

1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)

C. Regulations

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. The Call Forwarding, Busy and Delayed Call Forwarding and Select Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge for local, message unit, zone calling units or dial station toll, applies to all forwarded calls that are answered at the number to which the calls are forwarded.^{/1/} (C)
4. Charges between the originating location and the call forwarding equipped line are applicable in accordance with regularly filed tariffs, local message units, zone calling units, dial station or operator station toll. (C)
5. Custom Calling Services may be provided to customers with either rotary dial telephones or Touch-Tone Calling Service. (C)
6. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
7. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another customer.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)

5. VALUE PROMISESM – FLAT RATE PLANS (cont'd)

5.1 FLAT RATE PRO FOR BUSINESS - OPTION 1 (FLAT RATE PRO 1)

A. DESCRIPTION

Flat Rate Pro for Business - Option 1, offers postalized intraLATA usage rates to business customers based on term and monthly volume commitments. The postalized rate will be applied to all intraLATA usage including: Local, Zone 3, Local Toll, and Custom 8 usage.

B. REGULATIONS

1. Flat Rate Pro for Business - Option 1 is not available on residence exchange lines or on Centrex dormitory lines.
2. Flat Rate Pro for Business - Option 1 rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.^{/2/} (C)
4. These rates are applicable to Flat Rate Pro for Business - Option 1 only and do not apply to any other Company offered plans. (C)
5. Flat Rate Pro for Business - Option 1 is only available on billing telephone numbers (BTNs) billed to the customer of record.
6. Flat Rate Pro for Business - Option 1 is not available on Basic 8, Easy 8, 900^{/1/}, or Private Line Services.
7. The customer will receive one second billing with an eighteen second minimum on all Zone 3 and Local Toll. Custom 8 usage will be billed in 1/1,000 of an hour increments with no minimum.
8. A termination charge will apply when a customer chooses to cancel their Flat Rate Pro Option - 1 calling plan prior to the termination date.

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

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)

5. VALUE PROMISESM – FLAT RATE PLANS(cont'd)**5.3 FLAT RATE PRO FOR BUSINESS - OPTION 2 (FLAT RATE PRO 2)****A. DESCRIPTION**

Flat Rate Pro for Business - Option 2, offers postalized intraLATA usage rates to business customers based on term and monthly volume commitments. Flat Rate Pro 2 offers one flat rate per minute for local calls and a different flat rate per minute for all other eligible calls: Zone 3, Local Toll, card and Custom 8 calls.

B. REGULATIONS

1. Flat Rate Pro for Business - Option 2 is not available on residence exchange lines or on Centrex dormitory lines.
2. Flat Rate Pro for Business - Option 2 rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use.
3. Conference call and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.^{/2/} (C)
4. These rates are applicable to Flat Rate Pro for Business - Option 2 only and do not apply to any other Company offered plans. (C)
5. Flat Rate Pro for Business - Option 2 is only available on billing telephone numbers (BTNs) billed to the customer of record.
6. Flat Rate Pro for Business - Option 2 is not available on Basic 8, Easy 8, 900^{/1/}, or Private Line Services.
7. The customer will receive one second billing with an eighteen second minimum on all Zone 3 and Local Toll. Custom 8 usage will be billed in 1/1,000 of an hour increments with no minimum.
8. A termination charge will apply when a customer chooses to cancel their Flat Rate Pro Option - 2 calling plan prior to the termination date.

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

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

1. OPERATOR SERVICES

1.1 RESERVED

1.2 RESERVED

(C)

(D)

(D)

1.3 RATES AND CHARGES

A. EXPRESS CALL COMPLETION (ECC)

This service allows call completion to a desired intraLATA number for customers calling directory assistance (DA). Centrex and PBX customers will be toll restricted and will be offered ECC on an alternate billing basis only.^{/1/}

(C)

Express Call Completion for one listing is included in the Directory Assistance Service charge.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)

(N)

5. BUSINESS CATEGORY SEARCH (cont'd)

5.2 GENERAL REGULATIONS (cont'd)

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.
- 5. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.^{/1/}

(C)

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this guidebook.

(C)

5.3 RATES AND CHARGES

Sent Paid Request	\$2.29
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/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

3. VALUE PROMISESM – FLAT RATE PLANS (cont'd)

3.1 FLAT RATE PLUS FOR BUSINESS (FLAT RATE PLUS) (cont'd)

B. REGULATIONS

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

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

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)