

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES**1.1 General****A. 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 the following measured local, extended, foreign exchange, foreign prefix or foreign district area services for business exchange services.

Access Lines:

AIS individual line

AIS trunk line

answering line

Centrex primary line

Customer-Owned Pay Telephone Service

farmer line

individual line

mechanized station line (AIS)

TAS trunk line

tie line trunk

toll terminal line

toll terminal trunk

trunk line

800 intrastate

B. Territory

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.1 General (cont'd)****C. 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.

D. Definitions/1/

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.

Exchange Service

Line termination associated with business access lines.

/1/ Some definitions are filed in Schedule Cal.P.U.C. No. A2.1.1.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.1 General (cont'd)****D. Definitions^{/1/} (cont'd)****Labor Charge**

A charge based on the nature of work and amount of time required to perform the work requested by the customer.

Off Premises Extended Line

Extension of an access line to another premises of the same customer or to the premises of a different customer.

Out of Sequence Caption Listing

A listing under a caption heading where the customer requests the listing to be placed out of the Company's normal sequence.

Quickservice Automatic Ordering System (Quickservice)

Quickservice is an interactive system that provides customers with product description, 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.

Service Charge

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

Service Entrance

Entrance location of wire/cable in a building usually at the main building terminal at the MPOE, except as set forth in Schedule Cal.P.U.C. No. A2.

Service Connection Facility

Drop or service wire/cable and the point of connection with the distribution facilities to the standard network interface at the Company's local loop demarcation point.^{/2/}

^{/1/} Some definitions are filed in Schedule Cal.P.U.C. No. A2.1.1.

^{/2/} The business customer shall be responsible for the installation and maintenance of any inside wire and standard jack(s) conforming to Part 68, Sub Part F, of the FCC's Rules and Regulations associated with non-key and non-switching systems for individual telephone services.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.1 General (cont'd)****E. Regulations**

1. Dual Element charges are intended to cover operating expenses incident to the establishment or change of telephone service and the connection of the service up to and including the Company's local loop demarcation point.
2. Dual Element charges are in addition to other charges and rates that may apply in this or other schedules.
3. A "new" dual element service charge applies to provide a "new" primary access line and the charge includes central office work, where necessary, and the termination of the line in a network interface at the Company's local loop demarcation point.

At the customer's request, the Company will terminate the requested service at points specified by the customer at the customer's expense.

4. Retermination

A retermination of a main service from one premises to another in the same or a different building will be considered a disconnection and new connection of that service and "new" dual element charges are applicable. A dual element labor charge applies to a retermination or rearrangement of an in service main access line at the Company's local loop demarcation point on the same customer premises or to a different premises in the same building, not to exceed the dual element charges for the installation of the same new main access line service. Monthly rate billing continues during the work procedure. If the customer wishes to avoid continuous monthly billing, the option of a disconnection and new connection of the service is available with associated new dual element charges as set forth in E.3. preceding.

Exception: Relocation of a main service to a different premises or address within the same building or continuous property when all of the following conditions are met: no premises work is performed by the Company, no central office work is performed by the Company, and no facility design work is performed by the Company.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.1 General (cont'd)****E. Regulations (cont'd)**

5. Dual Element charges do not apply to Company initiated orders.
6. In-place connection charges are applicable as shown Part 3, Section 1 (Charges) following.
7. Dual Element charges apply to all requests by customers for changes in class, type or grade of service except as specifically exempted by this or other schedules.
8. Change in billing charges do not apply when only the billing name or address is changed.
9. Dual element charges do not apply to a telephone number change:
 - a. as provided for in Schedule Cal.P.U.C. No. A2.1.17.
 - b. to provide Custom Calling Services, Commstar I^{/2/}, Commstar II^{/2/}, or Premiere Communications Systems Services, if the provision of these services can be made from the same central office from which the customer's existing service is provided.
 - c. from a Personalized Telephone Number to a non-specific number, at the customer's request.
10. The Personalized Telephone Number service charge will not apply if a customer requests reassignment of a telephone number they have previously used, subject to availability and the following time limits:

Business - 1 Year
11. The Personalized Telephone Number service charge will not apply to those customers subscribing to number referral service^{/1/}.
12. Nonrecurring charges associated with the Hunting feature will be waived on Access Advantage Plus 3 year Term Pricing Plan. All lines within the hunt group must be part of the Access Advantage Plus.^{/3/}

(C)

/1/ See Guidebook, Part 11, Section 4.

/2/ Commstar I and Commstar II are Grandfathered services. See Part 20, Section 7 for details.

/3/ Access Advantage Plus is grandfathered effective November 1, 2016. See Part 20, Section 6.

(N)

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.1 General (cont'd)

E. Regulations (cont'd)

13. A service charge does not apply for a supersedure of a service on the same premises between members of an immediate family as shown in Definitions in Schedule Cal.P.U.C. No. A2.1.1.
14. The customer shall be responsible for installation, change, retermination, rearrangement, activation, move or removal and maintenance of any inside wire and standard jack(s) conforming to Part 68, Subpart F, of the FCC's Rules and Regulations for business exchange services.
15. The installation charge for up to five (5) Individual Line Measured Rate Business Service lines, in connection with the purchase of ISDN service,(or an alternative service, if available^{/1/}) used for data and video applications, shall be waived for Public Schools, Libraries and Community Colleges and Private Schools as defined in Schedule Cal.P.U.C. No. A2., participating in the Education First Program. A Private School, Public School, Library or Community College may request this special waiver from May 19, 1994 through December 31, 1997.
16. Service or labor charges do not apply in connection with:
 - a. Changes by business customers from Nevada Bell service to comparable Pacific Bell service in Sandy Valley, California through April 6, 2000.
 - b. Installment billing for individual business lines until March 19, 2000.

^{/1/} Where ISDN-BRI is unavailable five (5) Individual Line Measured Rate Business lines for use with customer provided, high speed modems in only distance learning applications.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.1 General (cont'd)****E. Regulations (cont'd)****17. Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines****a. Description**

Eligible business customers may qualify for a waiver of the nonrecurring Service Charge (NRC waiver), for the installation of each Measured Rate Business Service (see Guidebook Part 4, Section 2.) access line (access line), for up to a maximum of three access lines, if the customer agrees to retain the access lines for a period of 12 consecutive months (one year). The customer will also receive a waiver of the nonrecurring charges associated with the installation of certain optional features listed in c. following.

Eligible business customers are those customers who qualify as a "Winback" or "Win" customer. A "Winback" customer is a customer who has discontinued their business service with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier (CLC) operating within the Company's territory and who is now returning their service to the Company. A "Win" customer is a customer who established their service with a CLC operating within the Company's territory and now establishes their service with the Company. Winback and Win also includes customers who established service with a CLC that is an affiliate of the Company.

b. Regulations

- (1) The customer must agree to retain the 1-3 access lines for a minimum period of 12 consecutive months (one year).
- (2) Access lines eligible for the waiver include the following USOCs:
1MB++, 1MS++.
- (3) Foreign Exchange Service is not eligible for this NRC waiver.
- (4) The NRC waiver is not available on any business service or package that includes a waiver of nonrecurring charges.

(C)

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.1 General (cont'd)

E. Regulations (cont'd)

17. Win/Winback Access Lines NRC Waiver for Customers with 1-3 Lines (cont'd)

c. Eligible Options Features

Any of the following features ordered with the eligible access line will receive a waiver of the nonrecurring charges associated with the installation of those features.

Anonymous Call Rejection ^{/1}	Caller ID	Call Return
Calling Forwarding	Priority Ringing	Call Screen
Busy Call Forwarding	Intercom Plus	Call Trace
Busy Call Forwarding Extended	(D)	
Delayed Call Forwarding	Three Way Calling	Repeat Dialing
Select Call Forwarding	Call Waiting ID	Speed Calling 30
Call Transfer Disconnect	Call Waiting	Hunting
Remote Access to Call Forwarding		

d. Early Termination Charges

(1) Early Termination Charges will not be assessed if the customer retains at least one of the original lines ordered under this NRC waiver for the required 12 consecutive month period.

If the customer discontinues the business access line(s) prior to 12 months (one year), the customer will be billed 1/12 (one-twelfth) of the waived NRCs multiplied by the number of months remaining on the 12 month commitment. Partial months left on the commitment will be rounded to the nearest upward number. For example, if 5-1/2 months are left on the commitment, the number of months left will be rounded to 6 months.

(2) Early Termination Fees are not applicable if, during the 12 month term, the customer converts the access lines to a Company package with a term equal to or greater than the remaining term herein.

/1/ Frozen/Grandfathered for business customers: Anonymous Call Rejection effective October 31, 2012. (C)
See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)

1.1 General (cont'd)

E. Regulations (cont'd)

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1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.2 Access Lines (Primary and Extended Services)

A. Individual, Telephone Answering and Farmer Line Service

New and additional local service charges, each line

	<u>Service Charge</u>
- Answering line	\$67.21
- Individual Service ^{/1/}	67.21
- Farmer Line	67.21
- Individual line, AIS (Airport Intercommunicating Service)	67.21
- Toll terminal line	67.21

B. Trunk Line Service

New and additional local service charges, each trunk and extended area

- Basic trunk line service, , business or TAS (Telephone Answering Service)	67.21
- Assured Trunk line service	80.74
- Basic toll terminal trunk	67.21
- Assured Toll Terminal Trunk	80.74
- Concentrator/Identifier trunk - C.O.	655.44
- Concentrator/Identifier trunk - C.U.	702.93

C. Tie Line Service

New and additional -

Each leg of each tie line within the same exchange or same district area

- Between PBX and Centrex systems	473.06
- Between Centrex systems	473.06
- Between all Other	473.06

/1/ See Regulations, preceding.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.2 Access Lines (Primary and Extended Services) (cont'd)

	<u>Service Charge</u>
D. Foreign Exchange Services	
1. Foreign Exchange (FXS) or Foreign District Area Service (FDA of the same exchange only)	
a. Contiguous exchange, each line or trunk	
- Individual access line	351.94
- Answering line	351.94
- Trunk line service	270.72
- Trunk line service, TAS	270.72
- Centrex primary access line ^{/1}	322.97
- Toll terminal	351.94
- Tie line (FDA of same exchange only)	360.97

/1/ Plus Installation Charge for primary line as set forth Guidebook, Part 5, Section 1.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.2 Access Lines (Primary and Extended Services) (cont'd)

D. Foreign Exchange Services (cont'd)

1. Foreign Exchange (FXS) or Foreign District Area Service (FDA of the same exchange only) (cont'd)

	<u>Service Charge</u>
b. Noncontiguous exchange, each line or trunk	
- Individual access line	\$351.94
- Answering line	351.94
- Trunk line service	270.72
- Trunk line service, TAS	270.72
- Tie line (FDA of same exchange only)	550.95
- Centrex primary access line ^{/1/}	512.95
2. Foreign Prefix Service (FPS), of the same exchange	
a. Contiguous exchange	
- Each line	351.94
- Each PBX trunk line	270.72
b. Noncontiguous exchange	
- Each line or trunk	351.94
- Each PBX trunk line	270.72

/1/ Plus Installation Charge for primary line as set forth in Guidebook, Part 5, Section 1.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.2 Access Lines (Primary and Extended Services) (cont'd)

E. Extension Line Service^{/1/}

	<u>Service or Labor Charge</u>
1. On premises, or off premises in the same building ^{/2/,/4/}	\$ RR
2. Off premises, all services, continuous or noncontinuous property, same exchange or district area	
- Exchange services	455.96
- Centrex - different central office ^{/3/}	408.46
3. Off premises, all services, different exchange or district area, contiguous	
- Exchange services	455.96
- Centrex	408.46
4. Off premises, all services, different exchange or district area, noncontiguous	
- Exchange services	455.96
- Centrex	408.46

^{/1/} Refer to Guidebook, Part 8, Section 8 for mileage application.^{/2/} Labor charge.^{/3/} Refer to Guidebook, Part 5, Section 1 for off premises extensions served from the same central office.^{/4/} Guidebook, Part 3, Section 1 preceding.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)**1.2 Access Lines (Primary and Extended Services) (cont'd)****F. Secretarial Line Service**

	<u>Service Charge</u>
1. Single Wire Center	\$118.74
2. Multiple Wire Center	351.47

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.2 Access Lines (Primary and Extended Services) (cont'd)

G. Copt Service

	<u>Service Charge</u>
- Each COPT access line, with customer provided set	\$105.68
- Each COPT Coin Line, with customer provided set	118.74

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)**1.3 Service Enhancements For Access Lines****A. Premium Services**

	<u>Service Charge</u>
1. Integrated System Digital Network (ISDN)	
- per line ^{/2/}	RR
2. Custom Calling Services (Individual line services only)	
- New or change, per line ^{/1/}	\$5.70

/1/ Includes one or more features, except when Speed Calling-30 Code capacity is ordered on the same line with other custom calling feature(s), an additional charge of \$7.50 (I) or \$5.70 applies.

/2/ Rates and Charges as set forth in Guidebook, Part 17, Section 1 are applicable.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)

1.3 Service Enhancements For Access Lines (cont'd)

A. Premium Services (cont'd)

3. Remote Call Forwarding (RCF)

	<u>Service Charge</u>
a. First network access line equipped	
- one or more paths	\$5.70
b. Each subsequent network line equipped	
- one or more paths	5.70
c. Other change (including number change)	5.70

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)**1.3 Service Enhancements For Access Lines (cont'd)****B. Joint User Services and Night Terminal Listing**

	<u>Service Charge</u>
1. Joint User Services (All Services)	
- Each additional listing added or altered	\$6.65
2. Night Terminal Listing	
- Each additional listing added or altered	6.65

11. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)

1.3 Service Enhancements For Access Lines (cont'd)

C. Directory Services - All Services

	<u>Service Charge</u>
1. Each listing added or altered	
Additional Listing	
- All services	\$6.65
Other Listings (Line of Information, Reference, Cross Reference or combination)	
- All services	6.65
Non-published Service	
- Each	NO
Out of sequence caption listing	
- Each	6.65
Directory Assistance Listing Service	
- All services	6.65
2. Change in referral of calls	
- All services	28.50
D. Number Services ^{/1/}	
Each Personalized telephone number	
- All services	36.10

/1/ See Guidebook, Part 12, Section 1.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)**1.3 Service Enhancements For Access Lines (cont'd)****E. Quick Service Automatic Ordering System (Quickservice) And Web Ordering**

Established business customers ordering features through the Quickservice system or via online web ordering will not be charged the nonrecurring charge when ordering the services listed below.

	<u>Service Charge</u>
1. Custom Calling Services as follows:	
Caller ID	
Call Return ^{/1/}	
Call Screen ^{/1/}	
Call Forwarding ^{/1/}	
Call Waiting ^{/1/}	
Priority Ringing ^{/1/}	
Repeat Dialing	
Select Call Forwarding ^{/1/}	
Speed Calling ^{/1/}	
Three-Way Calling ^{/1/}	
Call Waiting ID ^{/1/}	
- New or Change, per Individual Line	NO
2. Unblock a blocked Usage Sensitive Custom Calling Service Line ^{/1/}	
- Per Individual Line	NO

/1/ No longer available via Quickservice on or after January 11, 2007. Customers may still use online web ordering.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (cont'd)

1.4 Special Billing - All Services

	<u>Service Charge</u>
a. Supersedure, each line	
- All services	\$6.65
b. Change in billing name, per account	
- All services	6.65
c. Consolidate, deconsolidate access line or trunk billing, each inward line or trunk	
- All services	6.65
d. Special billing arrangement for access line, each account	
- All services	6.65
e. 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
f. Returned check charge	
- Each	25.00
g. Change billing only, sectional billing	
- Each account affected ^{/1/}	6.65
h. Installment billing, business access line	
- Per Order	7.00

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

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS – BUSINESS SERVICES (Cont'd)

1.5 Late Payment Charge - All Products and Services

Each account^{/3/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$5.00 or more. (C)
The unpaid balance shall include all charges appearing on the bill except as stated in A2.1.9,D.

1.6 Move, Change, Rearrangement or Modification of Access Line and Other Miscellaneous Changes, All Services, Each Line or Trunk

	Service or Labor Charge
a. Temporary suspension of service by customer request (Full monthly rate billing)	
- All services ^{/4/}	\$28.50
b. Change class, type or grade of service ^{/1/}	
- All services	28.50
c. Restoral charge for temporarily suspended or partially or temporarily discontinued service (Utility initiated)	
- All services	38.00
d. Change between local and FXS service	
- Each access line or trunk ^{/2/}	RR
e. Change between services	
- All services ^{/2/}	RR

/1/ Except as shown in Guidebook, Part 3, Section 1., Regulations, preceding.

/2/ New service charge.

/3/ Also see Late Payment Charge, Schedule Cal.P.U.C. No. A2.1.1 and A2.1.9.

/4/ Temporary suspension of service is not applicable to COPT service.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)

1.6 Move, Change, Rearrangement or Modification of Access Line and Other Miscellaneous Changes, All Services, Each Line or Trunk (cont'd)

	Service or Labor Charge
f. Change from Company provided semipublic to individual line service	
- Each access line	28.50
g. Change telephone number by customer request	
- All services	28.50
h. Change between loop and ground start	
- All services	\$28.50
i. Central office modification of line, including hunting	
- All services	28.50
j. Wiring, cable or SNI at the Company'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
k. Other change charge	
- Business services ^{/1/}	RR
l. Retermine or rearrange a working line at and including the Company's demarcation point on the same or different premises in the same building	
- All services ^{/1/}	RR

/1/ Labor

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

/3/ Jack activation on existing line only.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)**1.6 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>
n. Change from Business service to COPT service, COPT Coin Line -Each access line	\$71.96
o. Direct Connection Service, each line Changes to Direct Connection Service - All services Remove from Direct Connection Service - All services	21.37 NO
p. 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: (1) No premises work is performed by the Company, (2) No central office work is performed by the Company, and (3) No facility design work is performed by the Company. - Business Services	23.75

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)

1.7 In Place Connection Charges

	<u>Charge</u>
- Each line reconnected at the Company's local loop demarcation point, all services except semi-public service ^{/1/}	\$RR
- Each in place jack associated with the access line excluding standard network interface at the Company's local loop demarcation point ^{/2/}	NO
- Each line reconnected for COPT service ^{/1/} , including COPT Coin Line	RR
- Each line reconnected for semipublic service where a telephone set is in place.	66.49

/1/ New service charge.

/2/ The customer is responsible for in place jacks, wire and associated labor.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)

1.8 Labor Charge^{/1/,/2/,/4/}

		Schedule 1	Labor Charge Schedule 2	Schedule 3
a.	Initial premises work charge - First 15 minutes or fraction thereof of billable work at or on the customer premises ^{/3/}	\$33.25	\$38.00	\$42.75
b.	Additional premises work charge - Each additional 15 minutes or fraction thereof of billable work at or on the premises	11.40	13.30	15.20

Schedule 1 is applicable to billable work performed during the Company's work day and work week as defined by the Company.

Schedule 2 is applicable to billable work performed at the customer's request outside the Company's work day and work week except Sundays and Holidays.

Schedule 3 is applicable to billable work performed on Sundays and holidays observed by the Company.

- /1/ Labor charges apply to billable work performed for the customer by the Company or a Company representative at the customer's request and not covered by other charges. The labor charge includes work preparation, actual work and cleanup. Billable time begins with customer notification at the customer's work site.
- /2/ Charges for equipment and service charges as shown in this and other tariff schedules may be applicable in addition to the labor charge.
- /3/ A visit charge in lieu of the initial premises work charge is applicable for exchange and private line services where a premises visit is made and service trouble is in the inside wire, jacks, or customer provided equipment. See Guidebook, Part 8, Section 8.
- /4/ The Company may perform work on the customer's side of the local loop demarcation point at the customer's request and expense.

1. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - BUSINESS SERVICES (cont'd)**1.9 NRC Win/Winback Waiver**

Business access line customers who currently do not have their service with the Company or who previously had their service with the Company, left the Company and established their service with another carrier and who now reestablish service with the Company will receive a waiver of the one time service charges (nonrecurring charges) associated with the 1) installation of all new business access lines, 2) hunting, and 3) all business custom calling services.

These nonrecurring charges will be waived under this offer on the business exchange access lines, hunting and features that the customer installs on their initial order (s) per location and on any subsequent order during the length of the term. Customers must agree to a minimum 24 month or greater term agreement.

The winback customer must not have had: 1) service disconnected for non-payment; or 2) any past due bills for regulated service owed to the Company. This offer cannot be combined with other business access lines and trunks Service and Equipment charge waivers or credit offers, and is not available on any business service or package that includes a waiver of nonrecurring charges. Foreign Exchange Service is not eligible for this NRC waiver offer.

If the customer cancels their service agreement at any time prior to the expiration of the service period set forth in their term agreement, the customer shall be responsible for all termination charges as described in their corresponding contract for these same eligible services and will pay full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

Effective January 15, 2012, customers who qualify and take advantage of this waiver will not be required to pay back the full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

(N)

In addition, for those customers, termination charges are not applicable if, during their term period:

- The customer converts to another AT&T business access line plan with a term equal to or greater than the time remaining on the term plan; or
- The customer converts to an upgraded technology with AT&T (i.e. network access lines to PBX trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause.

(N)

This offer is not available to customers who have local service with an affiliate of the Company.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES**2.1 General****A. Applicability**

This schedule contains specific charges for providing, moving, changing and rearranging access lines, and the enhancements thereof, associated with the following flat or measured local, extended, foreign exchange, foreign prefix or foreign district area services for residence exchange services

Access Lines:

answering line
Centrex dormitory service
farmer line
individual line

B. Territory

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES**2.1 General (cont'd)****C. Description**

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

D. Definitions^{/1/}

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.

Exchange Service

Line termination associated with residence access lines.

/1/ Some definitions are filed in Schedule Cal.P.U.C. No. A2.1.1.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES**2.1 General (cont'd)****D. Definitions^{/1/} (Cont'd)**

Labor Charge

A charge based on the amount of time required to perform the work requested by the customer.

Off Premises Extended Line

Extension of an access line to another premises of the same customer or to the premises of a different customer.

Out of Sequence Caption Listing

A listing under a caption heading where the customer requests the listing to be placed out of the Utility's normal sequence.

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.

Service Charge

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

Service Entrance

Entrance location of wire/cable in a building usually at the main building terminal at the MPOE, except as set forth in Schedule Cal.P.U.C. No. A2.

Service Connection Facility

Drop or service wire/cable and the point of connection with the distribution facilities to the standard network interface at the Utility's local loop demarcation point.

/1/ Some definitions are filed in Schedule Cal.P.U.C. No. A2.1.1.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES**2.1 General (cont'd)****E. Regulations**

1. Dual Element charges are intended to cover operating expenses incident to the establishment or change of telephone service and the connection of the service up to and including the Company's local loop demarcation point.
2. Dual Element charges are in addition to other charges and rates that may apply in this or other schedules.
3. A "new" dual element service charge applies to provide a "new" primary access line or extended service and the charge includes central office work, where necessary, and the termination of the line in a network interface at the Company's local loop demarcation point.

At the customer's request, the Company will terminate the requested service at points specified by the customer at the customer's expense.

4. Retermination

A retermination of a main service from one premises to another in the same or a different building will be considered a disconnection and new connection of that service and "new" dual element charges are applicable. A dual element labor charge applies to a retermination or rearrangement of an in service main access line at the Company's local loop demarcation point on the same customer premises or to a different premises in the same building, not to exceed the dual element charges for the installation of the same new main access line service. Monthly rate billing continues during the work procedure. If the customer wishes to avoid continuous monthly billing, the option of a disconnection and new connection of the service is available with associated new dual element charges as set forth in E.3. preceding.

Exception: Relocation of a main service to a different premises or address within the same building or continuous property when all of the following conditions are met: no premises work is performed by the Company, no central office work is performed by the Company, and no facility design work is performed by the Company. Refer to Guidebook, Part 3, Section 1 following.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES**2.1 General (cont'd)****E. Regulations (cont'd)**

5. Dual Element charges do not apply to Company initiated orders.
6. In-place connection charges are applicable as shown in Guidebook, Part 3, Section 1 following.
7. Dual Element charges apply to all requests by customers for changes in class, type or grade of service except as specifically exempted by this or other schedules.
8. Change in billing charges do not apply when only the billing name or address is changed.
9. Centrex dormitory service will be billed as residence service.
10. Dual element charges do not apply to a telephone number change:
 - a. as provided for in Schedule Cal.P.U.C. No. A2.1.17.
 - b. to provide Custom Calling Services, Commstar I^{/2/}, Commstar II^{/2/}, or Premiere Communications Systems Services, if the provision of these services can be made from the same central office from which the customer's existing service is provided. (C)
 - c. from a Personalized Telephone Number to a non-specific number, at the customer's request.
11. The Personalized Telephone Number service charge will not apply if a customer requests reassignment of a telephone number they have previously used, subject to availability and the following time limits:

Residence - 90 Days

12. The Personalized Telephone Number service charge will not apply to those customers subscribing to number referral service^{/1/}

/1/ See Schedule Guidebook, Part 11, Section 4.

/2/ Commstar I and Commstar II are Grandfathered services. See Part 20, Section 7 for details.

(N)

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES

2.1 General (cont'd)

E. Regulations (cont'd)

15. Service charges do not apply in connection with:

- a. Reserved
- b. Reserved

(C)
(C)
(D)

(D)

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES

2.1 General (cont'd)

E. Regulations (cont'd)

15. Service charges do not apply in connection with: (Cont'd)

c. Reserved

(C)

(D)

(D)

16. A service charge does not apply for a supersedure of a service on the same premises between members of an immediate family as shown in Definitions in Schedule Cal.P.U.C. No. A2.1.1.

17. The customer may be responsible for installation, change, retermination, rearrangement, line activation, jack activation, move or removal and maintenance of any inside wire and standard jack(s) conforming to Part 68, Subpart F, of the FCC's Rules and Regulations for residence exchange services.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.2 Access Lines (Primary and Extended Services)****A. Individual, Telephone Answering and Farmer Line Service**

New and additional local and extended area service charges, each line

	<u>Service Charge</u>	
- Answering line	\$67.21	
- Farmer line, flat rate	49.00	(D)
- Individual flat rate residence service ^{/1/}	49.00	
- Individual measured rate residence service ^{/1/}	49.00	

B. TRUNK LINE SERVICE

New and additional local and extended area service charges, each trunk

- Basic trunk line service, residence	67.21
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/1/ See regulations preceding.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.2 Access Lines (Primary and Extended Services) (cont'd)**

		<u>Service Charge</u>	
C. Centrex Dormitory Service			
- Each primary line ^{/1/}		\$ 49.00	(I)
D. Foreign Exchange Services			
1. Foreign Exchange (FXS) or Foreign District Area Service (FDA of the same exchange only)			
a. Contiguous exchange, each line or trunk			
- Individual service		478.28	
- Trunk line service		270.72	

/1/ Plus Installation Charge for primary line as set forth in Guidebook, Part 5, Section 1.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.2 Access Lines (Primary and Extended Services) (cont'd)****D. Foreign Exchange Services (cont'd)**

1. Foreign Exchange (FXS) or Foreign District Area Service (FDA of the same exchange only) (cont'd)

	<u>Service Charge</u>
b. Noncontiguous exchange, each line or trunk	
- Individual line service	\$478.28
- Trunk line service	270.72
2. Foreign Prefix Service (FPS), of the same exchange	
a. Contiguous exchange	
- Each line or trunk	478.28
b. Noncontiguous exchange	
- Each line or trunk	478.28

22. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.2 Access Lines (Primary and Extended Services) (cont'd)

E. Extension Line Service^{/1/}

	Service or Labor Charge
1. On premises, or off premises in the same building ^{/2/,/3/}	\$ RR
2. Off premises, all services, continuous or noncontinuous property, same exchange or district area	
- Exchange services	455.96
3. Off premises, all services, different exchange or district area, contiguous	
- Exchange services	455.96
4. Off premises, all services, different exchange or district area, noncontiguous	
- Exchange services	455.96

/1/ Refer to Guidebook, Part 8, Section 8 for mileage application.

/2/ Labor charge.

/3/ See Guidebook, Part 3, Section 1 preceding.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.2 Access Lines (Primary and Extended Services) (cont'd)

F. Secretarial Line Service

	<u>Service Charge</u>
1. Single Wire Center	\$118.74
2. Multiple Wire Center	351.47

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.3 Service Enhancements For Access Lines****A. Premium Services**

	<u>Service Charge</u>
1. Integrated System Digital Network (ISDN) - per line ^{/2/}	RR
2. Custom Calling Services (Individual line services only) - New or change, per line ^{/1/}	\$7.50

/1/ Includes one or more features, except when Speed Calling-30 Code capacity is ordered on the same line with other custom calling feature(s), an additional charge of \$7.50 or \$5.70 applies.

/2/ Rates and Charges as set forth in Guidebook, Part 17, Section 1 are applicable.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.3 Service Enhancements For Access Lines (cont'd)****A. Premium Services (cont'd)**

3. Remote Call Forwarding (RCF)

	<u>Service Charge</u>
a. First network access line equipped	
- one or more paths	\$7.50
b. Each subsequent network line equipped	
- one or more paths	7.50
c. Other change (including number change)	
- per line	7.50

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.3 Service Enhancements For Access Lines (cont'd)

B. Directory Services - All Services

	<u>Service Charge</u>
1. Each listing added or altered, and Additional Listing	
- Each change	\$4.75
- Other Listings (Line of Information, Reference, Cross Reference or combination)	4.75
- Non-published Service - each	NO
- Out of sequence caption listing - each	6.65
- Directory Assistance Listing Service	4.75
2. Change in referral of calls	
- Residence Service	19.00
C. Number Services ^{/1/}	
- Each Personalized telephone number	25.00

/1/ See Guidebook, Part 4, Section 5.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)**2.3 Service Enhancements For Access Lines (cont'd)****D. Quick Service Automatic Ordering System (Quickservice) and Web Ordering**

Established residence customers ordering features through the Quickservice system or via online web ordering will not be charged the nonrecurring charge when ordering the following services:

	<u>Service Charge</u>
1. Custom Calling Services as follows:	
Caller ID	
Call Return ^{/1/}	
Call Screen ^{/1/}	
Call Forwarding ^{/1/}	
Call Waiting ^{/1v}	
Priority Ringing ^{/1/}	
Repeat Dialing ¹	
Select Call Forwarding ^{/1/}	
Speed Calling ^{/1/}	
Three-Way Calling ^{/1/}	
Call Waiting ID ^{/1/}	
- New or Change, per Individual Line	NO
2. Unblock a blocked Usage Sensitive Custom Calling Service Line ¹	
- Per Individual Line	NO

/1/ No longer available via Quickservice on or after January 11, 2007. Customers may still use online web ordering.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.4 Special Billing - All Services

	<u>Service Charge</u>
a. Supersedure	
- Each line	\$10.00
b. Change in billing name	
- Per account	10.00
c. Consolidate, deconsolidate access line or trunk billing	
- Each inward line or trunk	10.00
d. Special billing arrangement for access line	
- Each account	10.00
e. Reverse positions, between off and on premises	
- With central office work, each line	19.00
- Without central office work, each line	10.00
f. Returned check charge	
- Each	25.00
g. Change billing only, sectional billing	
- Each account affected ¹	6.65

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

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.5 Late Payment Charge - All Products and Services

Each account^{/3/}

\$6.50 plus 0.01% shall apply monthly on any unpaid live balance of \$5.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in Schedule Cal. P.U.C. No. A2.1.9, D. (C)

2.6 Move, Change, Rearrangement or Modification of Access Line and Other Miscellaneous Changes, All Services, Each Line or Trunk

	Service or Labor Charge
a. Temporary suspension of service by customer request (Full monthly rate billing)	
- Each service	\$35.00
b. Change class, type or grade of service ^{/1/}	
- Each service	14.25
c. Restoral charge for temporarily suspended or partially or temporarily discontinued service (Company initiated)	
- Each line	25.00
d. Change between local and FXS service ^{/2/}	
- Each access line or trunk	RR
e. Change between services	
- Each line ^{/2/}	RR
f. Change from Company provided semipublic to individual line service	
- Each access line	28.50
g. Change telephone number by customer request	
- Each line	25.00

/1/ Except as shown in Guidebook, Part 3, Section 1, Regulations, preceding.

/2/ New service charge.

/3/ Also see Late Payment Charge, Schedule Cal.P.U.C. No. A2.1.1 and A2.1.9.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.6 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>
h. Change between loop and ground start	
- All services	\$35.00
i. Central office modification of line, including hunting	
- Per each line arrangement	35.00
j. Wiring, cable or SNI at the Company's local loop demarcation point ^{/2/}	
- Install, rearrange, change, reterminiate, move or remove network terminating wire or cable ^{/1/}	RR
- Install, rearrange, change, reterminiate, activate, move or remove standard network interface or additional terminations of existing access lines ^{/1/}	RR
k. Other change charge	
- Each line ^{/1/}	RR
l. Reterminiate or rearrange a working line at and including the Company's demarcation point on the same or different premises in the same building	
- All services ^{/2/}	RR

/1/ Labor

/2/ See 2.8, following.

(C)

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.6 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>
n. Change from Residence service to COPT service, COPT Coin Line	
- Each access line	\$71.96
o. Direct Connection Service, each line Changes to Direct Connection Service	
- All services	21.37
Remove from Direct Connection Service	
- All services	NO
p. 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:	
1. No premises work is performed by the Company, 2. No central office work is performed by the Company, and 3. No facility design work is performed by the Company.	
- Each service changed	NO

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.7 In Place Connection Charges

	<u>Service Charge</u>
- Each line reconnected at the Company's local loop demarcation point ^{/1/}	RR
- Each in place jack associated with the access line excluding standard network interface at the Company's local loop demarcation point ^{/2/}	NO

/1/ New service charge.

/2/ The customer is responsible for in place jacks, wire and associated labor.

2. CHARGES FOR ACCESS LINES, LABOR AND SERVICE ENHANCEMENTS - RESIDENCE SERVICES (cont'd)

2.8 Labor Charge^{/1/,/2/,/4/}

		Schedule 1	Labor Charge Schedule 2	Schedule 3
a.	Initial premises work charge - First 15 minutes or fraction thereof of billable work at or on the customer premises ^{/3/}	\$33.25	\$38.00	\$42.75
b.	Additional premises work charge - Each additional 15 minutes or fraction thereof of billable work at or on the premises	11.40	13.30	15.20

Schedule 1 is applicable to billable work performed during the Company's work day and work week as defined by the Company.

Schedule 2 is applicable to billable work performed at the customer's request outside the Company's work day and work week except Sundays and Holidays.

Schedule 3 is applicable to billable work performed on Sundays and holidays observed by the Company.

- /1/ Labor charges apply to billable work performed for the customer by the Company or a Company representative at the customer's request and not covered by other charges or Inside Wire Per Month Plan (WirePro). The labor charge includes work preparation, actual work and cleanup. Billable time begins with customer notification at the customer's work site.
- /2/ Charges for equipment and service charges as shown in this and other tariff schedules may be applicable in addition to the labor charge.
- /3/ A visit charge in lieu of the initial premises work charge is applicable for exchange and private line services where a premises visit is made and service trouble is in the inside wire, jacks, or customer provided equipment. Refer to Guidebook, Part 8, Section 8.
- /4/ The Company may perform work on the customer's side of the local loop demarcation point at the customer's request and expense.
- /5/ Charges for deregulated work may apply.