the Commission will not fund further discounts. Participants will be backbilled for any discounts advanced by the Company that are not funded by the Commission. (T)

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 2: Id.

NOTE 3: See Sheets 158.2 and 158.3.

NOTE 4: Id.

NOTE 5: Id.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

4. Additional Services Eligible for One-Time Installation Discount

In accordance with the CTF Administrative Letter No. 15, Community Based Organizations (CBOs) approved to participate in CTF are eligible to receive a 100% discount on the cost for installing new qualifying high speed broadband intrastate services that transmit at a speed of at least 384 kilobits per second. Each of the following criteria must be satisfied:

- a. Discounts are only available to CBOs who are (1) installing new high speed broadband services listed in b, below, (2) installing additional lines with high speed broadband services listed in b, below, and/or (3) upgrading their existing service to a high speed broadband service listed in b, below.
- b. The 100% discount shall be applied to the one time non-recurring installation charge for the following eligible high speed broadband intrastate services only: Hicap DS1¹, DS3², Opt-E-Man³, CSME⁴ and ADN⁵.
- c. The installation of the high speed broadband service must take place on or after January 1, 2007 and no later than June 30, 2008.

The eligible participant must notify the Company of each installation charge it is entitled to receive a 100% discount on by submitting an application no later than June 30, 2008. (T)

Pursuant to CTF Administrative Letter No. 15, funds for this 100% discount are limited and the Commission shall pay claims on a first-come, first serve basis. If state funding is exhausted prior to June 30, 2008, the Commission will not fund further discounts. Participants will be backbilled for any discounts advanced by the Company that are not funded by the Commission.

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 2: Id.

NOTE 3: See Sheets 158.2 and 158.3.

NOTE 4: Id.

NOTE 5: Id.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

4. Reserved

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

c. California Community Colleges

Participating California community colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. AT&T shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

(L)

(L)

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

(N)

(1) 2011, E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows: CBOs offering Head Start - beginning no later than September 21,

(a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% discount.

(b) Effective July 1, 2012, if the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% discount.

(c) The statewide average E-rate discount is deducted from the CBO's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the CBO. However, when the CBO subsequently receives its approved E-rate benefit, the CBO's account shall be retroactively adjusted to reflect the approved E-rate funding.

(N)

(L) Material formerly located on Sheet 158.1.1.
Material omitted now located on Sheet 158.1.3.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

c. California Community Colleges

Participating California community colleges (CCCs) and/or districts (N)
shall be entitled to a 50% discount off posted or negotiated/contract (C)
rates, whichever are lower. The 50% discount is contingent on the (D)
availability of an annual funding amount (adjusted yearly based on (C)
Western Consumer Price Index) for CCCs as set forth in Decision (T)
08-06-020. AT&T shall suspend all discounts upon notification from the
CPUC that the CCC funding is close to reaching the annual limit.
Customers shall be responsible for re-paying all discounts received that
are subsequently denied by the CPUC as a result of reaching the annual
limit, pursuant to D.08-06-020. (T)

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% discount off tariffed
and/or Guidebook rates or negotiated/contract rates, whichever are
lower, for services identified in 2. preceding.

(1) 2011, E-rate discounts received by a CBO offering Head Start
programs shall first be taken into account prior to applying the CTF
discount to the eligible service charges subscribed by the CBO, as
follows: CBOs offering Head Start - beginning no later than September
21,

- (a) If the CBO has been approved to receive E-rate discounts, the E-
rate discount received shall be deducted from CTF eligible
service charges prior to applying the 50% discount.
- (b) Effective July 1, 2012, if the CBO does not have an actual E-
rate, a statewide average E-rate discount (set annually by the
Commission) shall be deducted from CTF eligible service charges
prior to applying the 50% discount.
- (c) The statewide average E-rate discount is deducted from the CBO's
services solely for purposes of calculating the CTF discount.
The statewide average discount shall be added back to the billed
amount for payment by the CBO. However, when the CBO
subsequently receives its approved E-rate benefit, the CBO's
account shall be retroactively adjusted to reflect the approved
E-rate funding.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

c. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% discount off posted or negotiated/contract rates, whichever are lower. The 50% discount is contingent on the availability of an annual funding amount (adjusted yearly based on Western Consumer Price Index) for CCCs as set forth in Decision 08-06-020. AT&T shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

(1) CBOs offering Head Start - beginning no later than September 21, 2011, E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows: (T)

- (a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% discount.
- (b) Effective July 1, 2012, if the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% discount.
- (c) The statewide average E-rate discount is deducted from the CBO's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the CBO. However, when the CBO subsequently receives its approved E-rate benefit, the CBO's account shall be retroactively adjusted to reflect the approved E-rate funding. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

2. Services Eligible for CTF Discounts (L)

Eligible services, which shall include functional equivalents, shall be (N)
as set forth by Company in report to the Communications Division |
Director pursuant to Decision 15-07-007, Appendix A (July 23, 2015), and (N)
as may be updated from time to time by Company.

There is no limit on the number of subsidized lines that a participating (L)
entity may have.

Eligible participants must notify the Company, as required by the CPUC, (L)
for which of these services they want discounts applied.

(L) Material formerly appeared on Sheet 158.1.
Material omitted now appears on Sheet 158.1.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

b. Schools (Cont'd)

The 50% non-voice discount shall be calculated as follows: (Cont'd) (D)

- (5) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services. (N)
- (6) The statewide average E-rate percent is deducted from the approved CTF participant's eligible services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate.
- (7) The CTF discount amount shall be equal to or less than the Federal E-rate subsidy dollar amount.
- (8) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Material omitted now on Sheet 151.1

Continued

Advice Letter No.

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Date Filed: September 26, 2019

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Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

b. Schools (Cont'd)

The 50% non-voice discount shall be calculated as follows: (Cont'd) (D)

- (5) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services. (N)
- (6) The statewide average E-rate percent is deducted from the approved CTF participant's eligible-services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate.
- (7) The CTF discount amount shall be equal to or less than the Federal E-rate subsidy dollar amount.
- (8) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

NOTE 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Material omitted now on Sheet 151.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

e. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Beginning no later than September 21, 2011, Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% CTF discount shall be calculated as follows: (N)

(1) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.

(2) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for fiscal year 2012-2013, and beyond. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.

(3) The CTF discounts received by RHCPs shall be trued up to take into account the amount of RHC funding received after June 24, 2011, for fiscal years 2010-11 and 2011-12. (N)

4. Reserved (L)

(L) Material formerly located on Sheet 158.1.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% non-voice/25% voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% non-voice/25% voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% non-voice/25% voice discount shall be calculated as follows:

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% non-voice/25% voice discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% non-voice/25% voice discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools and libraries shall be entitled to a 50% non-voice/25% voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

(L) Material formerly appeared on Sheet 158.1.1.
Material omitted now appears on Sheet 158.1.5.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% non-voice/25% voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

b. Schools

Participating schools shall be entitled to a 50% non-voice/25% voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts.

(T)

(T)

For E-Rate schools, their CTF discount shall be no higher than their Federal E-Rate discount by November 1, 2016. The California Teleconnect Fund E-rate Cap shall be effective for each customer as of the customer's first billing cycle that begins on or after November 1, 2016. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25% or a 50% CTF voice discount if it is exempt from a reduction in voice support.

(N)

(N)

The 50% non-voice/25% CTF voice discount shall be calculated as follows:

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% non-voice/25% voice discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% non-voice/25% voice discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

The following schools shall be entitled to a 50% non-voice/25% voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

(T)

Material omitted now on Sheet 158.1.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

c. Libraries (T) (L)

Participating libraries shall be entitled to a 50% non-voice discount off (D) |
tariffed and/or Guidebook rates or negotiated/contract rates, whichever (D) |
are lower, for services identified in 2., preceding, after first |
deducting the applicable E-rate discounts. |

The 50% non-voice CTF discount shall be calculated as shown in (D) |
3.c.(1) through (5), following. (N) |

- (1) A CTF participant with a pending E-rate application will have the (N) |
current statewide average E-rate percent applied before the CTF |
discount is applied to their eligible services. This process will be |
followed until the CTF participant can present their actual E-rate |
percent to the company. |
- (2) A CTF participant that has not filed for E-rate will have the |
current statewide average E-rate percent applied before the CTF |
discount is applied to their eligible services. |
- (3) A CTF participant that applied for an E-rate discount, but was |
denied - the company will apply the 0% E-rate discount documented |
in the funding commitment letter and then apply a 50% CTF discount |
to their eligible services. |
- (4) If a CTF participant has been approved for E-rate for the entire |
fiscal year, but the dollar amount granted is not sufficient to |
cover all the CTF-eligible services for the entire fiscal period, |
the company will apply the actual E-rate documented in the funding |
commitment letter even if the E-rate funding has been depleted prior |
to the end of the fiscal period, before applying the 50% CTF |
discount to their eligible services. |
- (5) The statewide average E-rate percent is deducted from the approved |
CTF participant's eligible-services solely for the purposes of |
calculating the CTF discount. The statewide average E-rate percent |
shall be added back to the billed amount for payment by the |
participant- However, when the participant receives its approved E- |
rate benefit, the participant's account will be retroactively |
adjusted to reflect the approved E-rate. (N) |

Note 1: Effective July 1, 2019, CTF discounts for voice service are discontinued (N) |
per Decision 19-04-013. (N) |

(L) Material formerly on Sheet 158.1.4
Material omitted now on Sheet 158.1.1

Continued

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

(L)

c. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% non-voice/25% voice discount off posted or negotiated/contract rates, whichever are lower.

(N)

(D)

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% non-voice/25% voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

(D)

(N)

(1) CBOs offering Head Start -

(T)

E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows:

(T)

(a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% non-voice/25% voice discount.

(N)

(b) If the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% non-voice/25% voice discount.

(T)

(N)

(c) The statewide average E-rate discount is deducted from the CBO's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the CBO. However, when the CBO subsequently receives its approved E-rate benefit, the CBO's account shall be retroactively adjusted to reflect the approved E-rate funding.

(L)

(L) Material formerly appeared on Sheet 158.1.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

c. Libraries

Participating libraries shall be entitled to a 50% non-voice/25% voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding, after first deducting the applicable E-rate discounts. The 50% non-voice/25% CTF voice discount shall be calculated as shown in 3.b.(1)through (3), preceding.

(L)

(N)

The following libraries shall be entitled to a 50% non-voice/25% voice discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., for participants whose E-rate applications have been denied and participants who subscribe to services that are ineligible for E-rate discounts.

(N)

d. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% non-voice/25% voice discount off posted or negotiated/contract rates, whichever are lower.

(T)

e. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% non-voice/25% voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding.

(T)

(1) CBOs offering Head Start -

E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows:

- (a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% non-voice/25% voice discount.
- (b) If the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% non-voice/25% voice discount.
- (c) The statewide average E-rate discount is deducted from the CBO's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the CBO. However, when the CBO subsequently receives its approved E-rate benefit, the CBO's account shall be retroactively adjusted to reflect the approved E-rate funding.

(L) Material formerly appeared on Sheet 158.1.3.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

c. Libraries (Cont'd)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

d. California Community Colleges
Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% non-voice discount off posted or negotiated/contract rates, whichever are lower. (D)

e. Community Based Organizations (CBOs)
Participating CBOs shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding. (D)

The 50% non-voice CTF discount shall be calculated as shown in 3.e.(1) through (5), following. (N)

CBOs offering Head Start - (T)
E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO. (T)

(1) A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company. (N)

(2) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.

(3) A CTF participant that applied for an E-rate discount, but was denied - the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.

(4) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services. (N)

Note 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd)

(T)

c. Libraries (Cont'd)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding.

(N)

(N)

d. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% non-voice discount off posted or negotiated/contract rates, whichever are lower.

(D)

e. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% non-voice discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2., preceding.

(D)

The 50% non-voice CTF discount shall be calculated as shown in 3.e.(1) through (5), following.

(N)

(N)

CBOs offering Head Start -

(T)

E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO.

(T)

A CTF participant with a pending E-rate application will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services. This process will be followed until the CTF participant can present their actual E-rate percent to the company.

(N)

(1) A CTF participant that has not filed for E-rate will have the current statewide average E-rate percent applied before the CTF discount is applied to their eligible services.

(2) A CTF participant that applied for an E-rate discount, but was denied - the company will apply the 0% E-rate discount documented in the funding commitment letter and then apply a 50% CTF discount to their eligible services.

(3) If a CTF participant has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period, the company will apply the actual E-rate documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to their eligible services.

Note 1: Effective July 1, 2019 CTF discounts for voice service are discontinued per Decision 19-04-013.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

(L)

3. Discounts Applicable to Eligible Services (Cont'd)

e. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice/25% voice CTF discount shall be calculated as follows:

(T)

(N)

(1) The 50% non-voice/25% voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.

(N)

(2) The 50% non-voice/25% voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year.

(N)

(T)

Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.

(D)

|

(L) (D)

4. Special Terms for Voice Discounts

(L) (C)

Pursuant to CPUC Decision 16-04-021, CTF discounts for voice services will be reduced from 50% to 25% on July 1, 2016. CTF recipients or prospective applicants in unserved or underserved areas of California can apply for a Voice Exemption to maintain their 50% discount on their voice services if they are using dial-up telephone service as the only means to access the Internet. An entity can verify if its location is eligible for a Voice Exemption by using the California Broadband Availability map on the Commission's CTF web site. Upon approval of the Voice Exemption by the Commission, their location will maintain the 50% discount for voice service, but will not be eligible for CTF discounts on other data or access services at that location. CTF entities that are located only in unserved or underserved areas and using dial-up telephone service as the only means to access the Internet may apply for the Voice Exemption to maintain the 50% voice discount. Once approved, they will not be eligible for discounts on any other services at that location.

(N)

(N)

(L) Material formerly located on Sheet 158.1.3

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services (Cont'd)

f. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice/25% voice CTF discount shall be calculated as follows: (T)

- (1) The 50% non-voice/25% voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
- (2) The 50% non-voice/25% voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.

4. Special Terms for Voice Discounts

Pursuant to CPUC Decision 16-04-021, CTF discounts for voice services will be reduced from 50% to 25% on July 1, 2016. CTF recipients or prospective applicants in unserved or underserved areas of California can apply for a Voice Exemption to maintain their 50% discount on their voice services if they are using dial-up telephone service as the only means to access the Internet. An entity can verify if its location is eligible for a Voice Exemption by using the California Broadband Availability map on the Commission's CTF web site. Upon approval of the Voice Exemption by the Commission, their location will maintain the 50% discount for voice service, but will not be eligible for CTF discounts on other data or access services at that location. CTF entities that are located only in unserved or underserved areas and using dial-up telephone service as the only means to access the Internet may apply for the Voice Exemption to maintain the 50% voice discount. Once approved, they will not be eligible for discounts on any other services at that location.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

e. Community Based Organizations (CBOs) (Cont'd)

(5) The statewide average E-rate percent is deducted from the approved CTF participant's eligible services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate. (N)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

f. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice CTF discount shall be calculated as follows: (D)

(1) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year. (D)

(2) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received. (D)

NOTE 1: Effective July 1, 2019, CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

A. AVAILABILITY OF DISCOUNTS UNDER CTF (Cont'd)

3. Discounts Applicable to Eligible Services¹ (Cont'd) (T)

e. Community Based Organizations (CBOs) (Cont'd)

(5) The statewide average E-rate percent is deducted from the approved CTF participant's eligible services solely for the purposes of calculating the CTF discount. The statewide average E-rate percent shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate. (N)

(6) For participants who subscribe to services that are ineligible for E-rate discounts, the Company will apply the 50% non-voice CTF discount off the entire tariff and/or Guidebook rates or negotiated contract rates whichever are lower for services identified in 2., preceding. (N)

f. Rural Health Care Providers (RHCP) - Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice CTF discount shall be calculated as follows: (D)

(1) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year. (D)

(2) The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received. (D)

NOTE 1: Effective July 1, 2019, CTF discounts for voice service are discontinued per Decision 19-04-013. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS

The following services have been determined to be functional equivalents:

PBX Trunk - Business Access Trunk Line Service is used for customer premise equipment such as multi-line key systems or a PBX equivalent. It provides the same access to the network as a 1MB.

CENTREX Line - This service provides local exchange telecommunications service with access to local calling, local toll calling and long distance carrier networks and can transport low speed analog data like a 1MB.

CENTREX ISDN - This service provides local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data¹ utilizing an ISDN architecture.

Advanced Digital Network Service (ADN) - Provides end to end or end to multi-point connection which is similar to FasTrak Frame Relay DS0, and FasTrak SMDS DS0.

Synchronous Optical Network (SONET) Ring and Access Services² provide for higher bandwidths (OC-3, OC-12, OC-48 and OC-192) communication paths on dedicated, fiber-based, self-healing rings or as point-to-point network configurations connecting customer premises. All traffic carried on SONET is carried synchronously see below for functional equivalents: (N)

OC-3 is the functional equivalent to 84 DS-1 or 3 DS-3 Circuits or 155 Mbps (T)

OC-12 is the functional equivalent to 336 DS-1 or 12 DS-3 Circuits or 622 Mbps

OC-48 is the functional equivalent to 1,344 DS-1 or 48 DS-3 Circuits or 2.4 Gbps (T)

OC-192 is the functional equivalent to 5,376 DS-1 or 192 DS-3 Circuits or 9.6 Gbps (T)

NOTE 1: Frozen/Grandfathered Service, with the exception of B Channel Packet that does not connect to the DPN switch, effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

NOTE 2: Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006, pending CPUC Resolution. See General Regulations, Schedule Cal.P.U.C. No. 175-T, Section 2.1.4, (F). (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

B. FUNCTIONAL EQUIVALENTS

The following tariffed services have been determined to be functional equivalents: (N)

PBX Trunk - Business Access Trunk Line Service is used for customer premise equipment such as multi-line key systems or a PBX equivalent. It provides the same access to the network as a 1MB.

CENTREX Line - This service provides local exchange telecommunications service with access to local calling, local toll calling and long distance carrier networks and can transport low speed analog data like a 1MB.

CENTREX ISDN - This service provides local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data¹ utilizing an ISDN architecture.

Advanced Digital Network Service (ADN) - Provides end to end or end to multi-point connection which is similar to FasTrak Frame Relay DS0, and FasTrak SMDS DS0.

Synchronous Optical Network (SONET) Ring and Access Services² provide for higher bandwidths (OC-3, OC-12, OC-48 and OC-192) communication paths on dedicated, fiber-based, self-healing rings or as point-to-point network configurations connecting customer premises. All traffic carried on SONET is carried synchronously see below for functional equivalents:

OC-3 is the functional equivalent to 84 DS-1 or 3 DS-3 Circuits or 155 Mbps

OC-12 is the functional equivalent to 336 DS-1 or 12 DS-3 Circuits or 622 Mbps

OC-48 is the functional equivalent to 1,344 DS-1 or 48 DS-3 Circuits or 2.4 Gbps

OC-192 is the functional equivalent to 5,376 DS-1 or 192 DS-3 Circuits or 9.6 Gbps

NOTE 1: Frozen/Grandfathered Service, with the exception of B Channel Packet that does not connect to the DPN switch, effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

NOTE 2: Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006, pending CPUC Resolution. See General Regulations, Schedule Cal.P.U.C. No. 175-T, Section 2.1.4, (F).

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

B. FUNCTIONAL EQUIVALENTS

The following services have been determined to be functional (T)
equivalents:

PBX Trunk - Business Access Trunk Line Service is used for customer premise equipment such as multi-line key systems or a PBX equivalent. It provides the same access to the network as a 1MB.

CENTREX Line - This service provides local exchange telecommunications service with access to local calling, local toll calling and long distance carrier networks and can transport low speed analog data like a 1MB.

CENTREX ISDN - This service provides local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data¹ utilizing an ISDN architecture.

Advanced Digital Network Service (ADN) - Provides end to end or end to multi-point connection which is similar to FasTrak Frame Relay DS0, and FasTrak SMDS DS0.

Synchronous Optical Network (SONET) Ring and Access Services² provide for higher bandwidths (OC-3, OC-12, OC-48 and OC-192) communication paths on dedicated, fiber-based, self-healing rings or as point-to-point network configurations connecting customer premises. All traffic carried on SONET is carried synchronously see below for functional equivalents:

OC-3 is the functional equivalent to 84 DS-1 or 3 DS-3 Circuits or 155 Mbps

OC-12 is the functional equivalent to 336 DS-1 or 12 DS-3 Circuits or 622 Mbps

OC-48 is the functional equivalent to 1,344 DS-1 or 48 DS-3 Circuits or 2.4 Gbps

OC-192 is the functional equivalent to 5,376 DS-1 or 192 DS-3 Circuits or 9.6 Gbps

NOTE 1: Frozen/Grandfathered Service, with the exception of B Channel Packet that does not connect to the DPN switch, effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

NOTE 2: Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006, pending CPUC Resolution. See General Regulations, Schedule Cal.P.U.C. No. 175-T, Section 2.1.4, (F).

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

The following services have been determined to be functional equivalents of Hicap DS-1¹ service:

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection.

It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

The GigaMAN service is the highest speed offering in the Transparent LAN family of services, which includes 10/100 Mbps ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN).

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.
Material omitted now located on Sheet 158.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

The following services have been determined to be functional equivalents of Hicap DS-1¹ service:

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection.

It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN[®] (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit Ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place. (T)

The GigaMAN service is one of the higher speed offerings in the Transparent LAN family of services, which includes 10/100 Mbps Ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN). (T)

DecaMAN[®] (10 Gigabit Ethernet Metropolitan Area Network) - Used to connect 10 gigabit Ethernet switches from one customer location to another at 10 Gbps. The DecaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place. (N)
|
(N)

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

The following tariffed services have been determined to be functional equivalents of Hicap DS-1¹ service: (N)

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection.

It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN[®] (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit Ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

The GigaMAN service is one of the higher speed offerings in the Transparent LAN family of services, which includes 10/100 Mbps Ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN).

DecaMAN[®] (10 Gigabit Ethernet Metropolitan Area Network) - Used to connect 10 gigabit Ethernet switches from one customer location to another at 10 Gbps. The DecaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

The following services have been determined to be functional equivalents of Hicap DS-1¹ service: (T)

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection.

It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN[®] (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit Ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

The GigaMAN service is one of the higher speed offerings in the Transparent LAN family of services, which includes 10/100 Mbps Ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN).

DecaMAN[®] (10 Gigabit Ethernet Metropolitan Area Network) - Used to connect 10 gigabit Ethernet switches from one customer location to another at 10 Gbps. The DecaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN (Optical Ethernet Metropolitan Area Network) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 5 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Utility for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, and Community Based Tax Exempt Organizations on a schedule consistent with fund balances and Utility claims, and with appropriate prior notice to customers.

(N)

(N)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN[®] (Optical Ethernet Metropolitan Area Network) - This service is (T)
an advanced service offering networking capabilities utilizing Optical
Ethernet. Optical Ethernet is the use of Ethernet LAN packets running
over optical fiber. OPT-E-MAN provides an integrated service consisting
of fiber transport connected to the Ethernet device capable of switching
and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to (C)
1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced
service offering networking capabilities utilizing Optical Ethernet. CSME
provides an integrated service offering consisting of fiber transport
connected to an Ethernet device capable of switching and routing.
Customers will connect to the service using a router, bridge or switch.
CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within
two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission
(CPUC) determines that the approved CTF funding level will be
insufficient to reimburse the Utility for its CTF claims for the entire
fiscal year, the CPUC will promptly inform the Utility concerning this
condition and direct the Utility to suspend CTF discounts to qualifying
Schools, Libraries, Government and District Owned Hospitals, Government
and District Owned Health Clinics, and Community Based Tax Exempt
Organizations on a schedule consistent with fund balances and Utility
claims, and with appropriate prior notice to customers.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN[®] (Optical Ethernet Metropolitan Area Network) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, and Community Based Tax Exempt Organizations on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers. (T) (T) (T) (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd) (T)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN[®] (Optical Ethernet Metropolitan Area Network) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, Community Based Tax Exempt Organizations and California community colleges on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers. (T)
(T)
(D)
(N)
(T)
(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN[®] (Optical Ethernet Metropolitan Area Network) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, Community Based Tax Exempt Organizations and California community colleges on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

OPT-E-MAN[®] (Optical Ethernet Metropolitan Area Network) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) - This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

Frame Relay - Provides customers with a high speed packet switched data service for their wide area networking needs. It provides the equivalent service as DS0 (ADN), DS1 (Hi-Cap) and DS3.

(L)

ATM Cell Relay Service - Provides a high speed connection oriented transport service. SBC Advanced Solutions Inc. CRS is implemented using Asynchronous Transfer Mode (ATM) technology. It provides the equivalent service as DS1 (Hi-Cap), DS3 and OC-3c (equivalent to 84 DS-1s or 3 DS-3s) products.

(L)

C. BILLING

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, Community Based Tax Exempt Organizations and California community colleges on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers.

In the event of such a suspension, all services billed at CTF discounted rates will be converted to and billed at the regular tariffed or contracted rates.

(L) x

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(L) x

(L) Material formerly located on Sheet 158.8.

(L)x Material formerly located on Sheet 158.9.

Continued

Advice Letter No. 42539

Issued by

Date Filed: July 24, 2013

Decision No.

Eric Batongbacal

Effective: July 24, 2013

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services

(N)

Applicable to Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service

Decision 96-10-066 authorizes discounted advanced services for
qualifying schools, libraries, hospitals and health clinics,
community based organizations, and California Community Colleges,
approved by the CPUC.

Federal funding or subsidy given to California Teleconnect Fund
(CTF) participants for CTF eligible services shall first be taken
into account prior to applying the CTF discount.

(A) Qualified Entities

Schools and Libraries:

Only public and non-profit schools providing elementary or
secondary education, and which do not have endowments of more
than \$50 million, shall qualify for the discounted rates for
schools. Only those libraries that are eligible for
participation in state-based plans for funds under Title III of
the Library Services and Construction Act, shall qualify
for the discounted rates for libraries. Qualifying schools and
libraries shall be entitled to a 50% discount off posted rates
or negotiated/contract rates, whichever are lower.

- (1) If the customer has not been approved to receive E-rate
discounts, whether or not an application is pending, the 50%
discount will be applied to all services (eligible for DAS)
after deducting a statewide average E-rate discount
(determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate
discounts, the 50% discount will be applied to the services
after deducting the actual E-rate discounts from the billed
amount.
- (3) The statewide average discount is deducted from the
customer's services solely for purposes of calculating the
DAS discount. The statewide average discount shall be added
back to the billed amount for payment by the customer.
However, when the customer receives its approved E-rate
benefit, the customer's account will be retroactively
adjusted to reflect the approved E-rate.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services

Applicable to Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service

Decision 96-10-066 and subsequent decisions authorize discounted (N)
advanced services for qualifying schools, libraries, hospitals and (T)
health clinics, community based organizations, and California Community |
Colleges, approved by the CPUC. (T)

Federal funding or subsidy given to California Teleconnect Fund
(CTF) participants for CTF eligible services shall first be taken
into account prior to applying the CTF discount.

(A) Qualified Entities

Schools and Libraries:

Only public and non-profit schools providing elementary or
secondary education, and which do not have endowments of more
than \$50 million, shall qualify for the discounted rates for
schools. Only those libraries that are eligible for
participation in state-based plans for funds under Title III of
the Library Services and Construction Act, shall qualify
for the discounted rates for libraries. Qualifying schools and
libraries shall be entitled to a 50% discount off posted rates
or negotiated/contract rates, whichever are lower.

- (1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for DAS) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
- (2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
- (3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the DAS discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services (Cont'd)

(N)

(A) Qualified Entities (Cont'd)

The schools and libraries, preceding, shall be entitled to a 50% discount off the entire posted rates or negotiated/contract rates, whichever are lower, for services identified in 2. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

Hospitals and Health Clinics:

Municipal and county government owned and operated hospitals and health clinics qualify for a 50% discount off posted rates or negotiated/contract rates, whichever are lower.

Rural Health Care Providers (RHCP):

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts. Beginning no later than September 21, 2011, Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% CTF discount shall be calculated as follows:

- (1) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
- (2) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for fiscal year 2012-2013, and beyond. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.
- (3) The CTF discounts received by RHCPs shall be trued up to take into account the amount of RHC funding received after June 24, 2011, for fiscal years 2010-11 and 2011-12.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services (Cont'd)

(N)

(A) Qualified Entities (Cont'd)

Community Based Organizations (CBOs):

Only a tax exempt organization offering Head Start programs, health care, job training, job placement, or educational instruction, or a non-profit CBO providing 2-1-1 information and referral services, shall qualify for the discounted rates for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof of qualification at the time of application. Qualifying CBOs shall be entitled to a 50% discount off posted rates or negotiated/contract rates, whichever are lower.

These discounted rates may not be resold to, or shared with, any other nonqualifying entity or person.

CBOs offering Head Start - beginning no later than September 21, 2011, E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows:

- (1) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% discount.
- (2) Effective July 1, 2012, if the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% discount.
- (3) The statewide average E-rate discount is deducted from the CBO's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the CBO. However, when the CBO subsequently receives its approved E-rate benefit, the CBO's account shall be retroactively adjusted to reflect the approved E-rate funding.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services (Cont'd)

(N)

(A) Qualified Entities (Cont'd)

California Community Colleges (CCCs):

Qualifying California community colleges and/or districts shall be entitled to a 50% discount off posted rates or negotiated/contract rates, whichever are lower.

The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. AT&T Advanced Solutions shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D. 08-06-020.

(B) Services Eligible For DAS

All measured business service lines, switched 56 lines, ISDN, T-1, DS-3, DSL¹ and up to and including OC-192 services or their functional equivalents.

The following services have been determined to be functional equivalents:

Frame Relay - Provides customers with a high speed packet switched data service for their wide area networking needs. It provides the equivalent service as DS0 (ADN), DS1 (Hi-Cap) and DS3.

ATM Cell Relay Service - Provides a high speed connection oriented transport service. SBC Advanced Solutions Inc. CRS is implemented using Asynchronous Transfer Mode (ATM) technology. It provides the equivalent service as DS1 (Hi-Cap), DS3 and OC-3c (equivalent to 84 DS-1s or 3 DS-3s) products.

Advanced Digital Network Service (ADN) - Provides end to end or end to multipoint connection which is similar to Frame Relay DS0, and SMDS DS0.

Note 1: Remote LAN (R-LAN) Digital Subscriber Line (DSL) Transport is a service provided to businesses with a Local Area Network (LAN) which enables the business to allow access to its LAN remotely. This service is purchased by businesses to meet their own administrative telecommunications needs, and is not used as a means to facilitate the sale of another service which is not a telecommunications service (e.g. information service).

(N)

Continued

NETWORK AND EXCHANGE SERVICES

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - CALIFORNIA TELECONNECT FUND (CTF) (Cont'd)

E. General Term No. 2 - Discounted Advanced Services (Cont'd)

(N)

(C) SPECIAL CONDITIONS

For any fiscal year in which the State of California budget is approved with zero funding for the California Teleconnect Fund (CTF) or for any fiscal year in which the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the Company will suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, and Community Based Tax Exempt Organizations. In the event of such a suspension, all services billed at CTF discounted rates will be converted to and billed at the regular tariffed or contracted rates.

(N)

Continued

Advice Letter No. 40039

Issued by

Date Filed: December 1, 2011

Decision No.

Eric Batongbacal

Effective: December 1, 2011

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, and community based organizations (See Rule No. 41).

Pursuant to Resolution T-16888, a surcharge of 0.13% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on January 1, 2006. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission. (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901. (C)

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, and community based organizations (See Rule No. 41).

Pursuant to Resolution T-17142, a surcharge of 0.079% will be applied (C) to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on June 1, 2008. This surcharge will appear on subscribers' (C) bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission.

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges. (See Rule No. 41). (N) (N)

Pursuant to Resolution T-17375, a surcharge of 0.59% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on December 1, 2012. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission. (C) (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges. (See Rule No. 41).

Pursuant to Resolution T-17442, a surcharge of 0.93% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on October 1, 2014. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission. (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901. (C)

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges. (See Rule No. 41).

Pursuant to Resolution T-17471, a surcharge of 1.08% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on June 1, 2015. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission. (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901. (C)

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges. (See Rule No. 41).

Pursuant to Resolution T-17606, a surcharge of 0.78% will be applied (C)
to all end user telecommunication intrastate services, both within a
service area and between service areas. This percentage rate will take
effect on September 1, 2018. This surcharge will appear on (C)
subscribers' bills as the California Teleconnect Fund Surcharge. This
surcharge will remain in effect until otherwise ordered by the
Commission.

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after January 1, 2006, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

(D)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- SBC Messaging Services
- SBC Directory Advertising
- 175-T, Section 18 - Services for Resale

(T)

(T)

(D)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after June 1, 2008, except as noted (C) below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- SBC Messaging Services
- SBC Directory Advertising
- 175-T, Section 18 - Services for Resale

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after June 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- SBC Messaging Services
- SBC Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after June 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (T)
(N)
(T)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- SBC Messaging Services
- SBC Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after June 1, 2008, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services) (T)
(D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- SBC Messaging Services
- SBC Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after December 1, 2012, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (C)

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging (T)
- AT&T Directory Advertising (T)
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after October 1, 2014, except as noted (C) below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after June 1, 2015, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (C)

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after September 1, 2018, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994. (C)

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after September 1, 2018, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- California LifeLine (basic monthly exchange services) (D)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity
- AT&T Unified Messaging (AT&T California Guidebook) (T)
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Payment Convenience Fee

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE
(Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- California LifeLine Surcharge (T)
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1.43 RULE NO. 43 - GENERAL TERM NO. 1 - APPLICATION OF SURCHARGES (N)

Applicable to: Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and
Frame Relay Service

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharge rates (excluding a. Universal Lifeline Telephone Service (ULTS) billings; b. charges to other certificated carriers for services that are to be resold; c. coin sent paid telephone calls (coin in box) and debit card calls; d. customer-specific contracts effective before 9/15/94; e. usage charges for coin-operated pay telephones; f. directory advertising; and g. one-way radio paging) and the CPUC Reimbursement Fee rate (excluding a. directory advertising and sales; b. terminal equipment sales; c. inter-utility sales) to intrastate services. For a list of the Public Program surcharges and Reimbursement Fee, and the amounts, please refer to the Pacific Bell (d.b.a. AT&T California) tariffs.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1.43 RULE NO. 43 - GENERAL TERM NO. 1 - APPLICATION OF SURCHARGES

Applicable to: Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and
Frame Relay Service

Pursuant to Resolution T-16901 and Decision 22-10-021, all (C)
telecommunications carriers are required to apply a CPUC mandated
Universal Services Public Purpose Programs surcharge rate (excluding a. (C)
Universal Lifeline Telephone Service (ULTS) billings; b. charges to
other certificated carriers for services that are to be resold; c. coin
sent paid telephone calls (coin in box) and debit card calls; d.
customer-specific contracts effective before 9/15/94; e. usage charges
for coin-operated pay telephones; f. directory advertising; and g. one-
way radio paging) and the CPUC Reimbursement Fee rate (excluding a.
directory advertising and sales; b. terminal equipment sales; c. inter-
utility sales) to intrastate services. For a list of the Universal (C)
Service Public Purpose Programs and Reimbursement Fee, and the (C)
surcharge amounts, please refer to the AT&T California tariffs. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

(D) z

(D) z

z Correction - Removal of material inappropriately reflected in Advice Letter
No. 14889.

Continued

Advice Letter No. 15026

Issued by

Date Filed: December 10, 1985

Decision No.

Eric Batongbacal

Effective: January 10, 1986

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS

2.3.1 GENERAL

The Forms listed herein have been filed and approved by the California Public Utilities Commission. Copies of the forms are kept on file at the Utility's Public Office located at 444 Bush Street, San Francisco, California 94108.

A. AGREEMENT FORMS

<u>TYPE OF AGREEMENT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Agreement Covering Income Tax Component for Governmental Agencies	GE 0022	185	
Agreement Covering Minimum Period of Service where Line Extensions Are Involved	LF 4585	277	
Agreement Form for Use in Connection with Building Owner Requests to Place Intrabuilding Network Cable on the Premises	C 0011	206.1	
Agreement Form for Use in Connection with Utility's Use of Cable Pairs in Customer Owned Cable Facilities	GA 1443-1	240	
Agreement for Use In Connection with the Furnishing of a Special Arrangement or Assembly of Equipment and Facilities for Specially Furnished Equipment	M 1470	283	
Agreement of Sale of Coin Operated Telephone Equipment	R 0014	289.2.1	
Business List Rental Agreement	UE 0018	289.2.7	
Business List Rental Order Form	UE 0018	289.2.8	
Confirmation of CompleteLink ^{SM, 1} Agreement		280	(N)
Interim Use Agreement of Utility's Network Cable Pending Purchase by Buyer	GA 1443	248	
List Upgrade Rental Agreement	UE 0019	289.2.9	
List Upgrade Agreement Order Form	UE 0019	289.2.10	
Payment Plan Agreement	UE 0013	289.2.5	
Value Promise SM Advantage 1000 Term Discount Service Agreement	UE 0049	296.3.3	(T)
Value Promise SM Plus Term Discounts Service Agreement	UN 0051	296.3.1	(T)
Value Promise SM Plus Term Discount Terms and Conditions	UN 0051 Exhibit A	296.3.2	(T)

NOTE 1: Frozen/Grandfathered CompleteLinkSM effective December 15, 2006. (N)
 See A2.1.2,A.4, preceding. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS

2.3.1 GENERAL

The Forms listed herein have been filed and approved by the California Public Utilities Commission. Copies of the forms are kept on file at the Utility's Public Office located at 444 Bush Street, San Francisco, California 94108.

A. AGREEMENT FORMS

<u>TYPE OF AGREEMENT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Agreement Covering Income Tax Component for Governmental Agencies	GE 0022	185	
Agreement Covering Minimum Period of Service where Line Extensions Are Involved	LF 4585	277	(D)
			(D)
Agreement for Use In Connection with the Furnishing of a Special Arrangement or Assembly of Equipment and Facilities for Specially Furnished Equipment	M 1470	283	
Agreement of Sale of Coin Operated Telephone Equipment	R 0014	289.2.1	(D)
			(D)
Confirmation of CompleteLink ^{SM, 1} Agreement		280	(D)
			(D)
Payment Plan Agreement	UE 0013	289.2.5	
Value Promise SM Advantage 1000 Term Discount Service Agreement	UE 0049	296.3.3	
Value Promise SM Plus Term Discounts Service Agreement	UN 0051	296.3.1	
Value Promise SM Plus Term Discount Terms and Conditions	UN 0051 Exhibit A	296.3.2	

NOTE 1: Frozen/Grandfathered CompleteLinkSM effective December 15, 2006.
 See A2.1.2,A.4, preceding.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

B. APPLICATION FOR SERVICE AND RELATED FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Advance Telephone Number Assignment	M 1022	282
Application for Exemption from Charges for Directory Assistance Service-Business (Physically Impaired)	CO 1527-B	220
Application for Exemption from Charges for Directory Assistance Service-Business Service (Visually Impaired)	CO 1527-C	221
Application for Exemption from Charges for Directory Assistance Service-Residence	CO 1527-R	222
Application for Service-Business	CO 3075	233
Application for Street Address Telephone Directory Service	D 1239	239
Application to Participate in Shared Key Telephone System Service	CO 3077	238
Authorization to Transfer Billing Responsibility-Business	K 2160-B	263
Credit Card Application Non-Telephone Customer	CO 1249	210
Request for Telephone Number Assignment	K 2417	266

C. BILL AND STATEMENT FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Free Form Exchange Service Bill Part I - Summary Page	NA	188.1	(T)
Free Form Exchange Service Bill Part II - Terms and Conditions Residence	NA	188.2	(T)
Business		187	(N)
Statement Forms:			
Miscellaneous Bill - Remittance Page	FARPO1	239.1	
Miscellaneous Bill - Detail Page	FADPO2	239.2	
Special Advance Toll Bill	K 3354	274.1	
Statement Blank	CO 1164	209	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

B. APPLICATION FOR SERVICE AND RELATED FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Application for Exemption from Charges for Directory Assistance Service-Business (Physically Impaired)	CO 1527-B	220	(D)
Application for Exemption from Charges for Directory Assistance Service-Business Service (Visually Impaired)	CO 1527-C	221	
Application for Exemption from Charges for Directory Assistance Service-Residence	CO 1527-R	222	(D)
Application for Street Address Telephone Directory Service	D 1239	239	
Application to Participate in Shared Key Telephone System Service	CO 3077	238	
Authorization to Transfer Billing Responsibility-Business	K 2160-B	263	(D)
Request for Telephone Number Assignment	K 2417	266	

C. BILL AND STATEMENT FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Free Form Exchange Service Bill Part I - Summary Page	NA	188.1	
Free Form Exchange Service Bill Part II - Terms and Conditions	NA		
Residence		188.2	
Business		187	
Statement Forms:			
Miscellaneous Bill - Remittance Page	FARPO1	239.1	
Miscellaneous Bill - Detail Page	FADPO2	239.2	
Special Advance Toll Bill	NA	274.1	(T)
			(D)

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Abandoned Service Notice	K 3378	275	
Confirmation of Payment Arrangements For Former Account	UNNO34	289.11	
Credit Manager's Letter - Calling Card Residence and Business	*203	202.1.1	
Credit Manager's Letter - Residence and Business	*201	202.1	
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
Denial Notice - Calling Card - Residence and Business	*501	276	
Disconnection of Secretarial Line Service	CO 3061	231	
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
No Payment Received Letter (Residence and Business)	*801	289.24	(D)
			(D)
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	(T)
Payment Arrangement Confirmation Letter - Business - Calling Card	*405	188.3	
Payment Arrangement Confirmation Letter - Residence - Calling Card	*405	188.4	
Payment Arrangement Confirmation Letter - Business - Former Service	*202	289.1	
Payment Arrangement Confirmation Letter - Residence - Former Service	*202	289.2	
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
			(D)
			(D)
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
			(D)
			(D)
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
No Payment Received Letter (Residence and Business)	*801	289.24	
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	
			(D)
			(D)
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Courtesy Notice	NA	190	(N)
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
No Payment Received Letter (Residence and Business)	*801	289.24	
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Courtesy Notice	NA	190	
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
High Risk Business Returned Check	L301	289.19	(N)
High Risk Business Multiple Returned Checks	L302	289.20	(N)
No Payment Received Letter (Residence and Business)	*801	289.24	
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Courtesy Notice	NA	190	
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
High Risk Business Returned Check	L301	289.19	
High Risk Business Multiple Returned Checks	L302	289.20	
No Payment Received Letter (Residence and Business)	*801	289.24	
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	
Returned Checks	-	-	(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Courtesy Notice	NA	190
Disconnection Notice	*101	188.5
Past Due Notice	*102	289.21
Final Bill Notice - Initial	*304	270
Final Bill Notice - Final	*305	207
High Risk Business Returned Check	L301	289.19
High Risk Business Multiple Returned Checks	L302	289.20
No Payment Received Letter (Residence and Business)	*801	289.24
Payment Arrangement Confirmation Letter - Residence and Business	*401	186
Payment Arrangement Confirmation Letter - Residence and Business	*402	212

(D)

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)
 D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Payment Arrangement Confirmation Letter Business - Calling Card - Suspend Non-Pay	*404	218
Payment Arrangement Confirmation Letter Residence - Calling Card - Suspend Non-Pay	*404	217
		(D)
		(D)
Payment Arrangement Confirmation Letter - Residence and Business- Treat Live For Final	*403	289.15
Regrade Letter - Business	*901	289.25.1
Regrade Letter - Residence (page 1 of 2)	*901	289.27
Regrade Letter - Residence (page 2 of 2)	*901	289.28
Returned Check Letter - Residence and Business	*602	289.18
Returned Check Letter - Suspend Non-Pay Residence and Business	*601	289.17
Returned Check and Current Charges Letter - Suspend Non-Pay - Business	*603	289.20
Returned Check and Current Charges Letter Suspend Non-Pay - Residence	*603	289.19
Third Party Notification - Residence and Business	*902	289.26
		(D)
		(D)
Treat Live for Final Letter - Residence and Business	*301	203
Toll Restriction Letter	*702	289.22
Toll Restriction Letter - Deposit Request	*701	289.20.1
Toll Restriction Removal Letter - Residence and Business	*703	289.22.2

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
			(D)
			(D)
			(D)
			(D)
Regrade Letter - Residence (page 1 of 2)	*901	289.27	
Regrade Letter - Residence (page 2 of 2)	*901	289.28	
Returned Check Letter - Residence and Business	*602	289.18	
Returned Check Letter - Suspend Non-Pay Residence and Business	*601	289.17	
			(D)
			(D)
Third Party Notification - Residence and Business	*902	289.26	
Treat Live for Final Letter - Residence and Business	*301	203	
Toll Restriction Letter	*702	289.22	
Toll Restriction Letter - Deposit Request	*701	289.20.1	
Toll Restriction Removal Letter - Residence and Business	*703	289.22.2	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Regrade Letter - Residence (sheet 1 of 2)	*901-EDDC	188.3	(T)
Regrade Letter - Residence (sheet 2 of 2)	*901-EDDC	188.4	(T)
Regrade Letter - Residence	*901-IDDC	191	(N)
Returned Check Letter - Residence and Business	*602	289.18	
Returned Check Letter - Suspend Non-Pay Residence and Business	*601	289.17	
Third Party Notification - Residence and Business	*902	289.26	
Treat Live for Final Letter - Residence and Business	*301	203	
Toll Restriction Letter	*702	289.22	
Toll Restriction Letter - Deposit Request	*701	289.20.1	
Toll Restriction Removal Letter - Residence and Business	*703	289.22.2	

Continued

Advice Letter No. 38477

Issued by

Date Filed: November 9, 2010

Decision No.

Eric Batongbacal

Effective: November 13, 2010

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
 A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

E. RECEIPTS

<u>TYPE OF RECEIPT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Advance Payment Receipt	A 7063	189
Mechanized Authorized Payment Agency Receipt	-	191.2
Mechanized Cashier/Teller Receipt	-	191.1
Advance Payment - Special Billing	CO 1663	225
Deposit Receipt	A 7065	192
Mechanized Authorized Payment Agency Receipt	-	195.3
Mechanized Cashier Teller Receipt	-	195.1
Deposit Receipt	A 7065-1	196
Payment Receipt	A 7067	200
Payment Receipt	K 1370	257
Mechanized Authorized Payment Agency Receipt	-	257.2
Mechanized Cashier/Teller Receipt	-	257.1

(L)

(L)

(L) Material formerly on Sheet 178

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

E. RECEIPTS

<u>TYPE OF RECEIPT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
			(D)
			(D)
Advance Payment - Special Billing	CO 1663	225	(D)
			(D)

(D)
Continued

NETWORK AND EXCHANGE SERVICES
 A2 GENERAL REGULATIONS

2.3 FORMS (Cont'D)
 2.3.1 GENERAL (Cont'd)
 F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Acknowledgement Form for Payment of Odd Amount	K 2423	267	
Advance Toll Form Letter	CO 1603	223	
Advance Toll Form Letter	CO 1604	224	
Authorization for Line Identification	K 3331-2	274	
Business List Rental Agreement	UE 0018	289.2.7	
Business List Rental Order Form	UE 0018	289.2.8	
Call Details Request	CO 1397	215	
Connection of Secretarial Line Service	CO 3062	232	
Contract for the Purchase and Sale of. Pacific Bell's In-Place Building Distribution. Cable Facilities	GA 1444	241.	
Contract for the Purchase and Sale of Pacific Bell's In-Place Distribution. Cable Facilities	GA 1445	243	
Worksheets GA 1344-2, GA 1344-3 and GA 1344-4: Building Cable Terminals, Pricing Worksheet #2	GA 1344-2	245	
Distribution Cable, Pricing Worksheet #3	GA 1344-3	246.	
Structure, Pricing Worksheet #4	GA 1344-4	247.	
Credit Classification of Account	CCRCRMS	219	(N)
Customer Commitment Notification	CO 1377	214	
Emergency Service Number (ESN) Assignment Worksheet	LF 5061	279	
Generic Customer Treatment Form	A 3891-P	188	(D)
Information Provider Declaration	-	228	(D)
Letter Regarding Former Business Customer's Occupancy	UN 0019	289.5	
Written Statement Regarding Former Business Customer's Occupancy	-	289.6	
Letter Regarding Former Residence Customer's Occupancy	UN 0018	289.3	
Written Statement Regarding Former Residence Customer's Occupancy	-	289.4	
List Upgrade Rental Agreement	UE 0019	289.2.9	
List Upgrade Agreement Order Form	UE 0019	289.2.10.	
Master Street Address Guide (MSAG), Change Form	LF 5060	278	
Notice Stating That Copies of Rate Schedules Are on File for Information of Public	K 2155	262	
PBX Trunk Services Notification	UE 0021	289.2.11	

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)
 F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
			(D)
			(D)
Credit Classification of Account	CCRCRMS	219	
Customer Commitment Notification	CO 1377	214	
Emergency Service Number (ESN) Assignment Worksheet	LF 5061	279	(D)
Information Provider Declaration	-	228	
Letter Regarding Former Business Customer's Occupancy	UN 0019	289.5	
Written Statement Regarding Former Business Customer's Occupancy	-	289.6	
Letter Regarding Former Residence Customer's Occupancy	UN 0018	289.3	
Written Statement Regarding Former Residence Customer's Occupancy	-	289.4	(D)
			(D)
Master Street Address Guide (MSAG), Change Form	LF 5060	278	
Notice Stating That Copies of Rate Schedules Are on File for Information of Public	K 2155	262	(D)

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)
 F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Record of Abusive Call	K 3331-1	272
Repairman's No Access Notice	P 2205	288
Request for Customer to Call Business Office	K 2304	264
Residence Deposit Request Letter - CCCS	UN 0033-1	289.7
Residence Deposit Request Letter - CCCS	UN 0033-2	289.9
Returned Remittance	K 3282	271

(D)

(D)

You can Lower Your Bill if You Qualify
 (annual notification via direct mail) 230.1

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Repairman's No Access Notice	P 2205	288	(D)
Request for Customer to Call Business Office	K 2304	264	(D)
			(D)
Returned Remittance	--	271	(T)
IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE SERVICE (Annual notification via direct mail)	--	230	(N)
			(N)
			(D)
			(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Repairman's No Access Notice	P 2205	288	
Request for Customer to Call Business Office	K 2304	264	
Returned Remittance	--	271	
IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE SERVICE (Annual notification via direct mail)	--	230	
MFQ/MFQ Letter		231	(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Repairman's No Access Notice	P 2205	288	
Request for Customer to Call Business Office	K 2304	264	
Returned Remittance	--	271	
IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE PROGRAM (Annual notification via direct mail)	--	230	(T)
MFQ/MFQ Letter		232	(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Repairman's No Access Notice	P 2205	288
Request for Customer to Call Business Office	K 2304	264
Returned Remittance	--	271

(D)
(D)

MFQ/MFQ Letter 232

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
*101	Disconnect Notice	
*102	Past Due Notice	
*201	Credit Manager's Letter-Calling Card, Business and Residence	
*203	Credit Manager's Letter - Residence and Business	
*301	Treat Live for Final Letter	
*302	Transfer Balance from Final to Live Letter	
*401	Payment Arrangement Confirmation Letter	
*402	Payment Arrangement Confirmation Letter Residence and Business	(T)
*403	Payment Arrangement Confirmation Letter Treat Live for Final	
*404	Payment Arrangement Confirmation Letter Calling Card - Suspend Non-Pay	
*501	Denial Notice - Calling Card - Residence and Business	
*601	Returned Check Letter Suspend Non-Pay	
*602	Returned Check Letter	
*701	Toll Restriction Letter - Deposit Request	
*702	Toll Restriction Letter	
*703	Toll Restriction Removal Letter	
*801	No Payment Received Letter (Residence and Business)	(N)
*901	Regrade Letter - Residence	
*902	Third Party Notification Letter	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
*101	Disconnect Notice	
*102	Past Due Notice	
		(D)
		(D)
		(D)
*301	Treat Live for Final Letter	
		(D)
*401	Payment Arrangement Confirmation Letter	
*402	Payment Arrangement Confirmation Letter Residence and Business	
*403	Payment Arrangement Confirmation Letter Treat Live for Final	
		(D)
		(D)
		(D)
		(D)
*601	Returned Check Letter Suspend Non-Pay	
*602	Returned Check Letter	
*701	Toll Restriction Letter - Deposit Request	
*702	Toll Restriction Letter	
*703	Toll Restriction Removal Letter	
*801	No Payment Received Letter (Residence and Business)	
*901	Regrade Letter - Residence	
*902	Third Party Notification Letter	

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

(L)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
A 3891-P	Generic Customer Treatment Form
A 3894-P	Free Form Exchange Service Bill
A 7063	Advance Payment Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt
A 7065	Deposit Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt
A 7065-1	Deposit Receipt
A 7067	Payment Receipt
CF 0267	Statement of Labor Charges and Proof of Warranty
C 0011	Agreement Form for Use in Connection with Building Owner Requests to Place Intrabuilding Network Cable on the Premises
CO 1164	Statement Blank
CO 1249	Credit Card Application for Non-Telephone Customers
CO 1377	Customer Commitment Notification
CO 1397	Call Details Request

(L)

(L) Formerly on Sheet 180.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
--	Free Form Exchange Service Bill	(D)
		(D)
		(D)
		(D)
		(D)
CF 0267	Statement of Labor Charges and Proof of Warranty	(D)
		(D)
		(D)
CO 1377	Customer Commitment Notification	(D)
		(D)
		(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM
CO 1527-B Directory	Application for Exemption from Charges for Assistance Service-Business (Physically Impaired)
CO 1527-C Directory	Application for Exemption From Charges for Assistance Service-Business (Visually Impaired)
CO 1527-R Directory	Application for Exemption from Charges for Assistance Service-Residence
CO 1603	Advance Toll Form Letter
CO 1604	Advance Toll Form Letter
CO 1663	Advance Payment - Special Billing

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
CO 1527-B Directory Impaired)	Application for Exemption from Charges for Assistance Service-Business (Physically	(D)
CO 1527-C Directory	Application for Exemption From Charges for Assistance Service-Business (Visually Impaired)	(D)
CO 1527-R Directory	Application for Exemption from Charges for Assistance Service-Residence	(D)
CO 1663	Advance Payment - Special Billing	(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
		(D)
		(D)
--	You can Lower Your Bill if You Qualify For Universal Lifeline Telephone Service ¹ (annual notification via direct mail)	(T)
CO 3061	Disconnection of Secretarial Line Service	
CO 3062	Connection of Secretarial Line Service	
CO 3075	Application for Service - Business	
CO 3077	Application to Participate in a Shared Key Telephone System Service	
D 1239	Application for Street Address Telephone Directory Service	

NOTE 1: See A2.3.1.F. Universal Lifeline Telephone Service, preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
--	IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE SERVICE ¹ (annual notification via direct mail)	(T) (T)
--	Returned Remittance	(L)
--	Special Advanced Toll Statement	(N)
		(D)
		(D)
		(D)
CO 3077	Application to Participate in a Shared Key Telephone System Service	
D 1239	Application for Street Address Telephone Directory Service	

NOTE 1: See A2.3.1.F. Universal Lifeline Telephone Service, preceding.

(L) Formerly on Sheet 183.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
--	IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE PROGRAM ¹ (annual notification via direct mail)	(T)
--	Returned Remittance	
--	Special Advanced Toll Statement	
CO 3077	Application to Participate in a Shared Key Telephone System Service	
D 1239	Application for Street Address Telephone Directory Service	

NOTE 1: See A2.3.1 California LifeLine, preceding. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

--

Returned Remittance

--

Special Advanced Toll Statement

CO 3077

Application to Participate in a Shared Key
Telephone System Service

D 1239

Application for Street Address Telephone Directory
Service

(D)
|
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
FARPO1	Miscellaneous Bill - Remittance Page	
FADPO2	Miscellaneous Bill - Detail Page	
GA 1443-1	Agreement Form for Use in Connection with Utility's Use of Cable Pairs in Customer Owned Cable Facilities	
GA 1444	Contract for the Purchase and Sale of Pacific Bell's In-Place Building Distribution Cable Facilities	
GA 1445	Contract for the Purchase and Sale of Pacific Bell's In-Place Distribution Cable Facilities Worksheets GA 1344-2, GA 1344-3 and GA 1344-4:	
GA 1344-2	Building Cable Terminals, Pricing Worksheet #2	
GA 1344-3	Distribution Cable, Pricing Worksheet #3	
GA 1344-4	Structure, Pricing Worksheet #4	
GA 1443	Interim Use Agreement of Utility's Distribution Cable Pending Purchase by Buyer	
GE 0022	Agreement Covering Income Tax Component for Governmental Agencies	(D)
		(D)
K 1370	Payment Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt	
K 2155	Notice Stating That Copies of Rate Schedule Are on File for Information of Public	
K 2160-B	Authorization to Transfer Billing Responsibility-Business	
K 2304	Request for Customer to Call Business Office	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
FARPO1	Miscellaneous Bill - Remittance Page
FADPO2	Miscellaneous Bill - Detail Page
GE 0022	Agreement Covering Income Tax Component for Governmental Agencies
K 2155	Notice Stating That Copies of Rate Schedule Are on File for Information of Public
K 2160-B	Authorization to Transfer Billing Responsibility- Business
K 2304	Request for Customer to Call Business Office

(D)

(D)

(D)

|

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
K 2417	Request for Assignment of Telephone Number
K 2423	Acknowledgement of Payment of Odd Amount
K 3245-1	Reminder Notice - Miscellaneous Accounts
K 3245-2	Denial Notice - Miscellaneous Accounts
K 3282	Returned Remittance
K 3331-1	Record of Abusive Calls
K 3331-2	Authorization for Line Identification
K 3354	Special Long Distance Statement
K 3378	Abandoned Service Notice
LF 4585	Agreement Covering Minimum Period of Service where Line Extensions Are Involved
LF 5060	Master Street Address Guide (MSAG) Change Form
LF 5061	Emergency Service Number (ESN) Assignment Worksheet

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
K 2417	Request for Assignment of Telephone Number	(D)
		(D)
		(D)
		(D)
		(D)
		(D)
		(D)
LF 4585	Agreement Covering Minimum Period of Service where Line Extensions Are Involved	
LF 5060	Master Street Address Guide (MSAG) Change Form	
LF 5061	Emergency Service Number (ESN) Assignment Worksheet	

Material omitted now on Sheet 181.1 (N)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2. GENERAL REGULATIONS~~

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
M 1022	Advance Telephone Number Assignment	z
M 1470	Agreement for Use in Connection with the Furnishings of a Special Arrangement or Assembly of Equipment and Facilities or Specially Furnished Equipment	
M 1507	Rate Stability Plan Letter of Election	
PB 575	(Untitled) Late Response Regrade Letter (Universal Lifeline Telephone Service)	
P 2205	Repairman's No Access Notice	z
UE 0013	Payment Plan Agreement	z
UE 0018	Business List Rental Agreement and Order Form	
UE 0019	List Upgrade Rental Agreement and Order Form	
UE 0021	PBX Trunk Services Notification	
UE 0049	Value Promise sm Advantage 1000 Term Discount Service Agreement	

z Correction - Material should have been removed in Advice Letter No. 18217,
effective June 11, 1996.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
		(D)
M 1470	Agreement for Use in Connection with the Furnishings of a Special Arrangement or Assembly of Equipment and Facilities or Specially Furnished Equipment	(D)
		(D)
		(D)
P 2205	Repairman's No Access Notice	
UE 0013	Payment Plan Agreement	(D)
		(D)
		(D)
UE 0049	Value Promise sm Advantage 1000 Term Discount Service Agreement	
		(D)
		(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
		(D)
		(D)
UN 0018	Letter Regarding Former Residence Customer's Occupancy Written Statement Regarding Former Residence Customer's Occupancy	
UN 0019	Letter Regarding Former Business Customer's Occupancy Written Statement Regarding Former Business Customer's Occupancy	
UN 0033-1	Residence Deposit Request Letter - CCCS	
UN 0033-2	Residence Deposit Request Letter - CCCS	
UN 0034	Confirmation of Payment Arrangements For Former Account	
UN 0051	Value Promise SM Plus Term Discounts Service Agreement	(T)
UN 0051 Exhibit A	Value Promise SM Plus Term Discount Terms and Conditions	(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER

TYPE OF FORM

UN 0018 Letter Regarding Former Residence Customer's
Occupancy Written Statement Regarding Former
Residence Customer's Occupancy

UN 0019 Letter Regarding Former Business Customer's Occupancy
Written Statement Regarding Former Business
Customer's Occupancy

(D)

(D)

(D)

(D)

UN 0051 Value PromiseSM Plus Term Discounts Service
Agreement

UN 0051 Value PromiseSM Plus Term Discount Terms
Exhibit A and Conditions

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 3891-P¹ Generic Customer Treatment Form (N)

NOTE 1: Description - One part, single sheet, 7" x 11", black ink on white (N)
paper with 3 1/2" perforated lower portion. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*405	Payment Arrangement Confirmation Letter - Residence	(N)
	Calling Card	(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*405 Payment Arrangement Confirmation Letter- Business
Calling Card

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

DISCONNECTION NOTICE

Date

Account Number: **telnumber-ccc**
customer name

Our records show that your account **telnumber-ccc** is past due in the amount of **amountduepx**. If you have already sent your payment, we thank you and apologize for sending this notice.

\$deny.00 is due for "Basic" service provided by AT&T California.

Basic service can only be disconnected for failure to pay basic service charges, and surcharges and taxes related to basic service. It is important for you to know that failure to pay this outstanding balance or dispute the charges by **snp date**, will result in the temporary or permanent disconnection of your phone service.

(T)
(T)
(D)

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

(D)
(T)

If your service is temporarily disconnected, you will be required to pay a security deposit of **\$depositch** and all outstanding charges for your basic service before your telephone service will be reinstated. A reconnection fee of **restch** per line will also apply. Basic service refers to basic residential and single line business service (i.e., Flat Rate or Measured Rate services).

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines where facilities and operating conditions permit.

Please Detach and Return This Portion With Your Payment
Restoral: **restch** Deposit: **depositch** Amount Due: **amountduepx**
Payment Due By: **snp date** Account Number: **telnumber-ccc**

NOTE 1: Description - Multi-part, this form is computer generated.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

DISCONNECTION NOTICE

Date

Account Number: **telnumber-ccc**
customer name

AT&T appreciates and values your business. (N)
Our records show that your account **telnumber-ccc** is past due in the amount of **amountduepx**. If you have already sent your payment, we thank you and apologize for sending this notice.

\$deny.00 is due for "Basic" service provided by AT&T California.

Basic service can only be disconnected for failure to pay basic service charges, and surcharges and taxes related to basic service. It is important for you to know that failure to pay this outstanding balance or dispute the charges by **snp date**, will result in the temporary or permanent disconnection of your phone service.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

If your service is temporarily disconnected, you will be required to pay a security deposit of **\$depositch** and all outstanding charges for your basic service before your telephone service will be reinstated. A reconnection fee of **restch** per line will also apply. Basic service refers to basic residential and single line business service (i.e., Flat Rate or Measured Rate services).

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines where facilities and operating conditions permit.

Please Detach and Return This Portion With Your Payment
Restoral: **restch** Deposit: **depositch** Amount Due: **amountduepx**
Payment Due By: **snp date** Account Number: **telnumber-ccc**

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

DISCONNECTION NOTICE

Date

Account Number: **telnumber-ccc**
customer name

AT&T appreciates and values your business.

Our records show that your account **telnumber-ccc** is past due in the amount of **amountduepx**. If you have already sent your payment, we thank you and apologize for sending this notice.

\$deny.00 is due for "Basic" service provided by AT&T California.

Basic service can only be disconnected for failure to pay basic service charges, and surcharges and taxes related to basic service. It is important for you to know that failure to pay this outstanding balance or dispute the charges by **snp date**, will result in the temporary or permanent disconnection of your phone service.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

If your service is temporarily disconnected, you will be required to pay a security deposit of **\$depositch** and all outstanding charges for your basic service before your telephone service will be reinstated. A reconnection fee of **restch** per line will also apply. Basic service refers to basic residential and single line business service (i.e., Flat Rate or Measured Rate services).

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. (T)

Please Detach and Return This Portion With Your Payment
Restoral: **restch** Deposit: **depositch** Amount Due: **amountduepx**
Payment Due By: **snp date** Account Number: **telnumber-ccc**

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101^{1,2}

(N)

«PicAddress1»

«PicAddress2»

«PicAddress3»

(T)

«LTRDAT»

«Name1»

«Name2»

«Addr3»

«Addr4»

«Addr5»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»#MC#

Account Number: «TN1» «CUSCOD» «Check»

Disconnection Notice

Did you forget to pay your bill? Our records show that your account is past due in the amount of \$ «Amt1». If you have already sent your payment, we thank you and apologize for sending this notice.

If payment is not received by «Date2» your AT&T California services may be temporarily or permanently disconnected.

To stop temporary disconnection of your basic local service please pay \$ «Amt2». If disconnected a reconnection fee of \$«Amt5» per line will also apply.

To stop disconnection of your non-basic services please pay \$ «Amt1» plus any current charges that become past due.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

Your basic local service will not be disconnected for failure to pay the outstanding non-basic charges. However, action may be taken such as disconnection or restriction of these services and referral of non-basic charges to a collection agency.

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction, which will not permit you to make these types of calls. You will continue to be billed for any optional calling plans you have chosen.

(T)

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter continues on the tariff sheet following.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service where facilities and operating conditions permit) will be permanently disconnected. If service is permanently disconnected, you will need to place an order for new service and will be charged a new connection fee, plus additional reconnection fees associated with other requested optional features and calling plans. (D)

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges of **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, Internet Access Service, voice mail, Directory Advertising and inside wire charges. However, your non-basic services can be removed for failure to pay the non-basic amount. (T)

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction which will not permit you to make these type of calls. You will continue to be billed for any optional calling plans you have chosen.

You may make a payment online at att.com by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

Thank you for choosing AT&T California.

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로 전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

(T)

(T)

(D)

(D)

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service where facilities and operating conditions permit) will be permanently disconnected. If service is permanently disconnected, you will need to place an order for new service and will be charged a new connection fee, plus additional reconnection fees associated with other requested optional features and calling plans.

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges of **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, Internet Access Service, voice mail, Directory Advertising and inside wire charges. However, your non-basic services can be removed for failure to pay the non-basic amount.

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction which will not permit you to make these type of calls. You will continue to be billed for any optional calling plans you have chosen.

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information. (N) | (N)

You may make a payment online at att.com by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

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國語查詢專線: 1-888-333-2828

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전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101¹

If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service to the extent permitted by existing technology or facilities) will be permanently disconnected. If service is permanently disconnected, you will need to place an order for new service and will be charged a new connection fee, plus additional reconnection fees associated with other requested optional features and calling plans. (T)

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges of **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, Internet Access Service, voice mail, Directory Advertising and inside wire charges. However, your non-basic services can be removed for failure to pay the non-basic amount.

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction which will not permit you to make these type of calls. You will continue to be billed for any optional calling plans you have chosen.

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

You may make a payment online at att.com by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

Thank you for choosing AT&T California.

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101¹

If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service) will be permanently disconnected. If service is permanently disconnected, you will need to place an order for new service and will be charged a new connection fee, plus additional reconnection fees associated with other requested optional features and calling plans. (N)

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges of **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, Internet Access Service, voice mail, Directory Advertising and inside wire charges. However, your non-basic services can be removed for failure to pay the non-basic amount and may be referred to a collection agency. (N)

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction which will not permit you to make these type of calls. You will continue to be billed for any optional calling plans you have chosen.

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

You may make a payment online at att.com by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

Thank you for choosing AT&T California.

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101¹

If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (T) will be permanently disconnected. However, you will continue to have access to 911 on the permanently disconnected (T) line for at least 120 days to the extent permitted by existing technology or facilities and where such access would not (N) preclude AT&T from providing service to subscribers of residential telephone service. If service is permanently (T) disconnected, you will need to place an order for new service and will be charged a new connection fee, plus additional reconnection fees associated with other requested optional features and calling plans in order to reestablish (T) your telephone service.

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges of **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, Internet Access Service, voice mail, Directory Advertising and inside wire charges. However, your non-basic services can be removed for failure to pay the non-basic amount and may be referred to a collection agency.

If you have unpaid local toll or Long Distance charges, you will be placed on Toll Restriction which will not permit you to make these type of calls. You will continue to be billed for any optional calling plans you have chosen.

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

You may make a payment online at att.com by using our Interactive Voice Response system, or at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

Thank you for choosing AT&T California.

粵語查詢專線: 1-800-281-2288

國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로 전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101^{1,2} (Cont'd)

(N)

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

(T)

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service for a period of at least 120 days to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service) will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online to www.att.com or by using our Interactive Voice Response system. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

(T)

粵語查詢專線: 1-800-281-2288

國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로 전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter begins on the tariff sheet preceding.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101^{1,2} (Residence) (Cont'd)

(N)

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service for a period of at least 120 days to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service) will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online to www.att.com or by using our Interactive Voice Response system. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter begins on the tariff sheet preceding.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-R¹ Application For Exemption From Charges For Directory
Assistance Service-Residence

(N)

Local Directory Assistance Exemption

\$date

\$bill_name
\$cust_add1
#if(\$cust_add2 !="")\$cust_add2
#end #if(\$cust_add3 !="")\$cust_add3
#end \$cust_city, \$cust_state \$cust_zip

Re: \$phone

Dear \$dear_cust_name:

Thank you for choosing AT&T California. Enclosed you will find the Application for Exemption from Charge For Local Directory Assistance Service. Please complete the lower half of this form and send to:

AT&T California Business Office
Attention Scanner
2150 Webster
6th Floor
Oakland, CA
94612

We appreciate your business. If we can be of further assistance, please contact us at 1-800-310-2355.

Sincerely,

\$your_name
\$title
AT&T California

NOTE 1: Cover Letter sent with application via automated process.
Application is one sheet with detachable lower section that
customer completes and returns to the Company. See Sheet 188.6.1.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Reserved

(T)
(D)

(D)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

CO 1527-R¹ Application For Exemption From Charges For Directory Assistance Service-Residence
Application for Exemption from Charge For Local Directory Assistance Service

(N)

Residence Service

Eligibility for Exemption

Residence Service will be exempt from the charge for Local Directory Assistance Service when a member of a household certifies (by means of this form) that he/she cannot use the telephone directory due to visual or other physical impairment.

NOTE: A certified physically impaired person may make a local directory assistance call (to 411) from any telephone and charge it to his/her exempt telephone number or credit card. No charge will apply to this type of call. To charge calls to an exempt number or credit card, the call must be placed through the "0" operator. Calls directly dialed to 411 will be charged to the originating telephone.

Requesting An Exemption

To request an exemption, please complete the lower half of this form and send it to your AT&T California Business Office.

If you desire AT&T California's assistance in completing the form, please call your Business Office. Your representative will either assist you over the telephone or provide you the address of the nearest location where in-person assistance is available.

Exemption will be granted upon receipt of a properly completed form.

AT&T California may periodically review services with the exemption to verify that it still applies.

Charges associated with calls to **National Directory Assistance or Reverse Directory Assistance** (411) do **not** qualify for the California Local Directory Assistance Exemption.

Request for Exemption from Charges
For Local Directory Assistance Service on () -
Area Code + Telephone Number

I have a visual or other physical impairment that prevents me from using the telephone directory and I request that my home telephone number (shown above) be exempt from the charges for Local Directory Assistance Service. I will notify AT&T California when I move or if I become able to use the directory.

_____/_____/_____
Name Date

All information on this application will be kept in strict confidence

For AT&T California Use Only

Received By: _____ Date: _____
/_____/_____

SO Issued Date: _____/_____/_____
By: _____

CO1527-R

Official File Copy, If Checked in Red

(Rev. 3/2002)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7063¹ Advance Payment Receipt

ACCOUNTING COPY

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7063¹ Advance Payment Receipt (Cont'd)
CUSTOMER RECEIPT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7063¹ Advance Payment Receipt (Cont'd)
BUSINESS OFFICE COPY

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

ADVANCE PAYMENT RECEIPT - MECHANIZED

(N)

CASHIER/TELLER RECEIPT¹

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies with the number of transactions), blue ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H.SAMPLE FORMS (CONT'D)

ADVANCE PAYMENT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies (N)
with the number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H.SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065¹ Deposit Receipt

ACCOUNTING COPY

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Returned Checks

(N)

«PicAddress1»

(N)

«PicAddress2»

«PicAddress3»

«LTRDAT»

«Name1»

«Name2»

«Addr3»

«Addr4»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

Account Number «TN1» «CUSCOD» «Check»

Dear «Name1»

We have received 2 or more returned checks from your bank for payment on your account within the last 12 months.

Due to the high cost of handling dishonored checks, AT&T California will no longer accept a check as payment on your account for a period of 12 months. You must pay by cash, cashiers check, or money order only. A check payment will not stop collection action on your account until funds have been secured.

A returned check received after this notification will result in an additional period of time in which cash, a cashiers check, or money order would be required.

You may pay your bill at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call AT&T at 1-«TN2».

Thank you for choosing AT&T California.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - FRONT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065¹ Deposit Receipt (Cont'd)

BUSINESS OFFICE COPY

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

DEPOSIT RECEIPT - MECHANIZED CASHIER/TELLER RECEIPT¹

(N)

PART I

NOTE 1: Description - Multipart, two sheet, 3 1/2" x (length varies with the number of transactions), blue ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

DEPOSIT RECEIPT - MECHANIZED CASHIER/TELLER RECEIPT¹

(N)

PART II

NOTE 1: Description - 4" x 5", black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

DEPOSIT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

PART I

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies (N)
with the number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

DEPOSIT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

PART II

NOTE 1: Description - 4 1/2" x 5 1/2", black ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065-1¹ Deposit Receipt (Cont'd)

ACCOUNTING COPY

z

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4".
z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065-1¹ Deposit Receipt (Cont'd)

z

CUSTOMER RECEIPT - FRONT

NOTE 1: Description - Blue ink on white paper.

z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065-1¹ Deposit Receipt (Cont'd)

z

CUSTOMER RECEIPT - BACK

NOTE 1: Description - Black ink on white paper.

z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7065-1¹ Deposit Receipt (Cont'd)

z

BUSINESS OFFICE COPY

NOTE 1: Description - Blue ink on white paper.

z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)
- A 7067¹Payment Receipt

ACCOUNTING COPY

NOTE 1: Description - Multi part, four sheet snapout with carbon, 7" x 4", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7067¹ Payment Receipt (Cont'd)
CUSTOMER RECEIPT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

A 7067¹ Payment Receipt (Cont'd)
PAYMENT NOTIFIER

NOTE 1: Description - Sheet 4 - Blue ink on white paper. Sheet 5 - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

*201 Credit Manager's Letter
Residence and Business

Date

Account Number: **telnumber-ccc**

Customer Name

Your account has been referred to our Collection Department.
If we do not hear from you or have full payment within 5 days, we will immediately refer your account to a collection agency.

Please mail your payment today to avoid the above action.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at:

1-877-202-4558 for Residence Accounts
1-877-711-4722 for Business Accounts

You may pay your bill by electronic check or by using a credit card that is accepted by AT&T California at no additional charge. To do so, call us at: (T)
1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts).
You may also pay your bill at an authorized AT&T payment location. You can go (T)
online at www.att.com/paylocations to find a payment location near you. (T)

AT&T California appreciated your business in the past and looks forward to the opportunity to serve you again. (T)

Please Detach and Return This Portion With Your Payment
Amount due: **amountdue**
Account Number: **telnumber-ccc**

NOTE 1: Description - Two part, single sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*203

Credit Manager's Letter - Calling Card
Residence and Business

(N)
(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

C 0011¹ Agreement Form For Use in Connection with Building Owner Requests To
Place Intrabuilding Network Cable on The Premises

NOTE 1: Description - One part, single sheet, 8" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1164¹ Statement Blank

NOTE 1: Description - One part, four sheet carbonless snapout, 5" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1249¹ Credit Card Application For Non-Telephone Customer
FRONT

NOTE 1: Description - One part, single sheet double-sided, 7" x 5", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1249¹ Credit Card Application For Non-Telephone Customer (Cont'd)
BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*402 Payment Arrangement Confirmation Letter
Residence and Business¹

FIRST PAGE

date

Account Number: telnumber-ccc

customer name

This letter is to confirm the payment arrangement you made regarding your telephone bill. As indicated, your payment(s) will be expected in our office by:

DATE	AMOUNT	PAYMENT LOCATION
<u>arrdate1</u>	<u>amountduep1</u>	<u>paymentloc1</u>
<u>arrdate2</u>	<u>amountduep2</u>	<u>paymentloc2</u>

We know how important your AT&T services are to you. By keeping the above arrangement, you can avoid any further collection activity such as: (T)

- Temporary or permanent disconnection of your telephone service* for non-payment of basic service**.
- Toll Restriction imposed on your account for non-payment of toll charges.
- Removal of non-basic services and referral of the charges to a collection agency for non-payment. Non-basic services included Custom Calling features, High Speed Internet Access Service, voicemail, Directory Advertising, inside wire installation, dial-up Internet service and wireless telephone service. (T)

Account Number: telnumber-ccc
Restoral: restch Per Line
Deposit: deposit

Please Detach and Return This Portion with Your Payment
Restoral: restch Deposit: deposit Amount Due: amountduep1
Account Number: telnumber-ccc Payment Due By: arrdate1

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1397¹ Call Details Request

NOTE 1: Description - One part, two sheet carbonless snapout, 8 1/2" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1409¹

(T)

NOTE 1: Description - One part, single sheet, single sided, 7" x 11", black ink on white paper with 3" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*404	Payment Arrangement Confirmation Letter - Residence	(N)
	Suspend Non-Pay - Calling Card	(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*404	Payment Arrangement Confirmation Letter - Business	(N)
	Suspend Non-Pay - Calling Card	(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-B¹ Application For Exemption From Charges For Directory
Assistance Service-Business

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-C¹ Application For Exemption From Charges For Directory
Assistance Service-Business Service

NOTE 1: Description - One part, single sheet, 8" x 11", black ink on white
paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1527-R¹ Application For Exemption From Charges For Directory Assistance
Service-Residence

NOTE 1: Description - One part, single sheet, 8" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1603 Advanced Toll Letter - Residence & Business¹

(T)

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1603 Advanced Toll Bill - Residence & Business¹

(N)

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1604 Advanced Toll Letter Plus Current Due - Residence & Business¹ (T)

NOTE 1: The service will be temporarily disconnected at least seven, but (T)
not more than fifteen calendar days prior to permanent (T)
disconnection. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 1604 Advanced Toll Bill Plus Current Due - Residence & Business¹ (T)

NOTE 1: The service will be temporarily disconnected at least seven, but (T)
not more than fifteen calendar days prior to permanent |
disconnection. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

Advanced Toll Letter Plus Current Due - Non-Subscriber
Calling Card

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

Advanced Toll Bill Plus Current Due - Non-Subscriber
Calling Card

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)

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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)

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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (CONT'D)
- H. SAMPLE FORMS (CONT'D)

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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

Information Provider Declaration

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Information Provider Declaration¹

(N)

900/976 Declaration

(T)

\$date

\$bill_name

\$cust_add1

#if(\$cust_add2 != "")\$cust_add2

#end #if(\$cust_add3 != "")\$cust_add3

#end \$cust_city, \$cust_state \$cust_zip

Re: \$phone

Dear \$dear_cust_name:

You contacted AT&T California with a claim for \$\$claim_amount for 900/976 charges on your telephone bill(s). The conditions of your claim make you eligible for a "one-time" adjustment.

To enable us to process your "one-time" adjustment, we must receive the attached Declaration Letter, completed and signed by \$sign_by_date. Please return to \$return_address. Upon receipt, we will issue an adjustment which will include your current claim and any subsequent 900/976 calls made through the date that you notified us of your claim.

You are entitled to only one "one-time" adjustment, so please be aware of the following: Phone numbers beginning with the 900 area code or 976 prefix (within California) provide valuable information provided by independent businesses on a variety of topics. Callers are charged for each 900/976 call made, plus any applicable toll on 976 numbers. Although the charges appear on your AT&T California bill, the 900/976 rates and program content are set by the companies providing them.

We also offer Information Services Call Blocking that blocks calls to 900/976 numbers as a safeguard against future 900/976 charges.

We suggest you retain a copy of this document for your files. If you have any questions about 900/976 calls, please call AT&T California on 1-\$call_back_number.

Sincerely,

\$your_name

\$title

AT&T California

(T)

NOTE 1: Sheet 1 of 2 sent via automated process.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Information Provider Declaration¹

(N)

Declaration Letter for 900/976 Calls

I, _____, declare that 900/976 calls
(Print your full name)

in the amount of \$ _____ were placed from telephone number \$phone
(Total disputed) (Area code and telephone number)

and billed on the statement(s) dated _____ and that:
(Month and year)

(Check applicable selection)

- I did not know that 900/976 charges applied.
- I did not authorize the 900/976 calls.
- Calls were made by a minor without my consent.
- Please add 900/976 Information Services Call Blocking on my account(s).

I declare under penalty of perjury, that the foregoing is true and correct as of my own personal knowledge.

Signature

Date

NOTE 1: Sheet 2 of 2 sent via automated process. This form is completed by
the customer and returned to the Company.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

You Can Lower Your Bill if You Qualify for
Universal Lifeline Telephone Service¹

(N)

NOTE 1: Annual notification and notice of program changes effective July 1, 2006; sent via direct mail (English on one side and one of the following languages on the reverse side: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice (N)

IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE SERVICE (T)

California LifeLine Program (formerly known as Universal LifeLine Telephone Service ULTS) provides discounted basic telephone service to low-income households. AT&T California offers California LifeLine Telephone Service (LifeLine) to residential customers who meet eligibility requirements established by the California Public Utilities Commission (CPUC). If you qualify for California LifeLine Service, you can get basic residential telephone service for 50% of the normal monthly charge. (Note: Deeper discounts apply if you live on federally recognized tribal lands.) Choose from one of the two types of LifeLine services:

- FLAT RATE - As low as \$ 5.34 per month provides unlimited local calling.
- MEASURED RATE – As low as \$ 2.85 per month provides 60 un-timed local calls. Local calls over the 60 call allowance cost \$0.08 (8 cents) each.

LifeLine customers do not pay certain monthly surcharges and fees, such as the Federal Subscriber Line Charge. They are also eligible for free toll-blocking. However, if you choose any other AT&T California features such as Call Waiting, you will be charged for those services at the regular rate.

You may qualify for California LifeLine under Method 1 Program-Based OR Method 2 Income-Based:

1. Method 1 Program-Based, if anyone in your household is enrolled in any **one** of the following:

Medicaid/Medi-Cal	Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Security Income (SSI)	Federal Public Housing Assistance or Section 8
Food Stamps	Temporary Assistance for Needy Families (TANF)
Healthy Families Category A	National School Lunch's FREE Lunch Program (NSL)
Tribal TANF	Bureau of Indian Affairs General Assistance
Women, Infant & Children Program (WIC)	Head Start Income Eligible (Tribal Only)

2. Method 2 Income-Based, your household's total gross income is no more than:

People In Household	Monthly Gross Income*	Annual Gross Income*
1-2	\$1,833	\$22,000
3	\$2,158	\$25,900
4	\$2,600	\$31,200

For each additional person, add \$ 5,300 to your annual gross income.

* Income levels are adjusted each year for inflation. Customers qualifying through income are required to provide documentation that proves the household income is at or below the income levels listed above.

NOTE 1: Annual notification and notice of program changes effective July 1, 2007; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.

Continued (T)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice

IMPORTANT NOTICE ABOUT CALIFORNIA LIFELINE TELEPHONE PROGRAM

(T)

Starting July 1, 2009, new rules for enrolling in California LifeLine will take effect

California LifeLine is a program sponsored by the California Public Utilities Commission (CPUC) that provides discounts on basic telephone service to eligible low-income households.

If you qualify for California LifeLine, you will receive the following discounted basic residential telephone service. Deeper discounts apply if you live on federally recognized tribal lands. Choose from one of the two types of LifeLine service:

- **FLAT RATE** - As low as \$6.11 per month provides unlimited local calling.
- **MEASURED RATE** – As low as \$3.27 per month provides 60 un-timed local calls. Local calls over the 60 call allowance cost \$0.08 (8 cents) each.
- **FOR CUSTOMERS LIVING ON FEDERALLY RECOGNIZED TRIBAL LANDS** – Flat Rate service for \$1.00 a month for unlimited local calling

LifeLine customers do not pay certain monthly surcharges and fees, such as the Federal Subscriber Line Charge. They are also eligible for free toll-blocking. However, if you choose any other AT&T California features such as Call Waiting, you will be charged for those services at the regular rate.

Beginning July 1, 2009, new applications for the California LifeLine Telephone Program must be approved **before** the California LifeLine discounts are received. If you enroll in California LifeLine, you will pay the regular rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges. Once approved, you will receive a bill credit with the California LifeLine discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a credit balance of \$10.00 or more, you may request a refund check.

Eligibility Criteria for LifeLine Benefits:

You may qualify for the California Lifeline by either the Method 1 Program-Based or Method 2 Income-Based:

(T)

NOTE 1: Annual notification and notice of program changes effective June 1, 2009; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

You Can Lower Your Bill if You Qualify for
Universal Lifeline Telephone Service¹

(N)

NOTE 1: Annual notification and notice of program changes effective July 1, 2006; sent via direct mail (English on one side and one of the following languages on the reverse side: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice (Cont'd) (N)

Household income is defined as all revenues received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income. (T)

NEW CALIFORNIA LIFELINE CUSTOMERS:

If you think you qualify for California LifeLine, please contact AT&T California at 1-800-288-2020. The California LifeLine program will verify your eligibility. You will receive in the mail a PINK envelope containing forms and required documents that must be completed and returned to the California LifeLine program. If not returned by the due date printed on the form you will lose your LifeLine discount and will be required to pay back any prior discounts. If you qualify under Method 2 Income-Based, you must provide photo copies of documents that prove your total household income is at or below the California LifeLine income maximum. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or worker's compensation
- A divorce decree
- Child support document
- Other official document

NOTE 1: Annual notification and notice of program changes effective July 1, 2007; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice (Cont'd)

Method 1 Program-Based, if anyone in your household is enrolled in **one** of the following: (T)

- | | |
|---|---|
| <ul style="list-style-type: none"> • Medicaid/Medi-Cal • Supplemental Security Income (SSI) • Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps • Healthy Families Category A • Women, Infants & Children Program (WIC) • Low Income Home Energy Assistance Program (LIHEAP) • Federal Public Housing Assistance or Section 8 • Tribal TANF • Head Start Income Eligible (Tribal Only) | <ul style="list-style-type: none"> • Temporary Assistance for Needy Families (TANF) also known as: <ul style="list-style-type: none"> ○ California Work Opportunity & Responsibility to Kids (CalWORKs) ○ Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs) ○ Welfare to Work (WTW) ○ Greater Avenues for Independence (GAIN) • National School Lunch's FREE Lunch Program (NSL) • Bureau of Indian Affairs General Assistance |
|---|---|

Method 2 Income-Based, your household's total gross income is no more than:

People In Household	Monthly Gross Income*	Annual Gross Income*
Effective 6/1/09 to 5/31/10		
1-2	\$2,000	\$24,000
3	\$2,350	\$28,200
4	\$2,834	\$34,000

For each additional person, add \$5,800 to your annual gross income.

* Income levels are adjusted each year for inflation. Customers qualifying through income are required to provide documentation that proves the household income is at or below the income levels listed above.

Note: Household income is defined as all revenues received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

NOTE 1: Annual notification and notice of program changes effective June 1, 2009; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice (Cont'd)

(N)

EXISTING CALIFORNIA LIFELINE CUSTOMERS:

If you are an existing California LifeLine customer, the California LifeLine Program, an agent of the CPUC will conduct your annual verification. About three months prior to your verification anniversary, a verification form will be mailed to you directly from the California LifeLine Program, not from AT&T. The form will arrive in a PINK envelope. The form must be returned by the due date on the form. If you have questions about your next verification, call toll-free at 1-877- 858- 7463 or TTY 1-888-858-7889 from 7:00 am to 7:00 pm on regular business days. For more information, you may visit www.californialifeline.com. You will have the option of continuing your California LifeLine enrollment under Method 1 Program-Based or Method 2 Income-Based.

You must also be able to answer "YES" to the following:

1. The household in which you are applying for LifeLine is your primary residence and you do not currently have LifeLine service. Qualifying low income customers with a household member using a TTY device may be eligible for two LifeLine phone lines.
2. You are not claimed as a dependent on another person's income tax return.

There is a one-time charge of \$10 to change to LifeLine. If the California LifeLine Program does not confirm that you are eligible, you will be changed to regular service and back-billed for any LifeLine discounts received. California LifeLine customers are required to verify annually that they are still eligible for LifeLine.

Eligibility Audit: The CPUC or the California LifeLine Program may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from the California LifeLine and billed for previous California LifeLine discounts that you should not have received plus interest at the 3-month commercial paper rate.

Thank you for choosing AT&T California.

"Your language. Delivered. Plus over 160 more. Call 800-203-8600."

粵語查詢專線: 1-800-281-2288
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Annual notification and notice of program changes effective July 1, 2007; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI 4056-7¹ CA LifeLine Annual Notice (Cont'd)

New and Existing Lifeline Customers must also be able to answer "YES" to the following: (T)

- The household in which you are applying for LifeLine is your primary residence and you do not currently receive the LifeLine discounts. Qualified customers with a household member using a TTY device may be eligible for two phone lines with the LifeLine discount.
- You are not claimed as a dependent on another person's income tax return.

New California LifeLine Customers:

If you think you qualify for California LifeLine, please contact AT&T California at 1.800.288.2020. The California LifeLine Administrator will mail you an application form with a PIN number in a PINK envelope. You can complete the application form online or mail to the California LifeLine Administrator by the due date on the form. If you qualify under Method 2 Income-Based, you must provide photo copies of documents that prove your total household income is at or below the California LifeLine income maximum. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or worker's compensation
- A divorce decree
- Child support document
- Other official document

Verification Process for Existing California LifeLine Customers:

You will be required to undergo an annual verification if you are an existing California LifeLine customer. The California LifeLine Administrator will send you a verification form in a PINK envelope about three months prior to your yearly anniversary. You can complete the verification form online or mail the form to the California LifeLine Administrator by the due date on the form. If the California LifeLine Administrator does not confirm that you are eligible, you will be changed to regular basic service. If you have questions about your next verification, call the California LifeLine Administrator toll-free at 1.877.858.7463 or TTY 1.888.858.7889 from 7:00 am to 7:00 pm on regular business days. For more information, you may visit www.californialifeline.com. You will have the option of continuing your California LifeLine under Method 1 Program-Based or Method 2 Income-Based. (T)

NOTE 1: Annual notification and notice of program changes effective June 1, 2009; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 3061¹ Disconnection of Secretarial Line Service

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

MFQ/MFQ Letter

(N)

Date

Dear _____:

Our records indicate that you have more than one California Lifeline telephone service in your household.

The California Public Utilities Commission allows only one California Lifeline telephone service per household EXCEPT where there is a disabled person in the household who has immediate and continuous access to a TTY. Our records do not indicate that you have been approved for a second Lifeline service. If you think you qualify for a second Lifeline service please call 1-800-772-3140.

Notwithstanding, there is no limit to the number of additional full rate telephone lines you may have.

Pursuant to section 5.3 of General Order 153, your additional California Lifeline telephone service _____ will be changed to the equivalent regular residence line service, effective _____. You will be back billed for any discounts that you received on this line. The monthly service rate will change from _____ to _____. In addition, you will now pay the monthly Federal Subscriber Line Charge and the Federal Universal Service Fee on your regular residential line.

If you have any questions about your eligibility for California Lifeline Telephone Service, please call your AT&T Business Office at 1-800-288-2020.

Sincerely
AT&T

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

BI4056-7¹ CA LifeLine Annual Notice (Cont'd)

(N)

Eligibility Audit:

The CPUC or the California LifeLine Administrator may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from the California LifeLine and billed for previously received California LifeLine discounts that you should not have received plus interest at the 3-month commercial paper rate.

SPECIAL MESSAGE REGARDING TELEVISION OVER-THE-AIR BROADCASTS:

The United States Congress passed legislation, known as the "DTV Delay

Act," which extends the date for the completion of the DTV transition from February 17, 2009, to June 12, 2009.

The nationwide switch to digital television broadcasting will be complete on June 12, 2009, but your local television stations may switch sooner. After the switch, analog-only television sets that receive TV programming through an antenna will need a converter box to continue to receive over-the-air TV. Watch your local stations to find out when they will turn off their analog signal and switch to digital-only broadcasting. Analog-only TVs should continue to work as before to receive low power, Class A or translator television stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products. Information about the DTV transition is available from your local television stations, www.DTV.gov, or 1-888-CALL-FCC (TTY 1-888-TELL-FCC), and from www.dtv2009.gov or 1-888-DTV-2009 (TTY 1-877-530-2634) for information about subsidized coupons for digital-to-analog converter boxes.

Thank you for choosing AT&T.

© 2009 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

<AT&T logo>

All other trademarks and service marks are the property of their respective owners.

<Insert Asian language box; Consumer version in English Annual Notice>

Your language. Delivered. Plus over 160 more. Call 800.203.8600."

Printed on recycled paper.

Blxxxxx 6/09 xx (English version); Bl-xxxxx 6/09 xx (Spanish version)

NOTE 1: Annual notification and notice of program changes effective June 1, 2009; sent via bill insert for English and Spanish. Sent via direct mail for the Asian languages: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.

(N)

Material omitted now on Sheet 232

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 3062¹ Connection of Secretarial Line Service

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 3075¹ Application for Service - Business
PART I AND PART II - FRONT

(T)

NOTE 1: Description - Multipart, three sheet double-sided snapout with carbon, 8" x 5", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 3075¹ Application for Service - Business (Cont'd)
PART I AND PART II - BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CO 3075¹ Application for Service - Business (Cont'd)
PART III

(T)

NOTE 1: Description - Folded 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1443-1¹ Agreement Form for Use in Connection with Utility's Use of Cable
Pairs in Customer Owned Cable Facilities

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1444 ¹	Contract For The Purchase And Sale Of Pacific Bell's	(T)
	In-Place Building Distribution Cable Facilities	(T)
	FRONT	

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1444 ¹	Contract For The Purchase And Sale Of Pacific Bell's	(T)
	In-Place Building Distribution Cable Facilities (Cont'd)	(T)
	BACK	

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1445¹ Contract For The Purchase and Sale of Pacific Bell's In-Place
Distribution Cable Facilities (Worksheets GA 1344-2, GA 1344-3 and GA 1344-4
following)

FRONT

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on
white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1445¹ Contract For The Purchase and Sale of Pacific Bell's In-Place
Building Distribution Cable Facilities (Worksheets GA 1344-2, GA 1344-3 and GA
1344-4 following) (Cont'd)

BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1344-2¹ Building Cable Terminals, Pricing Worksheet #2

NOTE 1: Description - One part, single sheet, 11" x 8½", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1344-3¹ Distribution Cable, Pricing Worksheet #3

(T)

NOTE 1: Description - One part, single sheet, 11" x 8½", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1344-4¹ Structure, Pricing Worksheet #4

(T)

NOTE 1: Description - One part, single sheet, 11" x 8½", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1443¹ Interim Use Agreement of Utility's Distribution Cable (T)
Pending Purchase by Buyer

FRONT

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

GA 1443¹ Interim Use Agreement of Utility's Distribution Cable (T)
Pending Purchase by Buyer (Cont'd)

BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 2304¹ Request For Customer to Call Business Office
FRONT

NOTE 1: Description - One part, single sheet double-sided, 5" x 3", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Request For Customer to Call Business Office

(D)

(D)

Unable to Reach – Info. In Office¹

(T)

\$date

\$bill_name

\$cust_add1

#if(\$cust_add2 != "")\$cust_add2

#end #if(\$cust_add3 != "")\$cust_add3

#end \$cust_city, \$cust_state \$cust_zip

Re: \$phone

Dear \$dear_cust_name:

The information you requested regarding \$information_items is available. Unfortunately, we have been unable to reach you by telephone.

Please call our office on 1-\$call_back_number. We at AT&T California value your business and look forward to speaking with you again.

Sincerely,

\$your_name

\$title

AT&T California

(T)

NOTE 1: Description – Single sheet sent via automated process.

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 2304¹ Request For Customer to Call Business Office (Cont'd)
BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 2417¹ Request for Assignment of Telephone Number

NOTE 1: Description - One part, single sheet, 8" x 5", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2417¹ Request for Assignment of Telephone Number

(T)



K 2417

**Request for Assignment of Telephone Number
(By New Applicant with Concurrence of Former Customer)**

As the former customer to telephone service provided under the telephone number _____, my-self and the undersigned applicant join in requesting that AT&T California assign this same number to the telephone service to be installed at _____, if AT&T California is willing and able to do so.

At the time that AT&T California agrees to this request, the applicant will assume responsibility for all charges and obligations related to this telephone service, including contract obligations, such as directory advertising. Responsibility for these obligations will begin from the effective date of the telephone number assignment. The applicant is responsible for determining the full extent of charges and obligations from the former customer. The former customer agrees to supply this information to the applicant.

The former customer agrees to pay any charges related to the telephone service mentioned, including directory advertising, through the effective date of the telephone number assignment.

Signature of Former Customer

Signature of Applicant

Print Name of Former Customer

Print Name of Applicant

Date

Date

NOTE 1: Description - Single sheet, black ink on white paper.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 2423¹ Acknowledgement of Payment of Odd Amount

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3282¹ Returned Remittance

NOTE 1: Description - One part, single sheet, 7" x 4", black ink on white paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 3282¹ Returned Remittance

(T)



Dear AT&T Customer:

Date: _____

We are returning your check # _____ in the amount of \$_____ for the reason(s) marked below. Please be sure to write your area code and telephone OR account number on your check or money order. Missing information **WILL** result in a delay processing your payment.

- The area code and telephone number (13-digit) or other account number is required to process your payment. Always include billing name and service address.
- The number on the check/remittance is not in our system or is a number no longer in service.
- The name, address or amount of payment does not match our information and we cannot post payment to account indicated.
- Your online payment has missing or incorrect information, please update account information to ensure proper posting.
- Please provide the amounts to be applied to each account. / Provide account numbers.
- We cannot apply payment to final/closed accounts with \$0 balance.
- We're Sorry! Your check was received damaged and cannot be processed, please replace. Reminder: write account number on the check.
- The check is not payable to AT&T.
- Your check is being returned per your request.
- Check cannot be processed due to missing information.
___ Signature ___ Legal or courtesy amount ___ Bank information (routing or account number)
- We have not been able to reach you via telephone. No answer on _____ OR left message on _____ with no response.
- Collocation payments must include the invoice. If you need a duplicate invoice, please contact your AT&T Collocation representative.
- Other:

In order to serve you in the future, ALWAYS INCLUDE YOUR REMITTANCE STUB(S).

If you have any questions concerning your account balance or any charges on your bill, please contact your AT&T Service Representative at (800) ATT-2020 (288-2020) or other number printed on your bill.

Thank-you for choosing the new AT&T!

AT&T Payment Center
Sacramento, CA
95887-0001

NOTE 1: Description - Single sheet, 8-1/2" x 11", black ink on white paper.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3331-1¹ Record of Abusive Calls
FRONT

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3331-1¹ Record of Abusive Calls

BACK

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3331-2¹

Authorization For Line Identification

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.
Continued

Advice Letter No. 14889

Date Filed: Mar. 4, 1985

Issued by

Decision No.

Robert B. Roche

Effective: Apr. 18, 1985

Executive Director - State Regulatory

Resolution No. T10914

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3354¹ Special Advance Toll Bill

(T)

CUSTOMER COPY - FRONT

NOTE 1: Description - One part, single sheet, 7" x 11", black ink on white paper with 3/4" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹
(page 1 of 3)

(D)
(N)
(D)
(T)



Page 1 of 3
Account Number 55-11-023 0
Billing Date May 10, 2008
Web Site att.com

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	271.86
Total Due (75%)	\$203.90
Amount Due in Full by	May 22, 2008
SPECIAL ADVANCE TOLL BILL	

News You Can Use

EARLY PAYMENT REQUEST
Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed or how high the charges have become.

PLEASE PAY NOW
Enclosed is a Special Advance Toll bill for \$271.86. These charges were incurred between 04/20/08 and 05/06/08 and are billed at full rate. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. We are asking for a partial payment of 75% of the total amount due at this time. Payment of all applicable charges must be received no later than 5:00 p.m. on 05/22/08. If not paid, we will impose Toll Restriction on the notice below.

NON BASIC SERVICE
AT&T California will not disconnect your basic telephone service solely for non payment of 976, 900, or 700 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission (CPUC) has ordered that basic service will not be disconnected for non payment of toll charges and other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising and inside wire installation that may be included in the "Amount Due" on your bill. Please call our business office if you have any questions. If you are not satisfied with the response received, you may file a complaint with the California Public Utilities Commission. For further details, see "Terms and Conditions" of your bill.

HOW CAN WE HELP YOU
We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date. If not paid, we will impose Toll Restriction on your account until your outstanding balance is paid in full.

HOW TO PAY THIS BILL
To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

Billing Summary

Questions? Call:	
1 800 288 2020	.00
Plans and Services:	
CORRECTIONAL BILLING	271.86
1 800 288 2020	
Total Current Charges	271.86

News You Can Use Summary

*Special Advance Toll
See "News You Can Use" for additional information

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.
U.S. Pat. D410,350 and D414,910

Return bottom portion with your check in the enclosed envelope.

Total Amount DUE BY May 22, 2008 **\$203.90**



Billing Date May 10, 2008

Account Number 55-11-023
Please include your account number on your check

55-11-023 0
53705

Make check payable to:

1000 559-11-0230 500000000202 1591900000000000000000027186

NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11".
Bottom of sheet contains remittance stub.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CR 4065¹ Special Advance Toll Bill

(N)

NOTE 1:Description - One part, single sheet, 7" x 11", black ink on white paper with 3/4" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹
(page 2 of 3)

(D)
(N)
(T)



***** 9876

Page 2 of 3
Account Number 558***11** 925 8
Billing Date May 10, 2008

Terms and Conditions

THREE PAYMENT OPTIONS: Electronically through Automatic Payment Service or Online MySDC eBill™. At an Authorized Payment Location. Or mail to AT&T Payment Center, Sacramento, CA 95861-8001.
BILLING QUESTIONS: Call us first at 1-800-298-2626, or write: Residence Service, POB 9026, South San Francisco, CA 94083, or Business Service, POB 79230, San Francisco, CA 94167, or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 165 Van Ness Ave., San Francisco, CA 94102 or at www.cpuc.ca.gov, or call 1-800-643-2575 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 440 12th Street SW, Washington, D.C. 20564, or at fccinfo@fcc.gov or call 1-888-225-5322, or TTY 1-888-825-5322. Note: The CPUC handles complaints of both interstate and interstate unauthorized carrier charges ("slamming"). The California consumer protection rules are available online at www.calphonelife.com.
FEDERAL SURCHARGES: The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.
TARIFF INFORMATION: Call 1-888-319-8800 or visit our web site www.att.com/public_affairs.

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Thank you for being a valued AT&T customer! When you need us to check an account, you give us one time...
...to check your check deposits. (Check deposits are made the same day we receive the...
...payment. The original check will not be returned. If we cannot find the transaction electronically, we will...
...provide an image copy of your check for review. If you do not wish to participate in AT&T's check conversion...
...program please call 1-800-298-2626. If you do not wish to have your check converted, you will need to...
...cancel your check conversion account or credit card. If a check, receipt, and conversion...
...image are not received within your checking account or credit card, it's a way, secure, and convenient!

NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11".

Continued

(T)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Special Advance Toll Bill¹
 (page 3 of 3)

(N)



Account Number 505*** 11***423 3
 Billing Date May 30, 2008
 Questions? 1 800 360 2020

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Itemized Charges and Credits

No.	Date	Description	Amount
Billed on Behalf of EVERCOM SYSTEMS, INC.			
1.	4-26	APR FEDERAL UNIV-SRVC FUND CHRG	19.55
2.	4-26	APR USF ADMIN FEE	1.00
3.	5-01	MAY BILL STATEMENT FEE	2.49
Total for EVERCOM SYSTEMS, INC.			23.04
Total Itemized Charges and Credits			23.04

Long Distance

No.	Date	Time	Place Called	Number	Code	Min	Amount
Billed on Behalf of EVERCOM SYSTEMS, INC.							
Itemized Calls							
4.	4-22	8:27P	SUNNYVALE	875 568-0000	330	15.0	17.30
5.	4-23	8:57P	SUNNYVALE	875 568-0000	330	15.0	17.30
6.	4-25	8:29P	SUNNYVALE	875 568-0000	330	15.0	17.30
7.	4-26	8:39P	SUNNYVALE	875 568-0000	330	15.0	17.30
8.	4-29	8:19P	SUNNYVALE	875 568-0000	330	15.0	17.30
9.	4-30	8:58P	SUNNYVALE	875 568-0000	330	15.0	17.30
10.	5-01	7:29P	SUNNYVALE	875 568-0000	330	15.0	17.30
11.	5-02	8:40P	SUNNYVALE	875 568-0000	330	15.0	17.30
12.	5-03	8:49P	SUNNYVALE	875 568-0000	330	15.0	17.30
13.	5-04	2:23P	SUNNYVALE	875 568-0000	000	15.0	17.30
14.	5-05	7:19P	SUNNYVALE	875 568-0000	330	3.0	6.62
15.	5-05	7:19P	SUNNYVALE	875 568-0000	330	15.0	17.30
16.	5-06	7:59P	SUNNYVALE	875 568-0000	330	15.0	17.30
17.	5-07	9:19P	SUNNYVALE	875 568-0000	330	15.0	17.30
18.	5-08	8:19P	SUNNYVALE	875 568-0000	330	15.0	17.30
Total Itemized Calls							248.82
Total EVERCOM SYSTEMS, INC.							248.82
Total Long Distance							248.82

Key to Calling Codes
 B Collect D Day E Evening
 O Oper-Dial Rates

Total CORRECTIONAL BILLING 271.86

NOTE 1: Description - Multi part, double-sided, 8-1/2" x 11".

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

K 3378¹ Abandoned Service Notice

NOTE 1: Description - One part, single sheet, 6" x 3", black ink on green paper.
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*501 Denial Notice - Calling Card - Residence and Business (T)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

LF 4585¹ Agreement Covering Minimum Period of Service Where Line
Extensions are Involved

NOTE 1: Description - One part, three sheet carbonless, 8 1/2" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.
Sheet 3 - Black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

LF 4585¹ Agreement Covering Minimum Period of Service Where Line
Extensions are Involved

AT&T

LF-4585 (T)

AGREEMENT COVERING MINIMUM PERIOD OF TELEPHONE SERVICE WHERE
LINE EXTENSIONS ARE INVOLVED

_____, 20____

In consideration of AT&T extending its lines beyond its existing leads, under the provisions of its (T)
tariffs on file with the Public Utilities Commission of the State of California, in order to furnish
_____ telephone service which I have applied for, to my premises at

_____ from its _____ Exchange, I agree to retain and pay all charges for such telephone service
in accordance with said tariffs for a period of _____ consecutive months from the date such service is
established. If such telephone service is disconnected for any reason, or the application for service is
cancelled subsequent to start of construction of said line extension, I agree to pay, on demand, all outstanding
charges and an amount equal to the fixed primary monthly exchange service charges for said telephone
service for the remainder of said period or for the full period if the application for service is cancelled, or if I
have received free footage allowances as a result of being in a group project and/or from ordering a business
service, I agree to pay the Utility the differences between the line extension charges that would have been
applicable had I not received the free footage allowances. The amount payable will be based on a prorated
amount (total line extension charges divided by 36 months) times the number of months remaining in the
three-year period contract. A fraction of a month will be counted as a full month. If service is re-established,
I will receive credit or refund for each full month such service is retained during the unexpired period.

The execution of this agreement shall not limit the Company's right to collect amounts as provided
for in its tariff schedules.

This agreement shall at all times be subject to such changes or modifications by the Public Utilities
Commission of the State of California as said Commission may, from time to time, direct in the exercise of its
jurisdiction.

Applicant

Witness:

Accepted for AT&T

(T)

_____ By _____ Title

(T)

NOTE 1: Description - One part, three sheet carbonless, 8 1/2" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.
Sheet 3 - Black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

M 1022¹ Advance Telephone Number Assignment

NOTE 1: Description - Multi part, three sheet snapout with carbon, 8" x 5".
Sheet 1 - Customer copy - Black ink on white paper.
Sheet 2 - Traffic copy - Black ink on white paper.
Sheet 3 - File copy - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

*202 Payment Arrangement Confirmation Letter - Residence (N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*202 Payment Arrangement Confirmation Letter - Business

(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0018

BUSINESS LIST RENTAL AGREEMENT

(N) z

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0018

ORDER FORM

(N) z

PACIFIC BELL
BUSINESS LIST RENTAL

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0019

LIST UPGRADE RENTAL AGREEMENT

(N) z

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UE 0019

(N) z

ORDER FORM
PACIFIC BELL
LIST UPGRADE AGREEMENT

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)
UE 0021¹

NOTE: All rates given do not include Extended Area Service Charges. (T)
(D)
(D)

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-1 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

Page 1- Reserved

(T)
(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-1 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

Page 2 - Reserved

(T)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UN 0033-2 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

FRONT - Reserved

(T)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-2

RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

(T)

BACK - Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UN 0034¹ CONFIRMATION OF PAYMENT ARRANGEMENTS FOR FORMER ACCOUNT
FRONT

(N)

NOTE 1: Description - one part, single sheet, double-sided, 8 1/2 x 11",
black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UN 00341 CONFIRMATION OF PAYMENT ARRANGEMENTS FOR FORMER ACCOUNT
BACK

(N)

NOTE 1: Description - one part, single sheet, double-sided, 8 1/2 x 11",
black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*403 Payment Arrangement Confirmation Letter (T)
 Treat Live For Final (T)
 Residence and Business (D)
 First Page (D)

Date

Account Number: telnumber-ccc

Customer Name

This letter is to confirm the payment arrangement you made regarding your former telephone service. As agreed, you will make the following payment(s), which will be received in our office by the following dates: (T)

DATE	AMOUNT	PAYMENT LOCATION	
<u>arrdate1</u>	<u>amountduep1</u>	<u>paymentloc1</u>	(T)
<u>arrdate2</u>	<u>amountduep2</u>	<u>paymentloc2</u>	(T)

We know how important your telephone service is to you. By keeping the above arrangement, you can prevent your current service othernumber from being temporarily disconnected. If you do not pay your toll charges we will impose Toll Restriction on your account until your outstanding balance is paid in full. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit. (T)

If your current service is temporarily disconnected, you will be required pay a deposit charge of depositch and all charges due for your former basic service to restore it. In addition, you will be billed a restoral charge of restch for each of your telephone lines (or applicable new service charges as noted*). Your service will remain temporarily disconnected for only seven calendar days. Afterwards, your service will be permanently disconnected if you have not paid the delinquent charges due for your former basic service or we have not agreed to special payment arrangements made by you. Please note that the installation charges for new service are more than the restoral charge for temporarily disconnected service. Also, if your service is disconnected and a toll and long distance availability limit is not currently on your account, upon restoral, a toll and long distance availability limit may be placed on your account (T) (L)

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at:

1-877-202-4558 for Residence Accounts
 1-877-711-4722 for Business Accounts

----- (N)

Please Detach and Return This Portion With Your Payment
 Restoral: restch Deposit: depositch Amount Due: amountduep1 (T)
 Account Number: telnumber-ccc Payment Due By: arrdate1 (T)

(L) Formerly on Sheet 289.15.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*403 Payment Arrangement Confirmation Letter
Residence and Business
Treat Live For Final

Second Page

You may pay your bill by electronic check or by using a credit card that is accepted by AT&T California at no additional charge. To do so, call us at: (T)
1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts).
You may also pay your bill at an authorized AT&T payment location. You can (T)
go online at www.att.com/paylocations to find a payment location near you. (T)

Billing for other than basic telephone service:

AT&T California will not disconnect your basic telephone service solely (T)
for non-payment of 976, 900 or 700 Information Services. If you have
any disputed charges, you may be entitled to a credit. You may request
blocking of 900 and 976 services. Also, the California Public Utilities
Commission has ordered that basic service will not be disconnected for
non-payment of toll charges or charges for other services such as voice mail,
electronic mail, voice store and forward, fax store and forward,
directory advertising, and inside wire installation that may be included
in the unpaid balance that is past due. Please call our office if you have
any questions. If you are not satisfied with the response you receive, you
may file a complaint with the CPUC.

*Note: Some services, such as Centrex, Remote Call Forwarding, Circuits,
Coin, and others do not allow for temporary disconnection and will be
permanently disconnected after the date in this notice. If service is
disconnected, an order for new service will be required.
If you have High Speed Internet service, it will be disconnected when your (T)
telephone service is permanently disconnected, requiring a new order for High (T)
Speed Internet service. Standard due dates will apply to each order for new
service. (T)

Thank you for choosing AT&T California. (T)

Please Detach and Return This Portion With Your Payment.
Restoral:restch Deposit:depositch Amount Due:amountduep2
Account Number:telnumber-ccc Payment Due By:arrdate2

(D)
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

Date

Account Number: telnumber-ccc

Customer Name

The check in the amount of amountduedc was returned to us by the bank.
Your account has been charged a rtnck returned check fee.

We have rebilled your account and this amount is past due. If you have not already done so, please pay the amount of the returned check using cash, money order or cashiers check. If payment of amountduedc has not reached us by paybydte, your telephone service may have Toll Restriction imposed or be temporarily disconnected. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit.

If your service is disconnected and a toll and long distance availability limit is not currently on your account, upon restoral, a toll and long distance availability limit may be placed on your account. In the case of temporary disconnection, a deposit of depositch and the amount of the returned check will be required before telephone service is reconnected. You will be billed a restoral charge of restch for each of your telephone lines or applicable new service charges as noted*. Your service would be temporarily disconnected for seven calendar days, after which time your service would be permanently disconnected, unless we agree to special arrangements made by you. The installation charges for new service are more than the restoral charge.

Billing for other than basic telephone service:

AT&T will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC.

(T)

Please Detach and Return This Portion With Your Payment
Restoral:restch Deposit:depositch Amount Due:amountduedc
Account Number:telnumber-ccc Payment Due By: paybydte

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
 - *601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

Date

Account Number: telnumber-ccc

Customer Name

The check in the amount of amountduedc was returned to us by the bank.
Your account has been charged a rtnck returned check fee.

We have rebilled your account and this amount is past due. If you have not already done so, please pay the amount of the returned check using cash, money order or cashiers check. If payment of amountduedc has not reached us by paybydte, your telephone service may have Toll Restriction imposed or be temporarily disconnected. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit. Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information. (T)

In the case of temporary disconnection, a deposit of depositch and the amount of the returned check will be required before telephone service is reconnected. You will be billed a restoral charge of restch for each of your telephone lines or applicable new service charges as noted*. Your service would be temporarily disconnected for 11 calendar days, after which time your service would be permanently disconnected, unless we agree to special arrangements made by you. The installation charges for new service are more than the restoral charge. (T)

Billing for other than basic telephone service:

AT&T will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC.

Please Detach and Return This Portion With Your Payment
Restoral:restch Deposit:depositch Amount Due:amountduedc
Account Number:telnumber-ccc Payment Due By: paybydte

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

«PicAddress1» (T)
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

Account Number:«TN1» «CUSCOD» «Check»

«Name1» (T)

The check in the amount of \$«Amt1» was returned to us by the bank. (T)
Your account has been charged a \$«Amt2» returned check fee. (T)

We have rebilled your account and this amount is past due. If you have not already done so, please pay the amount of the returned check using cash, money order or cashiers check. If payment of \$«Amt1» has not reached us by «Date1», your telephone service may have Toll Restriction imposed or be temporarily disconnected. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit. Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information. (T)

In the case of temporary disconnection, a deposit of \$0.00 and the amount of the returned check will be required before telephone service is reconnected. You will be billed a restoral charge of \$«Amt5» for each of your telephone lines or applicable new service charges as noted*. Your service would be temporarily disconnected for 11 calendar days, after which time your service would be permanently disconnected, unless we agree to special arrangements made by you. The installation charges for new service are more than the restoral charge. (T)

Material omitted now appears on Sheet 289.17.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
SECOND PAGE

*Note: Some services, such as Centrex, Remote Call Forwarding, circuits, coin or mobile telephones, and other do not allow for temporary disconnection and will be permanently disconnected after the date in this notice.

If service is disconnected an order for new service will be required.

If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for High Speed Internet service. Standard due dates will apply to each order for new service.

(T)
|
(T)

You may pay your bill at an authorized AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

(T)
(T)

If you have any questions regarding this notice, please call AT&T at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

(T)

Thank you for choosing AT&T California.

(T)

(D)
Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
SECOND PAGE

Billing for other than basic telephone service: (L)
AT&T will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC. (L)

*Note: Some services, such as Centrex, Remote Call Forwarding, circuits, coin or mobile telephones, and other do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If service is disconnected an order for new service will be required. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for High Speed Internet service. Standard due dates will apply to each order for new service.

You may pay your bill at an authorized AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call AT&T at <<TN2>>. (T)
(D)
(D)

Thank you for choosing AT&T California.

Account Number <<TN1>> <<CUSCOD>> <<Check>> (T)
Please include your account number on your check.
Amount Due: \$<<Amt1>>
Amount Enclosed: _____
Make Checks Payable to: #1R#ATT#R1#
#2R#PO BOX 5025#R2#
#3R#Carol Stream, IL 60197-5025#R3##RD#708#DR# (T)

(L) Material formerly appeared on Sheet 289.17

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*602

Returned Check Letter
Residence and Business

Date

Customer Name

RE: telnumber-ccc

We are sorry to tell you the check from you for payment of your telephone account in the amount of amountduedc was returned to us by the bank. Your account has been charged a rtnck return check fee.

If you have not already done so, please pay the amount of the returned check using cash, money order or cashier's check at your earliest convenience.

You may pay your bill at an authorized AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

(T)
(T)

If you have any questions regarding this notice, please call AT&T at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

(T)

Thank you for choosing AT&T California.

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*603	Returned Check and Current Charges Letter - Residence	(N)
	Suspend Non-Pay	(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*603	Returned Check And Current Charges Letter - Business	(N)
	Suspend Non-Pay	(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*702 Toll Restriction Letter

date

Account Number: telnumber-ccc

customer name

This letter is to confirm our prior notification regarding Toll Restriction, which has been added to your account because you have failed to pay your outstanding toll balance. Toll Restriction will remain on your account until this balance is paid in full. If you previously had a toll and long distance availability limit on your account, it may be reinstated once Toll Restriction is removed.

Toll Restriction prevents you from making most types of billable calls. However, you are able to use your telephone service for local (0-12 miles), 800, 866, 877, 888, 411, 611, 711 and 911 calls. In addition, you can also use a prepaid phone card to make billable calls from your telephone.

Toll Restriction may affect the products, services, and discounts you have on your account. For example, AT&T Calling Plans for Local Toll will be removed, which could result in the loss of a discount. If you have an AT&T Calling Card, it will be deactivated during this restriction period. However, no calling plans for Long Distance will be removed without your request. If you have a calling plan for Long Distance or a calling card with a carrier other than AT&T, you should contact your carrier to have the plan and the card removed. (T)

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you. (T)

Let us help you avoid collection activity in the future! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to att.com. (T)

If you have any questions regarding this notice, please call AT&T at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644. (T)

Thank you for choosing AT&T California. (T)

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
*702

Toll Restriction Letter

«PicAddress1»
«PicAddress2»
«PicAddress3»

(T)

«LTRDAT»

«Name1»
«Addr3»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

Account Number: «TN1» «CUSCOD» «Check»

«Name1»

(T)

This letter is to confirm our prior notification regarding Toll Restriction, which has been added to your account because you have failed to pay your outstanding toll balance. Toll Restriction will remain on your account until this balance is paid in full. You may need to call us to have Toll Restriction removed. If you previously had a toll and long distance availability limit on your account, it may be reinstated once Toll Restriction is removed.

(N)
(N)
(T)
(T)

Toll Restriction prevents you from making most types of billable calls. However, you are able to use your telephone service for local (0-12 miles), 800, 866, 877, 888, 411, 611, 711 and 911 calls. In addition, you can also use a prepaid phone card to make billable calls from your telephone.

Toll Restriction may affect the products, services, and discounts you have on your account. For example, AT&T Calling Plans for Local Toll will be removed, which could result in the loss of a discount. If you have an AT&T Calling Card, it will be deactivated during this restriction period. However, no calling plans for Long Distance will be removed without your request. If you have a calling plan for Long Distance or a calling card with a carrier other than AT&T, you should contact your carrier to have the plan and the card removed.

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-<<TN2>>. You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you.

(T)
|
(T)

Let us help you avoid collection activity in the future! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to att.com.

If you have any questions regarding this notice, please call AT&T at 1-<<TN2>>.

(T)
(D)
(D)

Thank you for choosing AT&T California.

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*703¹ Toll Restriction Removal Letter - Residence and Business

date

Account Number: telnumber-ccc
customer name

AT&T California is pleased to inform you that because you have met your obligations regarding Toll Restriction, we have removed it from your account. If you previously had a toll and long distance availability limit on your account, it may be reinstated. (T)

Now that your Toll Restriction has been removed, please note the following:

- If you had an AT&T Calling Card, it has been reactivated for you. (T)
- If you had an AT&T Calling Plan that was removed when we added Toll Restriction, you need to call an AT&T Service Representative to re-order it. (T)
- AT&T offers an optional service called Toll Blocking, which may help you manage the toll portion of your bill. (T)

For more information regarding AT&T Calling Cards, Calling Plans, Toll Blocking and additional AT&T products or services, please call your Service Representative at 1-800-310-2355 (residential) or 1-800-750-2355 (business). (T)

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you. (T)

Let us help you avoid collection activity in the future! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. (T)

If you have any questions regarding this notice, please call us at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

Thank you for choosing AT&T California (T)

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*703¹ Toll Restriction Removal Letter - Residence and Business

«LTRDAT»

(T)

«Name1»

«Name2»

«Addr3»

«Addr4»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»

Account Number:«TN1» «CUSCOD» «Check»

«NAME1»

(T)

AT&T California is pleased to inform you that because you have met your obligations regarding Toll Restriction, we have removed it from your account. If you previously had a toll and long distance availability limit on your account, it may be reinstated.

Now that your Toll Restriction has been removed, please note the following:

- If you had an AT&T Calling Card, it has been reactivated for you.
- If you had an AT&T Calling Plan that was removed when we added Toll Restriction, you need to call an AT&T Service Representative to re-order it.
- AT&T offers an optional service called Toll Blocking, which may help you manage the toll portion of your bill.

For more information regarding AT&T Calling Cards, Calling Plans, Toll Blocking and additional AT&T products or services, please call your Service Representative at 1-«TN2»

(T)

(D)

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-«TN2». You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment center near you.

(T)

(T)

(T)

Let us help you avoid collection activity in the future! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.att.com.

(N)

If you have any questions regarding this notice, please call us at 1-«TN2».

(T)

(D)

Thank you for choosing AT&T California

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901

Regrade Letter - Business

(N)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: April 7, 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901¹ Regrade Letter - Residence

date

Account Number: telnumber-ccc
customer name

We value you as a customer and want to help you manage your AT&T bill. We (T)
understand that you may have overlooked your bill or that you may
temporarily be having difficulty paying your bill in full by the due date.
We have therefore made several changes that will go into effect with your
next telephone bill.

You will continue to receive one bill a month, but we will be asking
you to pay the bill approximately 1 week earlier, which will be 15
days from the date the bill is mailed. This will ensure your payment
is received in plenty of time to avoid future collection activity.

Your payment habits will be considered in determining if your account
will be placed back on a 30-day payment cycle. We therefore recommend
you pay your bill in full on or before the Due By date on your bill
each month.

We also know that high toll charges sometimes contribute to payment
difficulties. To assist you with managing your toll charges, you will be
monitored on a toll and long distance availability limit plan, which may
limit the amount of toll charges you may incur within your bill cycle to
\$200. Please note that this plan will not affect your ability to make or
receive local direct dialed calls.

How the plan works:

If you near the limit, you will receive an automated courtesy message
reminding you of your toll and long distance limit. At any time, you
may choose to make an advance payment to AT&T to avoid the possibility (T)
of exceeding your limit. To ensure that you maintain full telephone
service, we encourage you to check the status of your toll and long
distance charges and make advance payments as necessary to keep your
account below the limit. The status of your current toll and long
distance charges is available to you 24 hours a day through our
automated response system by calling 1-800-310-2355. (T)

NOTE 1: Description: Single Sheet, page 1 of 2, 8-1/2" x 11", black ink on
white paper. Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901¹ Regrade Letter - Residence

If you exceed the limit, your ability to make 1+ long distance and operator assisted calls and automatically complete directory assistance calls will be temporarily restricted. These restrictions will remain in place until we receive a payment that is sufficient to bring your toll and long distance charges down to at least \$50.00 below your limit. Your local service will continue as usual during this time, giving you the opportunity to receive calls and to make local and emergency 911 calls. In addition, if you are subscribing to a SBC Optional Calling Plan, the plan will be removed while your service is restricted. The plan will automatically be reinstated at no charge when the toll restriction on your service is removed

Payment may be made by using a credit card accepted by AT&T or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099. You may also pay your bill online at att.com or at an AT&T payment location. You can go online at www.att.com/paylocations to find a payment location near you. (T)

Let us help you avoid collection activity in the future! AT&T offers two automatic payment programs: AT&T Direct Payment and AT&T EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to att.com. (T)

If you have any questions, please call us on 1-800-300-5099. TTY users can reach us at 1-800-836-1644.

Thank you for choosing AT&T California. (T)

NOTICE

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Federal Trade Commission, Equal Credit Opportunity, Washington, D.C. 20580.

NOTE 1: Description-Single Sheet, page 2 of 2, 8-1/2" x 11" black ink on white paper. Computer generated.

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