

1 INSIDE WIRE REPAIR SERVICES**A. DESCRIPTION**

Inside Wire Repair gives the Company's business customers the opportunity to subscribe to a plan or service under which the Company will repair their inside wire. The Company offers two inside wire repair options: WirePro and the Per Visit Inside Wire Repair Service. When the customer subscribes to WirePro (the Per Month Inside Wire Repair Plan), there is no additional charge for repair work done on the customer side of the demarcation point. At the customer's request, the Company will isolate trouble to the simple inside wire, jack, or customer provided equipment. The Company will perform repairs on the customer's simple inside wire and/or jack. The Company will isolate trouble associated with customer provided equipment but will not repair, adjust, nor perform any other work on customer provided equipment or facilities. WirePro applies only to line(s) that are covered by the plan (Plan is not transferable).

B. DEFINITIONS**Demarcation Point**

The inside wire demarcation point begins where the customer's inside wire connects to the intrabuilding network cable (INC). Where there is no INC, the demarcation point is the point of entry at the Company's entrance facility. The purpose of this demarcation is to separate the responsibility of the end-user from that of a vendor or the Company, as the customer's vendor of choice for inside wire repair and CPE trouble isolation.

Inside Wire

Inside wire (also known as simple wire) refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the inside wire demarcation point. Inside wire does not include customer premises equipment.

Intrasystem Wire

Intrasystem wire (also known as complex inside wire) connects station components to each other or to common equipment such as a PBX or key system. Connection of intrasystem wire to the telephone network is governed by Part 68, Subpart C, of the FCC's Rules and Regulations.

1 INSIDE WIRE REPAIR SERVICES (cont'd)

B. DEFINITIONS (cont'd)

Non-Standard Wire

Non-standard wire is the wire or wiring that does not meet the National Electric Code and Electronic Industry standards for either installation and wiring standards, or both.

Standard Wire

Standard wire meets the specifications outlined in the National Electrical Code and Electronic Industry Association Standards and has been installed in accordance with these standards.

C REGULATIONS

1. General

- a. The Company will repair inside wire. Such repair may include the replacement of nonworking wire and/or jack(s). However, if the inside wire is non-standard wire and the repair requires replacement of such non-standard wire, the Company may perform repairs and advise the customer that the non-standard wire must be replaced at the customer's expense.
- b. The Company reserves the right not to repair or replace inside wire that is in nonworking condition due to obvious neglect or willful misuse.
- c. The Company will determine whether the trouble is caused by inside wire or customer provided equipment. The Company will not perform any repair on customer provided equipment including, but not limited to, telephone cords, telephone sets, answering devices, or any other customer provided hardware.
- d. Inside Wire Repair does not include the installation of new services, extensions, or jacks.

1. INSIDE WIRE REPAIR SERVICES (cont'd)

C. REGULATIONS (cont'd)

1. General (cont'd)

- (D)
- e. The rates and charges for inside wire repair options are in the following section, are determined by the customer's class, type, and grade of services as set forth in California Guidebook Part 2, Section 2. (C)
- f. Customers who have hardwired equipment only, i.e., without a modular jack, are excluded from the provisions of this Guidebook and its associated rates and charges. Except as set forth in the following section, these customers are responsible, at their expense, for providing the modular jacks and inside wire necessary to restore their service. (C)
- g. Where customers experience trouble with hardwired equipment that supports nonmodular handicapped services, the Company at its discretion may modularize the jacks and wiring at no additional charge. (C)

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1. INSIDE WIRE REPAIR SERVICES (cont'd)

C. REGULATIONS (cont'd)

2. WirePro

- a. Customers who subscribe to this plan are charged monthly as shown in the following Rates and Charges section. The rates are for trouble isolation and repair of inside wire and/or jacks within their premises. The Company will determine whether the trouble is caused by inside wire, jacks or customer provided equipment.
- b. Per Visit Inside Wire Repair Services charges do not apply.
- c. Customers may subscribe to WirePro only at the time their inside wire is in working condition and meets the Company's standards.
- d. Subscription to WirePro becomes effective with the installation due date of the service connection for new service or, with established service, at the time the subscriber requests participation.
- e. WirePro does not include re-installation of inside wiring beyond one working jack where the wiring was destroyed by fire, major flood, or similar catastrophes.
- f. Customers must advise the Company when they wish to cancel WirePro.
- g. Customers moving to another area served by the Company wishing to continue WirePro will need to re-establish subscription to the Repair Plan at the new location.
- h. Customers with non-standard wire are not eligible for the WirePro.
- i. WirePro applies to existing inside wire and/or jack(s) within customer premises. It does not cover inside wire and/or jack installation.

1. INSIDE WIRE REPAIR SERVICES (cont'd)

C. REGULATIONS (cont'd)

3. Per Visit Inside Wire Repair Service

- a. Customers not subscribing to WirePro shall pay for trouble isolation and repair of inside wire and/or jacks within their premises. The Company will determine whether the trouble is caused by inside wire, jacks or customer provided equipment.
- b. The Company shall provide a 90 day warranty on labor and materials used for all repairs performed on inside wire and/or jacks.
- c. Customers who request to have the Company visit their premises to repair their inside wire and then refuse to allow the Company access to their premises, may be subject to the Per Visit Inside Wire Repair Service charges shown in the following section, Rates and Charges.
- d. If the customer agrees to have the Company perform the Inside Wire Repair Service, the charges in the following section, Rates and Charges, shall apply.

1. INSIDE WIRE REPAIR SERVICES (cont'd)

D. RATES AND CHARGES - BUSINESS

| | <u>NONRECURRING CHARGE</u> | <u>MONTHLY RATE</u> | <u>USOC</u> | |
|--|--------------------------------|-------------------------|-------------|-----|
| 1. WirePro | | | | |
| a. Business - per month, per line | | \$11.40 | RPB | (I) |
| b. Private Line - per month, per circuit location | | 6.95 | RPL | |
| 2. Per Visit Inside Wire Repair Service | | | | |
| a. First 15 minutes or fraction thereof | | | | |
| - Business | \$85.00 | | PVB | |
| - Private Line | 85.00 | | CR1 | |
| b. Each additional 15 minutes or fraction thereof | | | | |
| - Business | 30.00 | | PV2 | |
| - Private Line | 30.00 | | CR2 | |

2. PRESUBSCRIPTION SERVICE**A. GENERAL INFORMATION**

Presubscription is the process under which a customer may designate a specific carrier(s) to complete interLATA and/or intraLATA calls, without dialing a carrier identification code. A customer's designated interLATA carrier is called its Primary Interexchange Carrier (PIC) and its designated intraLATA carrier is called its Local Primary Interexchange Carrier (LPIC). The customer may designate one carrier to handle both interLATA and intraLATA calls or different carriers to handle interLATA and intraLATA calls.

The designated PIC may direct the routing of interLATA (including international) calls to itself or another carrier.

The designated LPIC may direct the routing of intraLATA calls to itself or another carrier.

B. AVAILABILITY

InterLATA presubscription is available statewide. IntraLATA presubscription is available where the Local Exchange Carrier that provides the customer's dial tone has converted its switches to intraLATA equal access.

C. NEW CUSTOMERS

1. New customers who request services will be asked to select: (1) A Primary Interexchange Carrier (PIC) to complete their interLATA calls; and, (2) A Local Primary Interexchange Carrier (LPIC), if available, to complete their intraLATA calls.
2. New customers who do not select a PIC or, if available, an LPIC, will need to use Carrier Identification Codes (CICs), e.g., 101XXXX dialing, to place interLATA and/or intraLATA calls.

2. PRESUBSCRIPTION SERVICE (cont'd)**D. EXISTING CUSTOMERS**

1. Within a six-month period immediately following implementation of intraLATA presubscription, an existing customer may change its intraLATA carrier one time at no charge.
2. At implementation of intraLATA presubscription, if an existing customer does not select a different intraLATA carrier its intraLATA calls will continue to be handled by its current intraLATA carrier.

E. OBLIGATIONS OF THE COMPANY

1. After availability of intraLATA presubscription, the Company will inform customers who inquire about intraLATA service that they have a choice of intraLATA carriers, including the Company.
2. After availability of intraLATA presubscription, if new customers are undecided on an intraLATA carrier, the Company will offer to read a randomly generated list of available carriers.

F. OBLIGATIONS OF THE CARRIER

1. A Carrier obtaining PIC/LPIC authorizations directly from customers and submitting them to the Company on the customer's behalf must:
 - a. Have authorization from the customer that complies with all applicable state and federal laws and/or regulations for each type of service that the customer designates it to handle, (e.g., interLATA and intraLATA service);
 - b. Retain the customer's authorization for the length of time required by applicable state and federal laws and/or regulations; and
 - c. Provide the customer's authorization to the Company, upon request, in the case of a PIC/LPIC dispute.
2. If a Carrier discontinues interLATA and/or intraLATA services, it must contact its customers in writing and inform them that they must select a new Carrier. The canceling Carrier must pay any applicable PIC/LPIC Change Charges set forth in the following section. The Company will bill the canceling Carrier based on the total number of customers assigned to the canceling Carrier at the time it notifies the Company of its discontinuance of interLATA and/or intraLATA service.

2. PRESUBSCRIPTION SERVICE (cont'd)**G. PIC/LPIC DISPUTES**

If a customer informs the Company that it did not authorize a PIC/LPIC change that was submitted to the Company by the Carrier on behalf of the customer, the Company will:

1. Return the customer's line to its previous PIC/LPIC;
2. Credit the customer's bill for previously-billed PIC/LPIC change charges; and
3. Bill any PIC/LPIC change charges to the Carrier that submitted the disputed PIC/LPIC change.

H. PRESUBSCRIPTION CHANGE CHARGE APPLICATION

1. A new customer's initial interLATA carrier selection (PIC) and/or, where available, its initial intraLATA carrier selection (LPIC), will be exempt from the PIC/LPIC Change Charges set forth in the following section for six months after the customer's service date. A customer's expressed desire to not designate a preferred carrier on its line (i.e., no PIC and/or no LPIC) is considered an initial carrier selection.
2. An existing customer's initial intraLATA carrier selection (LPIC) will be exempt from the LPIC Change Charge set forth in the proceeding section for six months following the availability of intraLATA presubscription. A customer's expressed desire to not designate a preferred carrier on its line (i.e., no LPIC) is considered an initial carrier selection.
3. Except as set forth in the preceding sections, all changes in the customer's PIC/LPIC selections will incur the PIC/LPIC Change Charges set forth in the following section.

2. PRESUBSCRIPTION SERVICE (cont'd)

I. PRESUBSCRIPTION CHANGE CHARGES

| | <u>Nonrecurring Charge</u> | <u>USOC</u> |
|--|--------------------------------|-------------|
| 1. PIC Change Charge - per line or trunk | \$5.26 | 9ZP |
| 2. LPIC Change Charge - per line or trunk | 5.26 | 7ZP |
| C. Simultaneous PIC/LPIC Change to Same Carrier - per line or trunk | 7.89 | 5ZP |

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)

3.1 SUMMARY BILLING (SB) (cont'd)

B. RATES AND CHARGES

1. Intra-region SB consists of accounts summarized in the Company's Northern or Southern accounting regions, but not in both.¹

| | <u>Monthly Rate</u> |
|--|-------------------------|
| - Primary control account | NO |
| - Auxiliary account, each intra-region account | |
| - Summary Billing on Paper | NO |
| Number of Accounts | |
| 1 - 25 | |
| - first 25 accounts | \$2.00 |
| 26 - 50 | |
| - next 25 accounts | 1.80 |
| 51 - 100 | |
| - next 50 accounts | 1.60 |
| 101 - 500 | |
| - next 400 accounts | 1.40 |
| 501 or more | |
| - 501, plus accounts | NO |

/1/ See Regulations in California Guidebook Part 8, Section 8 for definition of Company's Northern/Southern accounting regions.

3. SUPPLEMENTAL BILLING (cont'd)

3.2 PREFERENTIAL BILL DATE (PBD)

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.
2. All rates and charges may be adjusted at a later date.

3. SUPPLEMENTAL BILLING (cont'd)

3.2 PREFERENTIAL BILL DATE (PBD) (cont'd)

B. RATES AND CHARGES

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| Preferential Bill Date (PBD) ^{1,2,3} | | |
| - Establish or change bill date | \$ 7.00 | NO |

/1/ See Regulations in California Guidebook Part 8, Section 8.
 /2/ The nonrecurring charge is billed per account.
 /3/ The monthly rate is applicable per account and guarantees PBD selection.

3. SUPPLEMENTAL BILLING (cont'd)

3.3 DUPLICATE BILL CHARGE

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.
2. All rates and charges may be adjusted at a later date.

B. LIABILITY

With respect to any claim or suit, by a customer or any others, for damages arising from delays, errors or omissions, or the failure to provide bill copies, the Utility's liability, if any, shall not exceed the amount paid for the service.

C. RATES AND CHARGES

Duplicate Bill Charge, mailed via standard United States mail only.

Charge per bill copy: \$5.00

3. SUPPLEMENTAL BILLING (cont'd)

3.4 RESERVED

(C)

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/1/ Material omitted now appears in Part 20, Section 8, Sheet 1.

(N)

3. SUPPLEMENTAL BILLING (cont'd)

3.4 RESERVED

(C)

/1/

/1/ Material omitted now appears in Part 20, Section 8, Sheet 2.

(N)

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)
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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)

3.5 ACCOUNT CODES (cont'd)

B. RATES AND CHARGES

| | <u>Installation Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| 1. ACCOUNT CODES (NON-VERIFIED) | | |
| - Forced | \$ 15.00 | \$ 8.00 |
| - Non-Forced | 15.00 | 8.00 |
| 2. ACCOUNT CODES (VERIFIED FORCED) | | |
| - Package A (50 - 3 digit codes) | 20.00 | 12.00 |
| - Package B (50 - 4 digit codes) | 20.00 | 12.00 |
| - Package C (100 - 3 digit codes) | 20.00 | 12.00 |
| - Package D (200 - 4 digit codes) | 20.00 | 12.00 |
| - Package E (Customized) | 25.00 | 15.00 |
| 3. Non-Billed Record Identification (NBRI) ¹ | | |
| | RR | NA |
| 4. Miscellaneous Change Charge | | |
| - add, change or rearrange packages and or lines. | 5.00 | NA |

NOTE 1: Apply Regulations for NBRI as set forth in California Guidebook Part 8, Section 8. Apply Rates and Charges for NBRI as set forth in the preceding section.

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)

- c. For purposes of this offering, the rates and charges are applied per account for one or more exchange telephone service for which rates and charges are accumulated and one monthly bill is prepared and billed to a single exchange telephone number.

Services included in this offering are:

- Airport Intercommunicating Service
- Centrex Service
- Individual Line Service
- Private Branch Exchange Trunk Line Service
- Custom 800

- d. Where operating conditions permit, Bill Detail may be provided to a customer upon request.

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)

2. CALL DETAIL¹ (cont'd)

c. Non-Billed Record Identification (NBRI)

NBRI provides Individual Station Billing (ISB) Call Detail for Foreign Exchange Trunks, Tie Lines and Special Access Voice Grade Service that are used for off-net calling when routed through Flexible Route Selection Service (FRS). In addition, NBRI can be associated with customer dialed account recording which will provide an account number record of inward calls that are extended by an attendant to Centrex station lines and other services terminated in the Centrex system. NBRI is also provided for Interexchange Carrier (IEC) billed calls that are dialed direct or placed with operator assistance. This call detail option is available to business customers with both Centrex and non-Centrex lines used for placing intraLATA, interLATA, interstate and international calls where facilities and operating conditions permit. Furthermore, NBRI can be associated with Account Codes which will provide an account code number on outgoing calls that are direct dialed. This detail option is available to Individual Line Measured or Flat Rate Residence Service, Individual Line Measured Rate Business Service and Centrex stations who subscribe to Account Codes.

(a) Establishment and Modification Charges for each account of a primary service

Applicable before April 1, 1992

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| - Establishment charge for any one or more of the items in 4. below. | \$ 123.49 |
| - Subsequent modification charge ² for any addition or change of one or more of the items in d. below | RR |

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

/2/ Charge applicable to each record service order, as shown in California Guidebook Part 3, Section 1.

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)
|
(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 CHARGES¹

1. Intra-region SB consists of accounts summarized in the Company's Northern or Southern accounting regions, but not in both²

| | <u>Monthly Rate</u> | <u>USOC</u> |
|--|-------------------------|-------------|
| - Primary control account | NO | WZZSD |
| - Auxiliary account, each intra-region account | | |
| - Summary Billing on Paper | NO | BLGSP |
| Number of Accounts | | |
| 1 - 25 | | |
| - first 25 accounts | \$1.90 | WZZSE |
| 26 - 50 | | |
| - next 25 accounts | 1.71 | WZZSE |
| 51 - 100 | | |
| - next 50 accounts | 1.52 | WZZSE |
| 101 - 500 | | |
| - next 400 accounts | 1.33 | WZZSE |
| 501 or more | | |
| - 501, plus accounts | NO | WZZSE |

/1/ See Terms and Conditions preceding.

/2/ See Terms and Conditions preceding for definition of Company's Northern/Southern accounting regions.

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.

5. MISCELLANEOUS LABOR SERVICES

In this section normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 7:00 a.m. to 4:00 p.m.) for the application of rates based on working hours.

5.1 Additional Engineering

Additional Engineering will be provided by the Company at the request of the customer only when:

- A. A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in Schedule Cal.P.U.C. 175-T, Sections 6.1.5 and 7.1.6.
- B. Additional engineering time is incurred by the Company to engineer a customer's request for a customized service as set forth in the Guidebook.

The Company will notify the customer that additional engineering charges, as set forth in the following section, will apply before any additional engineering is undertaken.

5. MISCELLANEOUS LABOR SERVICES

5.1 Additional Engineering (Cont'd)

C. Charges for Additional Engineering

The charges for additional Engineering are as follows:

| <u>Additional Engineering Periods</u> | <u>USOC</u> | <u>First Half Hour or Fraction Thereof</u> | <u>Each Additional Half Hour or Fraction Thereof</u> |
|---|-------------|--|--|
| 1. Basic Time, normally scheduled working hours, per engineer | AEH++ | \$49.00 | \$49.00 |
| 2. Overtime, outside of normally scheduled working hours, per engineer | AEH++ | 75.00 | 75.00 |

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in the following sections. The Company will notify the customer that additional labor charges as set forth in the following sections will apply before any additional labor is undertaken.

A. Overtime Installation

Overtime installation is that Company installation effort outside of normally scheduled working hours.

B. Overtime Repair

Overtime repair is that Company maintenance effort performed outside of normally scheduled working hours.

C. Stand-by

Stand-by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make cooperative tests with a customer to verify facility repair on a given service.

D. Testing and Maintenance with Other Telephone Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Company.

E. Other Labor

Other labor is that additional labor not included in the preceding sections, including, but not limited to labor incurred for the installation of inside wire, used to extend the Point of Termination as set forth in Schedule Cal.P.U.C. 175-T Section 2.1.5, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.2 Additional Labor (Cont'd)

F. Charges for Additional Labor

The charges for additional labor are as follows:

| <u>Additional Engineering Periods</u> | <u>USOC</u> | <u>First Half Hour or Fraction Thereof</u> | <u>Each Additional Half Hour or Fraction Thereof</u> |
|--|-------------|--|--|
| 1. Installation or Repair - Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician | ALH++ | \$ 110.00 ¹ | \$110.00 ¹ |
| - Premium Time, outside of scheduled work day, per technician | ALH++ | 160.00 ¹ | 160.00 ¹ |
| 2. Stand-by - Basic Time, normally scheduled working hours, per technician | ALT++ | None | 80.00 |
| - Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician | ALT++ | None ¹ | 110.00 ¹ |
| - Premium Time, outside of scheduled work day, per technician | ALT++ | None ¹ | 160.00 ¹ |

/1/ A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.2 Additional Labor (Cont'd)

F. Charges for Additional Labor (Cont'd)

| <u>Additional Engineering Periods</u> | <u>USOC</u> | <u>First Half Hour or Fraction Thereof</u> | <u>Each Additional Half Hour or Fraction Thereof</u> |
|--|-------------|--|--|
| C. Testing and Maintenance with other telephone companies or Other Labor | | | |
| - Basic Time, normally scheduled working hours, per technician | ALK++ | \$ 80.00 | \$ 80.00 |
| - Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician | ALK++ | 110.00 ¹ | 110.00 ¹ |
| - Premium Time, outside of scheduled work day, per technician | ALK++ | 160.00 ¹ | 160.00 ¹ |

/1/ A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.3 Miscellaneous Services

5.3.1 Maintenance of Service

- A. When a customer reports a trouble to the Company for clearance, and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a visit charge for the period of time from when Company personnel are dispatched to the customer's premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

- B. The customer shall be responsible for payment of a visit charge when the Company dispatches personnel to the customer's premises, and the trouble is in the equipment of communications systems provided by other than the Company or in detariffed CPE provided by the Company.

In either this case or in (A) preceding, no credit allowance will be applicable for the interruption involved if the visit charge applies.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.3 Miscellaneous Services (Cont'd)

5.3.1 Maintenance of Service (Cont'd)

C. The charges for Maintenance of Service are as follows:

| <u>Additional Engineering Periods</u> | <u>USOC</u> | <u>First Half Hour or Fraction Thereof</u> | <u>Each Additional Half Hour or Fraction Thereof</u> |
|---|-------------|--|--|
| Basic Time, normally scheduled working hours, per technician | MVV++ | \$ 80.00 | \$ 80.00 |
| Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician | MVV++ | 110.00 ¹ | 110.00 ¹ |
| Premium Time, outside of scheduled work day, per technician | MVV++ | 160.00 ¹ | 160.00 ¹ |

/1/ A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.3 Miscellaneous Services (cont'd)

5.3.2. Standard Jacks - Registration Program

Standard jacks may be provided by the Company to connect Registered Equipment to those services that are subject to the Registration Program as set forth in Schedule Cal.P.U.C. 175 Section 2.5. The use and conformance of jacks is covered in Part 68 of the F.C.C.'s Rules and Regulations. Specific jacks are described in the document on file with the F.C.C. entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the F.C.C.'s Rules and Regulations."

These jacks are used to terminate services provided by the Company. Other services or facilities provided by the Company or by others may also be terminated in any spare capacity of the jacks remaining after installation without additional charge for the use of such capacity.

The rates and charges for standard jacks are applicable as shown in California Guidebook Part 8, Section 8.

5. MISCELLANEOUS LABOR SERVICES

5.3 Miscellaneous Services (cont'd)

5.3.3 Testing Services

Testing services are provided by Company personnel at the Company's local loop demarcation point. However, provisions are made in the following section for Company personnel to perform testing services on the customer's side of the local loop demarcation point at the customer's request and expense.

Testing Services offered under this section of the Guidebook are optional and subject to rates and charges as set forth in the following section. Other testing services provided by the Company in association with Access Services are furnished at no additional charge. These other testing services are described in Schedule Cal.P.U.C. 175-T Sections 6.1.6 and 7.1.8.

The offering of Testing Services under this section of the Guidebook is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in the following section.

A. Special Access Service

The Company will, at the request of a customer, provide assistance in performing specific tests requested by the customer.

1. Nonscheduled Testing (NST)

When a customer provides a technician at its premises or at the end user premises, with suitable test equipment to perform the required tests, the Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Company will provide a technician at the customer's premises or at the end user premises. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

2. Obligation of the Customer

When the customer subscribes to Testing Service as set forth in this section, the customer shall make the facilities to be tested available to the Company at times mutually agreed upon.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.3 Miscellaneous Services (cont'd)

5.3.3. Testing Services (cont'd)

B. Rates and Charges

1. Special Access

a. Nonscheduled Testing (NST)

Manual Testing:

| <u>Testing Periods</u> | <u>USOC</u> | <u>First Half Hour or Fraction Thereof</u> | <u>Each Additional Half Hour or Fraction Thereof</u> |
|--|-------------|--|--|
| Basic time, normally scheduled working hours, - per technician | USM++ | \$ 80.00 | \$80.00 |
| Overtime, outside of normally scheduled working hours, on a scheduled work day, - per technician | USM++ | 110.00 ¹ | 110.00 ¹ |
| Premium time, outside of scheduled work day, - per technician | USM++ | 160.00 ¹ | 160.00 ¹ |

/1/ A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.4 DUAL ELEMENT CHARGES FOR ACCESS LINES

A. GENERAL

2. APPLICABILITY

This schedule contains specific charges for providing, line activation, or jack activation, or for moving, changing and rearranging access lines, and the enhancements thereof, associated with extended area business exchange services.

Access Lines:

Centrex primary line
individual line
TAS trunk line
tie line trunk
toll terminal line
toll terminal trunk
trunk line

2. Dual Element Charges for access lines are for business services.

3. DESCRIPTION

Dual Element charges are service and labor charges that apply to new or existing access lines for business exchange services. The charges apply to terminations, reterminations, moves, changes, jack activations, rearrangements and enhancements of such lines.

4. DEFINITIONS¹

Access line

All of the Company's central office equipment and outside plant facilities needed to connect the serving central office to the Company's local loop demarcation point.

Distribution Facility

Cable and wire and associated supporting structures located in/on streets or easements extending from the serving central office up to and including the Company's local loop demarcation point.

Business Service

Line termination associated with business access lines.

/1/ For additional definitions see preceding sections and California Guidebook Part 2 Section 1.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.4 DUAL ELEMENT CHARGES FOR ACCESS LINES (cont'd)

B SPECIAL BILLING - ALL SERVICES

| | <u>SERVICE CHARGE</u> |
|--|---------------------------|
| 1. Supersedure, each line | |
| - All services | \$6.65 |
| 2. Change in billing name, per account | |
| - All services | 6.65 |
| 3. Consolidate, deconsolidate access line or trunk billing, each inward line or trunk | |
| - All services | 6.65 |
| 4. Special billing arrangement for access line, each account | |
| - All services | 6.65 |
| 5. Reverse positions, between off and on premises with central office work, each line | |
| - All services | 28.50 |
| without central office work, each line | |
| - All services | 6.65 |
| 6. Returned check charge | |
| - Each | 25.00 |
| 7. Change billing only, sectional billing | |
| - Each account affected ¹ | 6.65 |
| 8. Installment billing, business access line | |
| - Per Order | 7.00 |

/1/ See Sectional Billing Service, California Guidebook Part 5, Section 1 for charges to establish sectional billing.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.4. DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)

C. LATE PAYMENT CHARGE - ALL PRODUCTS AND SERVICES

Each account³

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$30.00 or more. The unpaid balance shall include all charges appearing on the bill with the previously stated exceptions.

D. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK

| | <u>SERVICE OR LABOR CHARGE</u> |
|---|------------------------------------|
| 1. Temporary suspension of service by customer request (Full monthly rate billing) | |
| - All services ⁴ | \$28.50 |
| 2. Change class, type or grade of service ¹ | |
| - All services | 28.50 |
| 3. Restoral charge for temporarily suspended or partially or temporarily discontinued service (Utility initiated) | |
| - All services | 38.00 |
| 4. Change telephone number by customer request | |
| - All services ² | 28.50 |

/1/ Except as shown in Terms and Conditions, California Guidebook Part 3, Section 1..
 /2/ New service charge.
 /3/ Also see Late Payment Charge, preceding and California Guidebook Part 2, Section 1.
 /4/ Temporary suspension of service is not applicable to COPT service.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.4. DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)

D. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (Cont'd)

| | <u>SERVICE OR LABOR CHARGE</u> |
|---|------------------------------------|
| 5. Change between loop and ground start | |
| - All services | \$28.50 |
| 6. Central office modification of line, including hunting | |
| - All services | 28.50 |
| 7. Wiring, cable or SNI at the Utility's local loop demarcation point ² | |
| - Install, rearrange, change, reterminate, activate line, activate jack(s) ³ , move or remove network terminating wire or cable ¹ | RR |
| - Install, rearrange, change, reterminate, activate, move or remove standard network interface or additional terminations of existing access lines ¹ | RR |
| 8. Other change charge | |
| - Business services ¹ | RR |
| 9. Reterminate or rearrange a working line at and including the Utility's demarcation point on the same or different premises in the same building | |
| - All services ¹ | RR |

/1/ Labor

/2/ See California Guidebook Part 3, Section 1.

/3/ Jack activation on existing line only.

5. MISCELLANEOUS LABOR SERVICES (cont'd)

5.4 DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)

D. MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (Cont'd)

| | <u>SERVICE OR LABOR CHARGE</u> |
|--|------------------------------------|
| 10. Change from Business service to COPT service, COPT Coin Line -Each access line | \$71.96 |
| 11. Direct Connection Service, each line Changes to Direct Connection Service - All services | 21.37 |
| Remove from Direct Connection Service - All services | NO |
| 12. Change location of a customer's service to a different premises within the same building or continuous property when all of the following conditions are met: | |
| (a). No premises work is performed by the Utility, | |
| (b). No central office work is performed by the Utility, and | |
| (c). No facility design work is performed by the Utility. | |
| - Business Services | 23.75 |