

3. SUPPLEMENTAL BILLING

3.1 SUMMARY BILLING (SB)

A. TERMS AND CONDITIONS

1. All terms and conditions relating to the individual service offerings found in this Guidebook as specified on the list of services in the California Out of Territory Guidebook, Part 2, Section 2 can be found in the tariff schedule or Guidebook indicated next to that service. All of these terms and conditions are applicable to the provisions of service from the tariff schedule or Guidebook. All Summary Billing (SB) regulations contained in California Guidebook Part 8, Section 8 apply.
2. Summary billing is also known as Mechanized Summary Billing.
3. All rates and charges may be adjusted at a later date.

(C)

3. SUPPLEMENTAL BILLING (cont'd)

3.5 ACCOUNT CODES

A. TERMS AND CONDITIONS

1. All terms and conditions relating to the individual service offerings found in this Guidebook as specified on the list of services in the California Out of Territory Guidebook, Part 2, Section 2 can be found in the tariff schedule or Guidebook indicated next to that service. All of these terms and conditions are applicable to the provisions of service from this Guidebook. All account codes regulations contained in California Guidebook Part 8, Section 8 apply.

(C)
(D)

2. Account Codes service offering is available only in those offices that are suitably equipped.
3. All rates and charges may be adjusted at a later date.

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL

A. DESCRIPTION

Bill and Call Detail is an arrangement to permit customers to obtain details of billing information. (C)
Customers may choose to discontinue receiving their paper bill or paper bill detail.^{1,2,3,4} (C)

In this section, terms such as “electronic format” or “electronic means” are used generically to refer to non-paper billing formats available in the Company’s billing systems. Electronic formats and means are subject to change. (N)
(N)
(N)

B TERMS AND CONDITIONS

1. BILL DETAIL - GENERAL (C)

- a. Bill Detail is an arrangement to permit customers to obtain details of billing information on magnetic tape. The service normally will be provided on a recurring monthly basis. Where a customer requests the services on a one-time basis, the monthly recurring and nonrecurring charges apply. (C)
- b. The service may be provided to any customer of the Utility who subscribes to any class, type or grade of exchange telephone service. Bill face will be provided on all accounts subscribing to this service at no additional charge. (C)

/1/ Rendering and payment of bills and late payment charge application shown in California Guidebook Part 2, Section 2 and California Guidebook Part 3, Section 1.
/2/ Customers who choose to discontinue receipt of their paper bill or paper bill detail have the option to receive the face page (front and back), the remittance stub, the mandated bill inserts and messages by electronic means. (C)
/3/ Customers may reinstate the paper bill or paper bill detail at any time.
/4/ The Company reserves the right to reinstate the paper bill or paper bill detail at any time.

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

B. TERMS AND CONDITIONS (cont'd)

1. BILL DETAIL – GENERAL (cont'd)

- e. Only one set of Bill Detail will be furnished for any one month. (C)
 - (1). On existing exchange service, this service may be started any time prior to the regular bill date and a full month's Bill Detail will be provided with the next regular bill, at the charges and rates in the following section.
 - (2). On new exchange service, at the customer's request this service may be started on a date other than the regular billing date and a partial month's billing detail will be provided with the first regular bill; however, the full charge and rate will apply regardless of the number of days for which billing detail is provided.
 - (3). When exchange telephone service is discontinued, Bill Detail will be provided for the first (final or closing) bill. It will not be provided for any revised final bills.
 - (4). Bill Detail of message toll calls, ZUM calls for Zone 3, ZUM Zone 1 and Zone 2 Summary, local message unit summary and other charges and credits, in electronic format will reflect, as nearly as possible, that calling detail appearing on the customer's bill. (C)
 - (5). Bill Detail of items of service and equipment only (excluding message details and summaries as stated above) actually in service on the bill date of the billed telephone number will be included. (D)
 - (6). Custom 800 Call Detail appearing in electronic format will be the detail of calls terminating on Custom 800 service during that bill period. (C)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)
B. TERMS AND CONDITIONS (cont'd)

2. Electronic Formats (C)

a. When Bill Detail is provided for any of the service listed in the preceding section, the detail furnished will include, at the customer's option, the following:

(1) For exchange services

- Message toll calls
- ZUM calls for Zone 3 and ZUM Zone 1 and Zone 2 Summary; or summary of local message unit calls
- Service and equipment
- Other Charges and Credits

(2) For Custom 800

- Message toll
- Custom 800 calls (as applicable)
- Other Charges and Credits

b. Bill Detail, in electronic format, will be provided only in the code terminology and data processing format used by the Company. (C)

The Company reserves the right to make changes in its electronic format(s) code terminology and data processing format upon one month's advance notice to the customer. (C)

c. Reserved (C)

(D)
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(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

B. TERMS AND CONDITIONS (cont'd)

2. Electronic Formats (cont'd) (C)

d. Recurring volume discounts for SB are calculated on a per SB arrangement per accounting region basis; either Northern or Southern accounting region, but not inclusive of both. (C)

e. Volume discounts associated with SB apply only to those accounts that remain on SB service. (C)

f. Descriptions and Regulations as defined in B. Regulations, 1. Bill Detail - General, 2. Electronic Formats Tape, 4. Call Detail, of California Guidebook Part 8, Section 8 apply in addition to the Rates and Charges associated with volume discounts. (C)

Exceptions:

(1) Bill Detail - General, 2. and 3.

(a) SB Service is expanded to include Private Line Services.

(b) SB Service is not offered to Individual Residence or Party Line Service.

(D)
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(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

B. TERMS AND CONDITIONS (cont'd)

3. CALL DETAIL

- a. Call Detail as shown in the following section will be provided in electronic format only. Call Detail (C) will include the originating Centrex station number or primary Centrex service primary telephone number on calls dialed from a Centrex service.

Call Detail on calls originating from PBX dial switching equipment will include the primary telephone number of the PBX.

3. SUPPLEMENTAL BILLING (cont'd)

- 3.6 BILL AND CALL DETAIL (cont'd)
- B. TERMS AND CONDITIONS (cont'd)
- 3. CALL DETAIL (cont'd)

- b. Other regulations shown in this schedule also apply as appropriate to Call Detail.
- c. Where customers subscribe to Centrex with Flexible Route Selection Service (FRS), Automatic Route Selection-Deluxe (ARS-D) or Station Message Detail Recording-Tie Trunks Automatic Message Accounting (SMDR-TAMA), they may also subscribe to Non-Billed Record Identification (NBRI). NBRI provides a Call Detail non-billing arrangement. These records appear on the Centrex primary account or agency bill. (C)
- (1) FRS with NBRI includes Individual Station Billing (ISB) Call Detail of calls routed over FEX, Tie Lines, Special Access Voice Grade Service. The Call Detail is provided in electronic format and (C) will include the:

Calling Station Number	Time of Day
Called Number	Length of Call
Date	

NBRI with ISB will be provided only with FRS station identification; USOC: ART prior to (March 21, 1991).

NBRI with ISB will be provided only with FRS station identification; USOC: FRSWA on an after (March 21, 1991).

NBRI with ISB will be provided with Foreign Exchange Service, Tie Line or Special Access Voice Grade Service groups of lines. If one Foreign Exchange line, Tie Line or Special Access Voice Grade Service is equipped, then all lines in that group and all other groups will be arranged for ISB.)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

B. TERMS AND CONDITIONS (cont'd)

3. CALL DETAIL (cont'd)

- c. Where customers subscribe to Centrex with Flexible Route Selection Service (FRS), Automatic Route Selection-Deluxe (ARS-D) or Station Message Detail Recording-Tie Trunks Automatic Message Accounting (SMDR-TAMA), they may also subscribe to Non-Billed Record Identification (NBRI). NBRI provides a Call Detail non-billing arrangement. These records appear on the Centrex primary account or agency bill. (Cont'd) (C)

- (1) The total number of calls detailed for the billing period will be prorated for the purpose of applying the charge as set forth in rates and charges following.

Tie Line/Special Access Voice Grade Service off network call timing starts when the called party answers and stops when the called or calling party hangs up. Foreign Exchange call timing will start when the dialing has been completed and will stop when the originating station user hangs up.

- (2) Customer dialed account recording with NBRI provides the Centrex attendant the capability of answering an incoming call and recording an 8 digit number with the associated line before extending the line to a Centrex station line or other lines.

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (Cont'd)

C. RATES AND CHARGES

1. Reserved

(C)

(D)

(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C. RATES AND CHARGES (Cont'd)

(D)

(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C. RATES AND CHARGES (Cont'd)

2. CALL DETAIL ^{/1/}

- a. On- and off-net Call Detail on calls dialed from a customer's dial switching equipment (PBX/Centrex) where the PBX has access lines that terminate in an ESS type Common Control Switching Arrangement (CCSA) or where an ESS type Centrex-CO service has access lines to a CCSA.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Per PBX/Centrex primary service, and	\$ 270.72	\$ 99.74	CMM
- Per each 1,000 or less calls detailed	NO	1.90	CMMAA (D)

- b. Special arrangement of facilities to permit Centrex customers to obtain detail in connection with CCSA access lines from #5X-Bar Centrex-CO Services only.

On- and off-net Call Detail on calls dialed from a #5X-Bar Centrex-CO over access lines that terminate in a Common Control Switching Arrangement (CCSA).

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Per Centrex primary service, and	\$ 284.97	\$ 161.48	ZZYQ3
- 1 to 10,000 total messages; each 1,000 or less messages detailed in electronic format, or	NO	25.65	NA (C)
- 10,001 to 110,000 total messages; each 1,000 or less messages detailed in electronic format, or	NO	9.74	NA (C)
- 110,001 and up messages; each 1,000 or messages detailed in electronic format	NO	5.94	NA (C)

/1/ See B.2.d. preceding.

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C. RATES AND CHARGES (Cont'd)

1. Reserved

(C)

(D)

(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C. RATES AND CHARGES (Cont'd)

2. Reserved

(C)

(C)

(D)

(D)

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C. RATES AND CHARGES (Cont'd)

3. SUMMARY BILLING (SB)^{/1/}

a. Electronic Format (optional)

(C)

(1) Recurring volume discount per accounting region, rate per SB consolidated account^{/1,2/}

(C)
(D)

<u>Number Of Accounts</u> ^{/3/}	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
- 2-10	\$7.22	\$17.95
- 2-25	7.22	9.69
- 2-50	7.22	5.13
- 2-100	7.22	2.71
- 2-250	7.22	1.99
- 2-500	7.22	1.28
- 2-501, plus	7.22	0.95

/1/ See Terms and Conditions, preceding for definition of Company's Northern/Southern accounting regions.

/2/ See Terms and Conditions preceding.

/3/ Nonrecurring and recurring charges applicable per account.

3. SUPPLEMENTAL BILLING (cont'd)

3.6 BILL AND CALL DETAIL (cont'd)

C RATES AND CHARGES (Cont'd)

3. SUMMARY BILLING (SB)¹ (cont'd)

(D)

(D)

4. MISCELLANEOUS SERVICE OFFERINGS**4.1 CUSTOMIZED BILLING AND MISCELLANEOUS BILLING SERVICES****A. TERMS AND CONDITIONS**

1. Summary Billing (SB) is a supplemental billing service that is offered to all customers for the same class of service. It provides for numerous accounts of a single customer to have their billing media consolidated under a single fictitious control account, and receive a single summarized bill or multiple summarized bills.
2. As determined by the Company, Northern SB region encompasses those accounts processed through the Company's Sacramento accounting center; Southern SB region encompasses accounts processed through the Company's Anaheim accounting center.
3. Preferential Bill Date (PBD) as defined in California Guidebook Part 8, Section 8 is a mandatory requirement when subscribing to SB service. The rates and charges associated with PBD service, as defined in PBD of this Guidebook are not applicable; PBD is inclusive of the SB service offering. However, when a customer changes their PBD in an established SB account, all nonrecurring charges as defined in PBD California Guidebook Part 8, Section 8 apply, except Company initiated charges.
4. Customers subscribing to SB service must select the same PBD for those accounts to be consolidated into one bill. The bill round date must be one of the standard bill round dates used by the Company.
5. Customers subscribing to SB in electronic format, may receive the bill in both electronic format and (C) paper format. Alternatively, they can choose to discontinue their paper bill. Customers who choose to discontinue their paper bill also have the option to receive the face page (front and back) and mandated bill inserts and messages by electronic means. (C)

4. MISCELLANEOUS SERVICE OFFERINGS (cont'd)

4.1 CUSTOMIZED BILLING AND MISCELLANEOUS BILLING SERVICES (cont'd)

A. TERMS AND CONDITIONS (cont'd)

- 6. Customer accounts can be grouped into multiple summarized bills. The SB customer is permitted to have one group of their accounts on SB only, a separate group on SB with electronic billing and another group on electronic billing alone. The customer cannot, however, include one single account into several different SB accounts. Each account must be consolidated into its own unique control account. (C)

- 7. Reserved (C)
(D)
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(D)

- 8. Customers may cancel established SB Service without penalty. Where a customer cancels and later reinstates SB service, all nonrecurring and recurring charges apply.

- 9. Where a customer requests SB service on a one time basis, all applicable nonrecurring and recurring charges apply. The customer is required to pay minimum billing for service in accordance with California Guidebook Part 2, Section 2.

- 10. The SB customer is responsible for payment on all accounts summarized in accordance with the Company's regular billing and collection practices. Failure to pay any one of the grouped accounts by the "Due by date" will cause the entire SB account to become delinquent and service to all accounts may be temporarily or permanently disconnected for non-payment as set forth in California Guidebook Part 2, Section 2. A late payment charge will apply to SB service as defined in California Guidebook Part 3, Section 1 and Part 2, Section 2.

4. MISCELLANEOUS SERVICE OFFERINGS (cont'd)**4.1 CUSTOMIZED BILLING AND MISCELLANEOUS BILLING SERVICES (cont'd)****A TERMS AND CONDITIONS (cont'd)**

11. Centrex accounts subscribing to SB service are consolidated according to Sectional Billing Service as defined in California Guidebook Part 8, Section 10. In addition to the rates and charges associated with SB Service, Rates and Charges as defined in California Guidebook Part 8, Section 10, Sectional Billing Service, also apply.
12. Recurring volume discounts for SB with electronic billing are calculated on a per SB arrangement per accounting region basis; either Northern or Southern accounting region, but not inclusive of both. (C)
13. Volume discounts associated with SB in electronic format apply only to those accounts that remain on SB service. (C)
14. Descriptions and Regulations associated with electronic formats, as defined in Regulations, 1. Bill Detail-General, 2. Electronic Formats, 4. Call Detail, of California Guidebook Part 8, Section 8 apply in addition to the Rates and Charges associated with volume discounts. (C)

Exceptions:

- a. Bill Detail - General, 2. and 3.
 - (1) SB Service is expanded to include Private Line Services.
 - (2) SB Service is not offered to Individual Residence or Party Line Services.
15. Nonrecurring charges, as defined in Rates and Charges, following are applicable when an existing auxiliary account is changed from one control account to another.
16. The Optional Block Discount Plan cannot be subscribed to for SB primary control accounts; however, each individual billing account may subscribe to the Optional Block Discount Plan service offering. In addition to the Rates and Charges associated with SB service, the Rates and Regulations defined in California Guidebook Part 9, Section 1 apply.

4. MISCELLANEOUS SERVICE OFFERINGS (cont'd)

4.1 CUSTOMIZED BILLING AND MISCELLANEOUS BILLING SERVICES (cont'd)

B. RATES AND CHARGES ^{/1/} (cont'd)

2. Electronic Formats (OPTIONAL)				(C)
Electronic billing record for each auxiliary account of a SB Service-Non-Billed Record Identification (NBRI) ^{/2/}				(C)
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>		
- Per 1000 or less Foreign Exchange Trunk calls detailed ^{3,4}	\$123.49	\$10.40		(C)
- Per 1000 or less Tie Line/Interexchange Channel - Interwire Center Private Line calls detailed ^{3,4}	123.49	10.40		(C)
- Per 1000 or less inward customer dialed account recording calls detailed ^{3,4}	123.49	10.40		(C)
- Per 1000 or less Interexchange Carrier billed direct dialed and operator assisted calls detailed ^{3,4}	47.50	5.46		(C)

- /1/ See Terms and Conditions preceding.
- /2/ See Terms and Conditions preceding.
- /3/ Nonrecurring Charge applicable per account.
- /4/ Monthly rates for less than 1000 calls detailed will be prorated for the actual number of calls detailed.

1. CUSTOM 8 TOLL-FREE SERVICES^{/1/} (cont'd)

B. RATES AND CHARGES (cont'd)

5. OPTIONAL FEATURES ON CUSTOM 8 (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Raw Data Call Sample Reports			
Copies of the Report			
- Per copy			
- Paper copies	\$ 47.50	NO	VRP
- Electronic format	142.49	NO	VRM (C)
e. Custom 8 Directory Assistance Listing			
- Per Custom 8 number/California	NO	\$ 5.22 ^{/2/}	NDLC8
- Per Custom 8 number/Nationwide	NO	13.30 ^{/2/}	NDLUS
f. Billing Account Group (BAG)			
- Per BAG control account	NO	NO	CBGCA
- Per individual Custom 8 account in BAG	9.50	7.12	CBG

/1/ Limited Offering Service effective September 5, 2007. See 1.A.3 preceding.

/2/ Custom 8 Directory Assistance Listing monthly charges are waived if the customer's billed Custom 8 usage is \$100 or greater in that month.

2. EASY 8 TOLL-FREE SERVICE – BUSINESS^{/1/} (cont'd)

B. RATES (cont'd)

1. Easy 8 on a Regular Business Line (cont'd)

e. Optional Features on Easy 8 (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
(2). Call Data Sample				
Initial establishment of Sample				
- Per order	No	No		VDR
- Subsequent copies, per order	\$142.49	No		VDR
(3). Call Data Summary Reports				
Copies of the Report				
- Per copy	47.50	No		VSR
(4). Raw Data Call Sample Reports				
Copies of the Report				
- Per copy				
- Paper copies	47.50	No		VRP
- Electronic format	142.49	No		VRM (C)
(5). Easy 8 Directory Assistance Listing				
- Per 8XX number/California	No	\$ 5.22 ^{/2/}		NDLC8
- Per 8XX number/Nationwide	No	13.30 ^{/2/}		NDLUS
(6). Billing Account Group (BAG)				
- Per BAG control account	No	No		CBGCA
- Per individual Easy 8 account	9.50	7.12		CBG

/1/ Limited Offering Service effective September 5, 2007. See 2.A.3 preceding.

/2/ Easy 8 Directory Assistance Listing monthly charges are waived if the customer's billed Easy usage is \$100.00 or greater in that month.