

**1 800 SERVICE<sup>1</sup>****A. GENERAL****1. Applicability**

Applicable to intrastate intraService Area furnished or made available over facilities wholly within or partly within the State of California, by AT&T California hereinafter referred to as the Company.

**2. Description**

- a. 800 Service can be provisioned on a dedicated access line arranged to allow incoming calls from a specific subscription area, at no charge to the calling party.

**3. Regulations**

- a. Applicants for service may be required to make an advance payment at the time of application, equal to the installation charges, if applicable, and the rate for one month for the service desired.

The amount of the advance payment is credited to the customer's account as applying to any indebtedness for the service furnished.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2.

8.1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## b. Allowance For Interruptions

An allowance for interruptions applies to each 800 Service access line as set forth in (1) through (3) following:

- (1) When a line is interrupted for a period of less than 2 hours, no credit applies.
- (2) When a line is interrupted for a period of 2 to 24 hours, and for each additional 24 hour period, a credit of one day, per 24 hour period as covered in j. following applies.
- (3) No credit allowances will be made for:
  - Non-completion of messages due to busy network conditions.
  - Interruption of service due to customer provided equipment or systems.
  - Interruption of service due to wire or standard jacks on the customer's side of the Company's local loop demarcation point.
  - Interruption of service due to the negligence of the customer.
  - Interruption of service during any period in which the Company is not afforded access to the facilities at its local loop demarcation point.
  - Interruption of service during any period when the customer has released the access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## c. Applications

Applications for new service, moves or changes of existing service that are cancelled, modified or deferred by the applicant or customer, shall be subject to those provisions shown in Schedule Cal.P.U.C. No. A2.1.3.

## d. Area of Service

All 800 Service access lines and additional terminations must be located in the same Service Area for which the access line is arranged.

## e. Chargeable Time (Timing of Messages)

- (1) Chargeable time begins when connection is established between a telephone station associated with the access line and the calling or called station.
- (2) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- (3) Charges for messages beginning in one time period and completing in another time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
- (4) Elapsed time is measured separately for each message and accumulated in increments of one-tenth minute with fractions of a tenth-minute rounded to the next higher tenth minute. Minutes and tenths of minute are summed by rate period and chargeable hours determined rounded to the nearest tenth of hour.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## f. Customer Provided Equipment

Customer provided equipment or protective circuitry may be connected at the Company's local loop demarcation point to 800 Service in accordance with provisions of the California Public Utilities Commission's Certification Program or of the Federal Communications Commission's Registration Program as are now in effect or may become effective. The customer provided equipment shall be interconnected in accordance with the General Provisions and applicable rates as set forth in Guidebook, Part 8, Section 8.

## g. Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the existence of Company facilities on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company.

## h. Denial and Discontinuance of Service

Service to applicants may be denied and service of customers may be discontinued in accordance with the provisions of Schedule Cal.P.U.C. No. A2.1.11., Discontinuance and Restoration of Service.

## i. Deposits

An applicant for service may be required to make a deposit in accordance with requirements of Schedule Cal.P.U.C. No. A2.1.7, Advance Payments and Deposits, as shown for business service.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## j. Fractional Periods (Other than Usage)

The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.

For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.

## k. Reserved

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## 1. Indemnity

The Company shall be indemnified and saved harmless by the customer against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

## m. Limitations of Service

## (1) Dial-Type Service

800 Service calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion.

## (2) Reserved

## (3) Reserved

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## n. Maintenance and Repairs

All ordinary expense of maintenance and repair of facilities provided by the Company up to and including its local loop demarcation point is borne by the Company. In case of damage to or destruction of facilities of the Company due to the negligence of the customer and not to ordinary wear and tear, or in the case of theft of such facilities, the customer is responsible for the cost of replacing the facilities destroyed or stolen or for the cost of restoring the facility to its original condition. Customers may not rearrange, disconnect, remove or attempt to repair any facilities installed by the Company on the Company's side of the local loop demarcation point or permit others to do so, except upon the written consent of the Company.

NOTE 1: Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## o. Minimum Service Period

The minimum service period for 800 Service is one day.

## p. Payment for Service

The customer is required to pay all rates and charges for service in accordance with the Company's regular billing and collection practices as covered in Schedule Cal.P.U.C. No. A2.1.9.

## q. Power Supply

When Company equipment installed on the premises of a customer requires power for its operation, the customer is required to provide such power.

## r. Subscription Area

- (1) Each 800 Service access line for Metro, Service Area, Half State and Full State is arranged for one subscription area, as requested by the customer. Specific subscription areas available are in 8.1.1,B.5; 8.1.2,B.1.c.; and 8.1.4,B.2. following.
- (2) Rate centers and central office codes for each Service Area must be found in Guidebook, Part 9, Section 2. Message Toll Telephone Service - Toll Rate Guide for the State of California.

/1/: Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2



1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## s. Service Components (Facilities)

800 Service is furnished only if the necessary service components are available.

## t. Reserved

## u. Set-Up Charge

On Metro, Service Area, Half State and Full State 800 service all messages will be billed a Set-Up Charge as shown in Rates and Charges, 8.1.1, 8.1.2, and 8.1.4 following. Northern California Half State, Southern California Half State, Full State and Universal 800 bills with a minimum of 100 hours usage in a monthly billing period are not assessed the set-up charge as shown in 8.1.2,C.2.b.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## v. Transmission Quality

Satisfactory transmission cannot be assured on the customer's side of the Company's local loop demarcation point where the dedicated access line is connected to other Company services or to customer provided cable, wire, equipment or services.

## w. Use Of The Service By The Customer

The service is provided only for communications in which the customer has direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by them from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others, including personal communications of employees of the customer.

## x. Reserved

## y. Reserved

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## z. 800 Service Terminations

The terminating point of a dedicated access line is a network interface. One termination is the dedicated access line. Such terminations must be within the same LATA as the original termination point.

Terminal equipment, e.g., customer provided multiline terminating systems or a communication system on the customer's premises, may be connected on the customer's side of the network interface.

## (2) The dedicated access line may also terminate in one of the following:

- Switching equipment in the Company central office.
- Other Common Carrier (OCC) Central Office Connecting Facility (COCF) channels in the Company central office.

## aa. Subscription Area Changes

## (1) Change between subscription areas:

- Service Charges (Conversion and/or Change Charges) are applicable as specified in Guidebook, Part 3, Section 1

## (2) Change from a subscription area Universal 800 Service:

- New service charges apply as specified in Guidebook, Part 10, Section 1 and Guidebook, Part 8, Section 8

NOTE 1: Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## ab. Four Wire Terminating Arrangement

## (1) Provision of Four Wire Terminating Arrangements

- Four wire terminating arrangements on dedicated lines, USOC 4WF, may be provided at Rates and Charges shown in Guidebook, Part 8, Section 8 up to and including the Company's local loop demarcation point. This charge is in addition to the access line monthly rate and applies to each access line so arranged.
- In addition to the rates and charges preceding, the access line installation charge, as shown in Guidebook, Part 10, Section 1 applies to each access line so arranged.

## (2) Change To or From Four Wire Terminating Arrangement

- From a two wire access line to a four wire terminating arrangement at the Company's local loop demarcation point, the charge for each arrangement is the same as that for a new installation of an access line and a four wire terminating arrangement. This charge applies to each access line so arranged.
- From a four wire terminating arrangement to a two wire access line up to and including the Company's local loop demarcation point, the charge for each access line is the same as that for a new installation on an access line.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## ac. Hunting Rearrangement

Service Charges (Conversion and/or Change Charges), as shown in Guidebook, Part 3, Section 1 apply to:

- (1) Separating an existing 800 Service group into two or more hunting arrangements which contain the same 800 Service access lines as the original hunting arrangement, and a new hunting arrangement is being established.
- (2) Combining two or more 800 Service hunting arrangements containing the same 800 Service access lines.

## ad. Signaling

## (1) Signaling Operation Changes

Change of method of signaling operation on the access line from loop start to ground start or from ground start to loop start. (These terms refer to the method of obtaining dial tone.)

See Guidebook, Part 3, Section 1

## (2) Signal Power Level Adjustments

## Basis for Charge

- Work associated with acoustic or inductive connection of an access line or additional termination (access line extension) up to and including the Company's local loop demarcation point.
  - Customer changes equipment at a specified location.
  - Visit to the customer's premises by Company personnel is needed to coordinate the necessary adjustments and testing up to and including the Company's local loop demarcation point.
- (3) All wire, cable, jacks, and equipment beyond the Company's local loop demarcation point are the customer's responsibility.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

8.1 800 SERVICE<sup>1</sup> (cont'd)

B. DESCRIPTION

1. 800 Service Customer

The 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access line(s) associated with the 800 number at no charge to the calling party.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

C. REGULATIONS

1. Area Of Service

a. An 800 Service message must originate and terminate in the 800 Service Subscription Area for which the 800 Service access line is arranged.

b. Metro 800 Service access lines are provided for intraService Area only 800 Service calling. The Metro 800 Service offering is limited to the following service areas:

(1) Northern California  
Service Area #1 (San Francisco)

(2) Southern California  
Service Area #5 (Los Angeles)

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

8.1 800 SERVICE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 1. Area of Service (cont'd)

- c. Service Area 800 is offered in all LATAs.
- d. Subscription Area

California has the following 800 Service Subscription Areas:

Metro 800

Service Area 800: Service Areas 1-10

Cal. No. Half State: Service Areas 1-4,8-10

Cal. So. Half State: Service Areas 5-7

Full State: All of the above NPAs.

Universal 800: Allows intraService Area, and access to an IEC 800 service facilities.

## 2. Denial and Discontinuance of Service

800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without injurious effects upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any customer, without incurring any liability, if the use of the service would interfere with any service rendered by the Company. In the case of a termination of service, at least five days must elapse following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause. This notice need not be given by the Company in the case of any emergency which, in the judgement of the Company renders immediate discontinuance of service advisable.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2



1      800 SERVICE<sup>1</sup> (cont'd)

C.      REGULATIONS (cont'd)

3.      Directory Listings

Directory Listings for 800 Service lines will be provided at rates applicable for business additional listings as covered in Guidebook, Part 12, Section 1

4.      Hunting Service

The rate for each 800 Service Line arranged for hunting service will be as set forth in Guidebook, Part 6, Section 9

5.      Number Referral Service

Number Referral Service for 800 Service will be provided as shown in Guidebook, Part 11, Section 4 with the following limitation:

Number referral service for 800 Service cannot be extended beyond one year.

6.      Calling Party Identification

Calling party identification is not available on 800 service.

NOTE 1: Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 7. Impairment of Service

- a. An 800 Service customer must subscribe to and make use of a sufficient number of access lines so that use of the service does not interfere with another customer's service or proper operation of the public switched network.
- b. Any arrangement permitting customer control of the number of messages completed to an 800 Service access line is not permitted.

## 8. Rate Periods

Rates applicable to 800 service are based on the time of day or day of week as follows:

RATE GROUP

Northern California Half State, Southern California Half State, Full State,  
Metro, Service Area and Universal 800

Business Day Period

- 9:00 a.m. to 9:00 p.m.<sup>2</sup> Monday through Friday

Discount Period

- All other hours
- Calls completed on any Holiday listed in Guidebook, Part 9, Section 1 are billed at Discount Period rates.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

/2/ To, but not including.

1 800 SERVICE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 9. Rate Structure

- a. The usage rate structure for 800 Service is on a fixed rate per hour basis with a reduced rate for Discount Period. A reduced Business Day Period Rate is also applied to Northern California Half State, Southern California Half State, Full State and Universal 800 bills with a minimum of 100 hours usage in a monthly billing period.
- b. Monthly usage charges for a service group are computed on a total usage basis according to a fixed schedule. There is no minimum monthly usage charge. See Rates and Charges, C. following.
- c. This schedule requires a separate monthly charge for each access line in a service group independent of usage.
- d. For Half State, Full State, Metro, Service Area and Universal 800 in addition to the charges described preceding, a Set-Up charge described in C.2.b. following applies to each message, whether dialed by a caller or the Company operator as provided in 8.1,A.3.m. preceding, Limitations of Service, Northern California Half State, Southern California Half State, Full State and Universal 800 bills with a minimum of 100 hours usage in a monthly billing period are not assessed the set-up charge as shown in C.2.b. following.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## C/ REGULATIONS (cont'd)

## 10. Remote Call Forwarding

Remote Call Forwarding Service, as shown in Guidebook, Part 7, Section 4 may be arranged to forward calls to an 800 Service as follows:

- a. The charge for 800 Service usage is at the appropriate rate as specified in 800 Service Rates and Charges following. This charge applies for the portion of the call from the call forwarding location to the 800 Service station. It is applicable to all calls forwarded. The call forwarding location will be considered the originating station for determining the 800 Service subscription.
- b. The monthly rate and nonrecurring charge for Remote Call Forwarding is as set forth in Guidebook, Part 7, Section 4 in Rates, Charges and Regulations and in the exchanges listed.

## 11. Service Group

The term "Service Group" as used in connection with 800 Service, denotes the access lines for the same subscription area arranged in central office equipment furnished by the Company as part of a given hunting arrangement. (The term "hunting arrangement" denotes a grouping of 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

## 12. Telephone Numbers

## a. Telephone Number Change

When changing an 800 Service telephone number to a different number at the request of the customer, service charges (conversion and/or change charges) are applicable as specified in Guidebook, Part 3, Section `

## b. Telephone Number Retention

Customers may retain the same 800 Service telephone number when moving to another location.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1 800 SERVICE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 13. Usage Charges

Method of determining usage charges for Half State, Full State, Metro, Service Area and Universal 800 service:

- a. Determine the total actual hours to be billed for each rate period for each service group.
- b. Determine the chargeable hours rounded to the nearest tenth (one decimal place).
- c. Determine the total usage charge per line by multiplying the hourly rate for the appropriate rate period (Business Day and/or Discount) by the number of hours used in each rate period and then totaling these charges. The applicable hourly rate for Northern California Half State, Southern California Half State, Full State or Universal 800 is dependent upon whether or not the minimum requirement of 100 hours of usage in a monthly billing period has been met.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1. 800 SERVICE<sup>/1/</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 14. Optional Features on a Dedicated 800 Service Line

- a. The following optional features available with Centrex service may be arranged with the specific associated restrictions for use in conjunction with 800 Service.

- (1) Call Pick-Up
- (2) Call Transfer  
(to another Station line in the same Centrex)
- (3) Call Forwarding - Don't Answer  
(to another Station line in the same Centrex)
- (4) Call Forwarding - Variable Limited  
(forward calls only within the Centrex)

Descriptions, special conditions, charges and rates as set forth in Guidebook, Part 5, Section 1 apply.

- b. The following optional features available with COMMSTAR I or II<sup>/2/</sup> service, may be arranged with the specific associated restrictions, for use in conjunction with 800 Service. (C)

- (1) Call Pick-Up
- (2) Call Transfer  
(to another line in the same COMMSTAR I or II)
- (3) Busy Delay Call Forwarding  
(to another line in the same COMMSTAR I or II)
- (4) Call Forwarding  
(forward calls only within the COMMSTAR I or II)

Descriptions, special conditions, charges and rates as set forth in Guidebook, Part 7, Section apply.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2.

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

(N)

1. 800 SERVICE<sup>1</sup> (cont'd)

C. REGULATIONS (cont'd)

15. Pay Telephone Use Charge

In addition to all other charges for Custom 8 in this tariff schedule, a Pay Telephone use charge will apply to each coinless call which the Company can identify as placed from a Pay Telephone.

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1. 800 SERVICE<sup>1</sup> (cont'd)

D. RATES AND CHARGES

800 Service served by the Company will be provided within the same Service Area as the customer location.

1. Reserved

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2



1. 800 SERVICE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

800 Service served by the Company will be provided within the same Service Area as the customer location.

## 2. Rates

## a. Dedicated 800 Service Access Line

	<u>MONTHLY RATE</u>	<u>USOC</u>
Access line, each: <sup>2</sup>		
- Northern Cal. - Half State	\$ 19.00	W2A++
- Southern Cal. - Half State	19.00	W3A++
- Full State	19.00	W4A++
- Metro, Northern Cal.	19.00	W5A++
- Metro, Southern Cal.	19.00	W6A++
- Universal 800	19.00	W7A++
- Service Area 800	19.00	W8A++

## b. 800 Service Access Line (Primary and Extended Service)

- Each line, Service Area, Half State, Full State	\$170.00
- Each line, 800 Service, Metro, Half State, Full State, Service Area 800 on dedicated lines	164.33
- Each line - 800 Service, Universal	66.49
- Each line - Custom 800 on business lines	28.50
- Each line - Custom 800 on dedicated line	66.49

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

/2/ For four wire terminating arrangement option see 8.1.A.3,ab. preceding.

1. 800 SERVICE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Usage Charges

a. Hours of Usage<sup>2</sup>

The hourly rate applies to the actual use of the access lines within a service group rounded to the nearest tenth of an hour<sup>3</sup>

Messages placed on any of the holidays listed in Guidebook, Part 9, Section 1 are rated in the discount period following.

Rate GroupRate Period

- Monday thru Friday, 9:00 a.m. to 9:00 p.m.<sup>4</sup>
- Discount Period, All Other Hours

1  
2

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

/2/ Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

/3/ See B.11 preceding.

/4/ To, but not including.

1. 800 SERVICE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

3. Usage Charges<sup>2</sup>b. Subscription Area

	RATE GROUP <sup>3</sup>	
	1	2
- Northern or Southern Cal. Half State		
- bills with less than 100 hours, per hour	\$ 9.64	\$ 4.90
- bills with a minimum of 100 hours, per hour	7.75	4.90
- Full State Or Universal 800		
- bills with less than 100 hours, per hour	9.64	4.90
- bills with a minimum of 100 hours, per hour	7.75	4.90
- Metro, So. Cal. Half State, No. Cal. Half State, per hour	9.64	4.90
- Service Area 800, per hour	9.64	4.90

## 4. Payphone Usage Charge (see Guidebook, Part 4, Section 2)

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

/2/ See B.11. preceding.

/3/ Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

1. 800 SERVICE<sup>1</sup> (cont'd)

## E. ANCILLARY SERVICES

## 1. ACCESS LINE

Installation charges for 800 Service access lines are listed in 8.1.2.C. preceding and Guidebook, Part 8, Section 8.

## 2. ADDITIONAL TERMINATIONS

## a. Reserved

## b. Additional terminations (formerly called Access Line Extensions) are provided only within the same Service Area in California as that in which the access line terminates.

## c. Rates and Charges

## (1). Additional line terminations, same service between different premises on noncontinuous property.

## (a) Reserved

## (b) Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- each line	\$ 9.50	\$ 1.75	WTS++
- each channel termination	170.03	18.36	1LLWP

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

1. 800 SERVICE<sup>1</sup> (cont'd)

E. ANCILLARY SERVICES (cont'd)

2. ADDITIONAL TERMINATIONS(cont'd)

c. Rates and Charges (cont'd)

(2). Interwire center line mileage rate for each two-point line or each two-point section of a multipoint line, rate per airline mile between wire centers per month.

(a) Reserved

(b) Rates

(1) Channel Mileage (USOC: 1L5XX)

<u>Mileage Band</u>	<u>Fixed</u>	<u>Per Mile</u>
0	None	None
Over 0	\$23.75	\$2.06

/1/ Frozen/Grandfathered effective August 1, 2007. See Guidebook, Part 2, Section 2

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>/1/</sup> (C)

## A. GENERAL

## 1. Applicability

This tariff contains general regulations related to Custom 8. These general regulations are in addition to specific conditions and regulations contained in the particular schedule(s) listed below unless otherwise indicated.

Guidebook, Part 10, Section 1  
800 Service

Limited Offering Service. Existing Custom 8 services will continue to be furnished to existing customers. The Utility will not provide new service. Customers may change their Point-to-Number (PTN) on their existing CUSTOM 8 service but cannot make any other change to their service.

## 2. Description

- a. The Utility will provide Custom 8 Toll-Free Services (hereinafter described as Custom 8) in conjunction with an Interexchange Carrier using a business line, a dedicated access line or a residence line. The Company will provide the intraService area portion and the Interexchange carrier will provide the interService area portion. The access line will be owned by the Company.
- b. Custom 8 Service can be provisioned on any business line, PBX trunk, business answering line, secretarial line, answering service line, Centrex, Commstar I or II<sup>/3/</sup> line or any residential line.<sup>/2/</sup> Custom 8 service and usage charges will be in addition to the applicable charges for line and trunk service. (C)  
(C)

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1

/2/ Custom 8 may also be provisioned on an access line billed to a third party if the third party has given their consent. The third party access line must be purchased from the Exchange tariff.

/3/ Commstar I and Commstar II are Grandfathered services. See Part 20, Section 7 for details. (N)

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations

## a. Limitations of Service

## (1) Local Directory Assistance

Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Custom 8 is provisioned on a regular business line or a residential line.

## b. Subscription Area

Service for Custom 8 may be arranged to accommodate one or more service areas.

## c. Set-up Charge

No set-up charge will apply to Custom 8.

## d. Service Charges

## (1) Change from Metro, Half State, Full State, or Service Area 800 to Custom 8.

- Service charges are applicable as shown in 8.1.2,C. preceding, 8.3.1,C. following and Guidebook, Part 3, Section 1.

## e. Responsible Organization (RespOrg)

Custom 8 service allows the customer to select a RespOrg. The customer may select the Company or another company to act as the customer's RespOrg. When the customer selects another company to be the RespOrg, the Company will work with that RespOrg to ensure that the customer's Custom 8 service is designed and maintained appropriately.

## f. Resellers

RespOrg rules for resellers are the same as for retail customers (e. preceding). The reseller must use the Utility as the intraLATA provider of Custom 8 service.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## B. DESCRIPTION

## 1. Custom 8 Toll-Free Services

Custom 8 Toll-Free Services (hereinafter described as Custom 8) is an 8XX service that provides line termination to a residential line. Custom 8 permits the residential subscriber to terminate their Custom 8 service on a residential line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the residence line terminates. Service from other service areas must be provided by a participating long distance carrier.

## C. REGULATIONS

## 1. Area of Service

a. Custom 8 is offered in all LATAs.

b. Subscription Area

Service Areas<sup>2</sup> (LATAs) 1-10; area code, area code and prefix<sup>3</sup> within the State of California.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ Multiple Service Areas (LATAs) may be ordered when an 8XX Service Provider who is an Interexchange Carrier (IEC) provides interService area service. Where another 800 Service Provider arranges for the service, the non-recurring charges of the 800 Service Provider apply and not the non-recurring charges of the Company. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Utility or the 800 Service Provider arranges the service as provided for in the tariffs.

/3/ Prefix information will not be available from non-equal access end offices including those of some local exchange carriers (LECs).



2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 2. Rate Period

Rates applicable to Custom 8 are based on the time of day or day of week as follows:

RATE GROUPCUSTOM 8Business Day Period

- 8:00 a.m. to 5:00 p.m.<sup>2</sup> Monday through Friday

Evening Period

- 5:00 p.m. to 11:00 p.m.<sup>2</sup> Monday through Friday

Night/Weekend Period

- 11:00 p.m. to 8:00 a.m.<sup>2</sup> Monday through Friday, weekends and calls completed on any holiday listed in Guidebook, Part 9, Section 1

## 3. Usage Charges

## a. Method of determining usage charges for Custom 8:

- (1) Determine the total actual hours to be billed for each rate period for each rate group.
- (2) Determine the chargeable hours rounded to the nearest thousandth (three decimal places).
- (3) The sum of the total hours in each rate period will determine the appropriate rate band to be applied.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/: To, but not including.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features on Custom 8

## a. The following optional features are available with Custom 8

## (1) Call Handling and Destination Features

This feature allows the subscriber to select routing options as to how their Custom 8 calls are routed based on where the Custom 8 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed:

- by time of day
- by day of week
- originating area code, area code and prefix,<sup>2</sup>  
or Service Area
- specific date (within the next 12 months)
- allocation to terminating location by percentage of  
calls
- multiple carriers

## (a) Primary Routing Arrangement

Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which his Custom 8 calls should be routed under normal business conditions. The subscriber may request the Company make changes in the primary routing arrangement as normal service updates on a regular business basis.

## (b) Alternate Routing Arrangement

Call handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Company, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1  
/2/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

2. CUSTOM 8 TOLL FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features with CUSTOM 8 (cont'd)

## a. The following optional features are available with Custom 8 (cont'd)

(2) Call Data Sample<sup>2</sup>

This feature allows the subscriber to obtain sampled information about the calls originated and/or terminated to the subscriber's Custom 8 number.<sup>3</sup> The subscriber can select the basis for the Call Data Sample from the parameters identified below:

- sample size 1%-100%
- specific 8XX numbers dialed
- geographic locations of where calls originate  
NPA/Area Code/Area code and prefix<sup>4</sup>
- time of day calls were made
- date of calls
- number of calls within your subscription area
- number of call attempts from outside your subscription area
- percentage of calls completed
- duration of calls
- identification of carrier used to route a call
- duration of sample period: 1 day minimum; 30 days maximum

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1  
/2/ Initial establishment of the Call Data Sample report is free of charge. Subsequent copies charged as shown in 8.1.1, C.4.(b) and 4.(c)(2) following. Similar information is available free of charge through Call Detail.

/3/ Call data may not be available when calls originate from some local exchange carriers' (LECs') territory.

/4/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>/1/</sup> (cont'd)

C. REGULATIONS (cont'd)

4. Optional Features with CUSTOM 8 (cont'd)

(3) Call Data Summary Reports

Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.

(4) Raw Data Call Sample Reports

Raw data collected in the Call Data Sample is available on paper or electronic format<sup>/3/</sup>. (C)

(5) Custom 8 may be offered to a customer through a Sales Agency Program as set forth in Schedule Cal.P.U.C. No. A2.1.1, Rule 1 - Definition of Terms.

(6) Custom 8 Directory Assistance Listing<sup>/2/</sup>

Custom 8 subscribers may list their Custom 8 numbers in the AT&T 800 Directory Assistance Service (1-800-555-1212) through the Company.

(7) Reserved

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1

/2/ The AT&T 800 Directory Assistance operator will provide the Custom 8 number listing when the calling party's NPA corresponds to the NPA(s) in the Custom 8 customer's subscription area.

/3/ 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. (N)  
Electronic formats and means are subject to change. (N)

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (Cont'd)

C. REGULATIONS (Cont'd)

4. Optional Features with CUSTOM 8 (Cont'd)

(8) Custom 8 Digital Data

Provides the capability to allow data calls to a Custom 8 number originating or terminating on a Company SDS56 or Integrated Services Digital Network (Centrex ISDN, SDS ISDN, Home ISDN, or Primary Rate ISDN) line.

5. Pay Telephone Use Charge

In addition to all other charges for Custom 8 in this Guidebook schedule, a Pay Telephone Use Charge will apply to each coinless call which the Company can identify as placed from a Pay Telephone.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (Cont'd)

## D. RATES AND CHARGES (Cont'd)

	<u>Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Rates			
a. Custom 8 on a Residential Line			
- Custom 8, per CUSTOM 8 number	\$19.00	\$4.75	W8R+T

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

D. RATES AND CHARGES (cont'd)

2. Usage Charges

Usage charges apply to intraService Area inward 8XX calls placed over a specified line described in C.2. preceding.

a. Set up Charge

CHARGE

- Per completed message on CUSTOM 8

NO

b. Hours of Usage<sup>2</sup>

Usage charges are based on time of day, day of week and total hours used in the billing period. The sum of hours in all three rate periods determines the applicable usage threshold level. The applicable rates apply to all CUSTOM 8 service associated with a specific telephone number, rounded to the nearest one-tenth of an hour.

Rate Group

Rate Period

- Monday thru Friday, 8:00 a.m. to 5:00 p.m.<sup>3</sup>
- Monday thru Friday, 5:00 p.m. to 11:00 p.m.<sup>3</sup>
- Monday thru Friday, Weekends and Holidays listed in Schedule Cal.P.U.C. No. A6.2.1 11:00 p.m. to 8:00 a.m.<sup>3</sup>

1  
2  
3

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.  
/2/ Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.  
/3/ To, but not including.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Usage Charges (cont'd)

## b. Hours of Usage (cont'd)

## (1) Rates

<u>CUSTOM 8</u>	<u>Usage Thresholds</u>	<u>Rate Group B<sup>2</sup></u>		
		<u>1</u>	<u>2</u>	<u>3</u>
- Custom 8, per hour	less than 10 hrs.	\$11.40	\$7.77	\$6.22
	minimum 10 hrs.	9.60	7.77	6.22
	minimum 25 hrs.	8.55	7.77	6.22
	minimum 50 hrs.	7.80	7.77	6.22
	minimum 100 hrs.	7.20	7.20	6.22
	minimum 150 hrs.	6.75	6.23	6.22
	minimum 250 hrs.	6.45	6.19	6.19
	minimum 500 hrs.	6.15	6.15	6.15
	minimum 1,000 hrs.	5.85	5.85	5.85
	minimum 1,750 hrs.	5.55	5.55	5.55
	minimum 2,500 hrs.	5.25	5.25	5.25
	minimum 3,500 hrs.	5.10	5.10	5.10
	minimum 5,000 hrs.	5.10	5.10	5.10

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1  
 /2/ The sum of the total hours in each rate period will determine the appropriate rate group to be applied.



2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Optional features on CUSTOM 8

## a. Rates

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1)	Call Handling and Destination Feature - Initial establishment of routing arrangement			
	- per Custom 8 number	\$ 142.49	NO	VCH
	Change requested in routing arrangement <sup>2</sup>			
	- per Custom 8 number	94.99	NO	CCH
	Alternate Routing arrangement/update			
	- Per Custom 8 number	NO	NO	VEM
(2)	Call Data Sample - Initial establishment of sample			
	- Per order	NO	NO	VDR
	- Subsequent copies, per order	142.49	NO	VDR
(3)	Call Data Summary Reports – Copies of the Report			
	- Per copy	47.50	NO	VSR

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.  
/2/ Changes may be made as normal service updates (same as change charge) on a regular business basis.

2. CUSTOM 8 TOLL-FREE SERVICES – RESIDENCE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Optional features on CUSTOM 8 (cont'd)

## a. Rates (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
(4) Raw Data Call Sample - Reports				
Copies of the Report				
- Per copy				
- Paper copies	\$ 47.50	NO	VRP	
- Electronic format <sup>/2/</sup>	142.49	NO	VRM	(C)
(5) Custom 8 Directory Assistance Listing				
- Per Custom 8 number/California	NO	\$12.50	DLC8	
- Per Custom 8 number/Nationwide	NO	25.00	DLUS	
4. Pay Telephone Use Charge - per call		\$0.24		

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. following.

/2/ 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)

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>/1/</sup> (C)

## A. GENERAL

## 1. Applicability

This tariff contains general regulations related to Custom 8. These general regulations are in addition to specific conditions and regulations contained in the particular schedule(s) listed below unless otherwise indicated.

Guidebook, Part 10, Section 1.

## 8.1 800 Service

## 8.1.2 800 Service

Limited Offering Service. Existing Custom 8 services will continue to be furnished to existing customer. The Utility is not obligated to provide new service. Customers may change their Point-to-Number (PTN) on their existing Custom 8 service but cannot make any other change to their service.

## 2. Description

- a. The Company will provide Custom 8 Toll-Free Services (hereinafter described as Custom 8) in conjunction with an Interexchange Carrier using a business line, a dedicated access line or a residence line. The Company will provide the intraService area portion and the Interexchange carrier will provide the interService area portion. The access line will be owned by the Company.
- b. Custom 8 Service can be provisioned on any business line, PBX trunk, business answering line, secretarial line, answering service line, Centrex, Commstar I or II<sup>/3/</sup> line.<sup>/2/</sup> Custom 8 service and usage charges will be in addition to the applicable charges for line and trunk service. (C)

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1, preceding.

/2/ Custom 8 may also be provisioned on an access line billed to a third party if the third party has given their consent. The third party access line must be purchased from the Exchange Guidebook.

/3/ Commstar I and Commstar II are Grandfathered services. See Part 20, Section 7 for details. (N)

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations

## a. Limitations of Service

## (1) Local Directory Assistance

Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Custom 8 is provisioned on a regular business line or a residential line.

## b. Subscription Area

Service for Custom 8 may be arranged to accommodate one or more service areas.

## c. Set-up Charge

No set-up charge will apply to Custom 8.

## d. Service Charges

## (1) Change from Metro, Half State, Full State, or Service Area 800 to Custom 8.

- Service charges are applicable as shown in Guidebook, Part 10, Section 1; Part 3, Section 1.

## e. Responsible Organization (RespOrg)

Custom 8 service allows the customer to select a RespOrg. The customer may select the Company or another company to act as the customer's RespOrg. When the customer selects another company to be the RespOrg, the Company will work with that RespOrg to ensure that the customer's Custom 8 service is designed and maintained appropriately.

## f. Resellers

RespOrg rules for resellers are the same as for retail customers (e. preceding). The reseller must use the Utility as the intraLATA provider of Custom 8 service.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## B. DESCRIPTION

## 1. Custom 8 Toll-Free Services

Custom 8 Toll-Free Services (hereinafter described as Custom 8) is an 8XX service that provides two line termination options: a regular business line, a dedicated access line. Custom 8 permits the business subscriber to terminate their Custom 8 service on a business line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the business line or dedicated access line terminates. Service from other service areas must be provided by a participating long distance carrier.

## C. REGULATIONS

## 1. Area of Service

- a. Custom 8 is offered in all LATAs.
- b. Subscription Area

Service Areas<sup>2</sup> (LATAs) 1-10; area code; area code and prefix<sup>3</sup>  
within the State of California.

- /1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.
- /2/ Multiple Service Areas (LATAs) may be ordered when an 8XX Service Provider who is an Interexchange Carrier (IEC) provides interService area service. Where another 800 Service Provider arranges for the service, the non-recurring charges of the 800 Service Provider apply and not the non-recurring charges of the Company. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Company or the 800 Service Provider arranges the service as provided for in the tariffs or Guidebooks.
- /3/ Prefix information will not be available from non equal access end offices including those of some local exchange carriers (LECs).

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 2. Rate Period

Rates applicable to Custom 8 are based on the time of day or day of week as follows:

RATE GROUPCUSTOM 8Business Day Period

- 8:00 a.m. to 5:00 p.m.<sup>2</sup> Monday through Friday

Evening Period

- 5:00 p.m. to 11:00 p.m.<sup>2</sup> Monday through Friday

Night/Weekend Period

- 11:00 p.m. to 8:00 a.m.<sup>2</sup> Monday through Friday, weekends and calls completed on any holiday listed in Guidebook, Part 9, Section 1.

## 3. Usage Charges

## a. Method of determining usage charges for Custom 8:

- (1) Determine the total actual hours to be billed for each rate period for each rate group.
- (2) Determine the chargeable hours rounded to the nearest thousandth (three decimal places).
- (3) The sum of the total hours in each rate period will determine the appropriate rate band to be applied.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.  
/2/ To, but not including.

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features on Custom 8

## a. The following optional features are available with Custom 8

## (1) Call Handling and Destination Features

This feature allows the subscriber to select routing options as to how their Custom 8 calls are routed based on where the Custom 8 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed:

- by time of day
- by day of week
- originating area code, area code and prefix<sup>2</sup>,  
or Service Area
- specific date (within the next 12 months)
- allocation to terminating location by percentage of  
calls
- multiple carriers

## (a) Primary Routing Arrangement

Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which his Custom 8 calls should be routed under normal business conditions. The subscriber may request the Company make changes in the primary routing arrangement as normal service updates on a regular business basis.

## (b) Alternate Routing Arrangement

Call handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Company, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1.  
/2/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features with Custom 8 (cont'd)

## a. The following optional features are available with Custom 8 (cont'd)

(2) Call Data Sample<sup>2</sup>

This feature allows the subscriber to obtain sampled information about the calls originated and/or terminated to the subscriber's Custom 8 number.<sup>3</sup> The subscriber can select the basis for the Call Data Sample from the parameters identified below:

- sample size 1%-100%
- specific 8XX numbers dialed
- geographic locations of where calls originate  
NPA/Area Code/Area code and prefix<sup>4</sup>
- time of day calls were made
- date of calls
- number of calls within your subscription area
- number of call attempts from outside your subscription  
area
- percentage of calls completed
- duration of calls
- identification of carrier used to route a call
- duration of sample period: 1 day minimum; 30 days maximum

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding

/2/ Initial establishment of the Call Data Sample report is free of charge. Subsequent copies charged as shown in 8.2.1,C.4.(a)(2) preceding. Similar information is available free of charge through Call Detail.

/3/ Call data may not be available when calls originate from some local exchange carriers' (LECs') territory.

/4/ Prefix information will not be available from non equal access end office including those of some local exchange carriers (LECs).



3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>/1/</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features with Custom 8 (cont'd)

## a. The following optional features are available with Custom 8 (cont'd)

## (3) Call Data Summary Reports

Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.

## (4) Raw Data Call Sample Reports

Raw data collected in the Call Data Sample is available on paper or electronic format. (C)

## (5) Custom 8 may be offered to a customer through a Sales Agency Program as set forth in Schedule Cal.P.U.C. No. A2.1.1, Rule 1 - Definition of Terms.

(6) Custom 8 Directory Assistance Listing<sup>/2/</sup>

Custom 8 subscribers may list their Custom 8 numbers in the AT&T 800 Directory Assistance Service (1-800-555-1212) through the Company.

## (7) Billing Account Group (BAG) - Business

This feature provides an individual Custom 8 business customer, with multiple Custom 8 accounts, the ability to aggregate their 8XX usage across accounts in order to attain a lower hourly billing rate, yet still receive individual bills at the original account levels. Where service is provided and billed to the same single business customer, usage amounts can be combined for up to 250 designated Custom 8 billing accounts. The total usage across all accounts in the Billing Account Group will determine the appropriate Custom 8 hourly rate. This rate will be applied against the usage associated with each individual billing account. The Custom 8 business customer may establish a control account as the single point of contact for authorization of billing telephone number changes, additions and deletions.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ The AT&T 800 Directory Assistance operator will provide the Custom 8 number listing when the calling party's NPA corresponds to the NPA(s) in the Custom 8 customer's subscription area.

/3/ 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)

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features With Custom 8 (cont'd)

## a. The following optional features are available with Custom 8 (cont'd)

## (8) Custom 8 Digital Data

Provides the capability to allow data calls to a Custom 8 number originating or terminating on a Company SDS56 or Integrated Services Digital Network (Centrex ISDN, SDS ISDN Home ISDN, or Primary Rate ISDN) line.

## (9) Custom 8 Enhanced Call Detail Reports

This feature allows a Custom 8 customer to obtain on-line<sup>2</sup> call detail information. These reports will be available only where facilities are available.

## 5. Pay Telephone Use Charge

In addition to all other charges for Custom 8 in this Guidebook schedule, a Pay Telephone Use charge will apply to each coinless call which the Company can identify as placed from a payphone.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ The customer must have and maintain internet service.

**3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>/1/</sup> (cont'd)****D. RATES AND CHARGES****1. Rates**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Custom 8 on a Regular Business Line <sup>/2/</sup>			
- Custom 8, per CUSTOM 8 number		\$70.00 (I)	W8B+T
b. Dedicated Access Line			
- Custom 8, per line	\$66.49 <sup>/3/</sup>	19.00	W8B++
c. Custom 8 Digital Data		NA	DGTL8

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ Monthly Rate waived when customer concurrently subscribes to VPP plan and after one hour of usage for CUSTOM 8 on Regular Business Line.

/3/ Applies only to subsequent orders after initial order.

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 2. Usage Charges

Usage charges apply to intraService Area inward 8XX calls placed over a specified line described in C.1. preceding.

## a. Set up Charge

CHARGE

- Per completed message on Custom 8

NO

b. Hours of Usage<sup>2</sup>

Usage charges are based on time of day, day of week and total hours used in the billing period. The sum of hours in all three rate periods determines the applicable usage threshold level. The applicable rates apply to all CUSTOM 8 service associated with a specific telephone number, rounded to the nearest one-tenth of an hour.

Rate GroupRate Period

- Monday thru Friday, 8:00 a.m. to 5:00 p.m.<sup>3</sup>
- Monday thru Friday, 5:00 p.m. to 11:00 p.m.<sup>3</sup>
- Monday thru Friday, Weekends and Holidays  
listed in Guidebook, Part 9, Section 1  
11:00 p.m. to 8:00 a.m.<sup>2</sup>

1

2

3

- /1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.
- /2/ Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
- /3/ To, but not including.

**3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>/1/</sup> (cont'd)****D. RATES AND CHARGES (cont'd)****2. Usage Charges (cont'd)****b. Hours of Usage (cont'd)****(1) Rates**

<u>CUSTOM 8</u>	<u>Usage Thresholds</u>	<u>Rate Group B<sup>/2/</sup></u>		
		<u>1</u>	<u>2</u>	<u>3</u>
- Custom 8, per hour	less than 10 hrs.	\$27.50	\$27.50	\$27.50
	minimum 10 hrs.	27.50	27.50	27.50
	minimum 25 hrs.	27.50	27.50	27.50
	minimum 50 hrs.	27.50	27.50	27.50
	minimum 100 hrs.	27.50	27.50	27.50
	minimum 150 hrs.	27.50	27.50	27.50
	minimum 250 hrs.	27.50	27.50	27.50
	minimum 500 hrs.	27.50	27.50	27.50
	minimum 1,000 hrs.	27.50	27.50	27.50
	minimum 1,750 hrs.	27.50	27.50	27.50
	minimum 2,500 hrs.	27.50	27.50	27.50
	minimum 3,500 hrs.	27.50	27.50	27.50
	minimum 5,000 hrs.	27.50	27.50	27.50

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ The sum of the total hours in each rate period will determine the appropriate rate group to be applied.

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Optional features on CUSTOM 8

## a. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Call Handling and Destination Feature - Initial establishment of routing arrangement			
- Per Custom 8 number	\$ 142.49	NO	VCH
Change requested in routing arrangement <sup>2</sup>			
- Per Custom 8 number	94.99	NO	CCH
Alternate Routing arrangement/update			
- Per Custom 8 number	NO	NO	VEM
(2) Call Data Sample - Initial establishment of sample			
- Per order	NO	NO	VDR
- Subsequent copies, per order	142.49	NO	VDR
(3) Call Data Summary - Reports			
Copies of the Report			
- Per copy	47.50	NO	VSR

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Changes may be made as normal service updates (same as change charge) on a regular business basis.

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Optional features on Custom 8 (cont'd)

## a. Rates (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(4) Raw Data Call Sample Reports - Copies of the Report			
- Per copy			
- Paper copies	\$ 47.50	NO	VRP
- Electronic format <sup>/2/</sup>	142.49	NOI	VRM (C)
(5) Custom 8 Directory Assistance Listing			
- Per Custom 8 number/California	NO	\$ 12.50	NDLC8
- Per Custom 8 number/Nationwide	NO	25.00	NDLUS
(6) Billing Account Group (BAG)			
- Per BAG control account	NO	NO	CBGCA
- Per individual Custom 8 account	9.50	7.12	CBG

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. preceding.

/2/ 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)

3. CUSTOM 8 TOLL-FREE SERVICES – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 3. Optional features on Custom 8 (cont'd)

## a. Rates (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(7) Custom 8 Enhanced Call Detail Reports			
- Set up charge	\$237.48	NO	
- Tiered pricing for Custom 8 numbers			
1-10	NO	142.49	ECDR1
11-50	NO	759.93	ECDR2
51-150	NO	2,374.78	ECDR3
151-300	NO	5,509.48	ECDR4
301 and up	NO	7,124.33	ECDR5
- One time report (per custom 8 number)	47.50	NO	ECDRR
- Changes in:			
- Primary billed Custom 8 number	RR	NO	
- Re-referenced secondary			
- Custom 8 number	6.65	NO	ECDRS
- Custom 8 number added to an existing			
- Call detail report arrangement	6.65	NO	ECDRS
b. Pay Telephone Use Charge per call		\$0.24	

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. preceding.



4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup>

## A. GENERAL

## 1. Applicability

This Guidebook contains general regulations related to Easy 8. These general regulations are in addition to specific conditions and regulations contained in the particular schedule(s) listed below unless otherwise indicated.

Guidebook, Part 10, Section 1

Limited Offering Service. Existing Easy 8 services will continue to be furnished to existing customer. The Company is not obligated to provide new service. Customers may change their Point-to-Number (PTN) on their existing Easy 8 service but cannot make any other change to their service.

## 2. Description

- a. The Company will provide Easy 8 Toll-Free Service (hereinafter described as Easy 8) using a residence line. The Company will provide the intraservice area portion service. Service from other service areas must be provided by a participating long distance carrier. The access line will be owned by the Company.
- b. Easy 8 can be provisioned on any residential line<sup>2</sup>. Easy 8 service and usage charges will be in addition to the applicable charges for line and trunk service.

## 3. Regulations

## a. Limitations of Service

Local Directory Assistance

Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Easy 8 is provisioned on a residential line.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Easy 8 may also be provisioned on an access line billed to a third party if the third party has given their consent. The third party access line must be purchased from the exchange Guidebook.

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## A. GENERAL (cont'd)

## 3. Regulations (cont'd)

## b. Subscription Area

Service for Easy 8 may be arranged to accommodate one or more service areas.

## c. Set-up Charge

No set-up charge will apply to Easy 8.

## d. Service Charges

Change to or from Custom 8 and Easy 8

- Service charges are applicable as shown in Guidebook, Part 10, Section 1 and Part 3, Section 1.

## e. Responsible Organization (RespOrg)

Easy 8 service allows the customer to select a RespOrg. The customer may select the Company or another company to act as the customer's RespOrg. When the customer selects another company to be the RespOrg, the Company will work with that RespOrg to ensure that the customer's Easy 8 service is designed and maintained appropriately.

## f. Resellers

RespOrg rules for resellers are the same as for retail customers (e. preceding). The reseller must use the Company as the intraLATA provider of Easy 8 service.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## B. DESCRIPTION

## 1. Easy 8 Toll-Free Service

Easy 8 Toll-Free Service (hereinafter described as Easy 8) is an 8XX Service that provides line termination to a residential line. Easy 8 permits the residential subscriber to terminate their Easy 8 service on an residential line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the residence line terminates. Service from other service areas must be provided by a participating long distance carrier.

## C. REGULATIONS

## 1. Area of Service

a. Easy 8 is offered in all LATAs.

b. Subscription Area

Service Areas<sup>2</sup> (LATAs) 1-10; area code; area code and prefix<sup>3</sup> within the State of California.

## 2. Rate Period

Rates applicable to Easy 8 are for all hours, all days of the week.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Multiple Service Areas (LATAs) may be ordered when an 8XX Service Provider who is an Interexchange Carrier (IEC) provides interService area service. Where another 800 Service Provider arranges for the service, the nonrecurring charges of the 800 Service Provider apply and not the nonrecurring charges of the Company. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Company or the 800 Service Provider arranges the service as provided for in the tariffs or Guidebook.

/3/ Prefix information will not be available from non-equal access end offices including those of some local exchange carriers (LECs).

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 3. Usage Charges

## a. Method of determining usage charges for Easy 8:

- (1) All hours, all days of the week are rated as shown in C. following.
- (2) All calls will have a minimum 30 second MATR. Each Easy 8 call is charged in one second increments with a 30 second MATR.

## 4. Optional Features on Easy 8

## a. The following optional features are available with Easy 8:

## (1) Call Handling and Destination Features

This feature allows the subscriber to select routing options as to how their Easy 8 calls are routed based on where the Easy 8 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed:

- by time of day
- by day of week
- originating area code, area code and prefix,<sup>2</sup> or Service Area
- specific date (within the next 12 months)
- allocation to terminating location by percentage of calls
- multiple carriers

## (a) Primary Routing Arrangement

Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which the Easy 8 calls should be routed under normal business conditions. The subscriber may request the Company make changes in the primary routing arrangement as normal service updates on a regular business basis.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## C. REGULATION (cont'd)

## 4. Optional Features on Easy 8 (cont'd)

## a. The following optional features are available with Easy 8: (cont'd)

## (1) Call Handling and Destination Features (cont'd)

## (b) Alternate Routing Arrangement

Call handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Company, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

(2) Call Data Sample<sup>2</sup>

This feature allows the subscriber to obtain sampled information about the calls originated and/or terminated to the subscriber's Easy 8 number.<sup>3</sup> The subscriber can select the basis for the Call Data Sample from the parameters identified below:

- sample size 1%-100%
- specific 8XX numbers dialed
- geographic locations of where calls originate  
NPA/Area Code/Area code and prefix<sup>4</sup>
- time of day calls were made
- date of calls
- number of calls within your subscription area
- number of call attempts from outside your subscription area
- percentage of calls completed
- duration of calls
- identification of carrier used to route a call
- duration of sample period: 1 day minimum; 30 days maximum

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ Initial establishment of the Call Data Sample report is free of charge. Subsequent copies charged as shown in C.1.f.(2) following. Similar information is available free of charge through Call Detail.

/3/ Call data may not be available when calls originate from some local exchange carriers' (LECs') territory.

/4/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

4 EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>/1/</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features on Easy 8 (cont'd)

## a. The following optional features are available with Easy 8: (cont'd)

## (3) Call Data Summary Reports

Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.

## (4) Raw Data Call Sample Reports

Raw data collected in the Call Data Sample is available on paper or electronic format<sup>/3/</sup>. (C)

## (5) Easy 8 may be offered to a customer through a Sales Agency Program as set forth in Schedule Cal.P.U.C. No. A2.1.1, Rule 1 - Definition of Terms.

(6) Easy 8 Directory Assistance Listing<sup>/2/</sup>

Easy 8 subscribers may list their Easy 8 numbers in the AT&T 800 Directory Assistance Service (1-800-555-1212) through the Company.

## (7) Easy 8 Digital Data

Provides the capability to allow data calls to an Easy 8 number originating or terminating on a Company SDS56 or Integrated Services Digital Network (Centrex ISDN, SDS ISDN, Personal ISDN or Primary Rate ISDN) line.

## 5. Pay Telephone Use Charge

In addition to all other charges for Easy 8 in this Guidebook schedule, a Pay Telephone Use Charge will apply to each coinless call which the Company can identify as placed from a pay telephone.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ The AT&T 800 Directory Assistance operator will provide the Easy 8 number listing when the calling party's NPA corresponds to the NPA(s) in the Easy 8 customer's subscription area.

/3/ 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)

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES

## 1. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Easy 8 on a Residential Line			
- Per Easy 8 number	\$19.00	\$5.00	CEASY
b. Charge to change from/to Easy 8 and Custom 8			
- First change	None	None	None
- Subsequent changes <sup>2</sup>	10.00	None	SBA
c. Usage Charges			
		<u>Per Minute</u>	
- Easy 8, all hours, all days of the week		\$0.10	
d. Easy 8 Digital Data	NA	NA	DGTL8

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, part 10, Section 1 preceding.

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

4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 1. Rates (cont'd)

## e. Usage Charges

Usage charges apply to intraService Area inward 8XX calls placed over a specified line described in C.2.c. following.

## (1) Set up Charge

Charge

- Per completed message on Easy 8

NO

## (2) Hours of Usage

(a) All hours, all days of the week are rated as shown in C.2.c. following.

(b) All calls will have a minimum 30 second MATR.

## f. Optional features on Easy 8

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Call Handling and Destination Feature Initial establishment of routing arrangement - Per Easy 8 number	\$ 142.49	NO	VCH
Change requested in routing arrangement <sup>2</sup> - Per Easy 8 number	94.99	NO	CCH
Alternate Routing arrangement/update - Per Easy 8 number	NO	NO	VEM

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ Changes may be made as normal service updates (same as change charge) on a regular business basis.



4. EASY 8 TOLL-FREE SERVICE – RESIDENCE<sup>/1/</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 1. Rates (cont'd)

## f. Optional features on EASY 8 (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
(2) Call Data Sample - Initial establishment of sample				
- Per order	NO	NO	VDR	
- Subsequent copies, per order	\$142.49	NO	VDR	
(3) Call Data Summary Reports - Copies of the Report				
- Per copy	47.50	NO	VSR	
(4) Raw Data Call Sample Reports - Copies of the Report				
- Per copy	47.50	NO	VRP	
- Paper copies	142.49	NO	VRM	(C)
- Electronic format <sup>/2/</sup>				
(5) Easy 8 Directory Assistance Listing				
- Per Easy 8 number/California	NO	\$12.50	NDLC8	
- Per Easy 8 number/Nationwide	NO	25.00	NDLUS	
g. Pay Telephone Use Charge - per call		\$0.24		

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ 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)

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup>

## A. GENERAL

## 1. Applicability

This Guidebook contains general regulations related to Easy 8. These general regulations are in addition to specific conditions and regulations contained in the particular schedule(s) listed below unless otherwise indicated.

Guidebook, Part 10, Section 1.

Limited Offering Service. Existing Easy 8 services will continue to be furnished to existing customer. The Company is not obligated to provide new service. Customers may change their Point-to-Number (PTN) on their existing Easy 8 service but cannot make any other change to their service.

## 2. Description

- a. The Company will provide Easy 8 Toll-Free Service (hereinafter described as Easy 8) using a regular business line. The Company will provide the intraservice area portion service. Service from other service areas must be provided by a participating long distance carrier. The access line will be owned by the Company.
- b. Easy 8 can be provisioned on any business line<sup>2</sup>. Easy 8 service and usage charges will be in addition to the applicable charges for line and trunk service.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Easy 8 may also be provisioned on an access line billed to a third party if the third party has given their consent. The third party access line must be purchased from the exchange Guidebook.

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)
- A. GENERAL (cont'd)
3. Regulations
- a. Limitations of Service
- Local Directory Assistance
- Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Easy 8 is provisioned on a regular business line.
- b. Subscription Area
- Service for Easy 8 may be arranged to accommodate one or more service areas.
- c. Set-up Charge
- No set-up charge will apply to Easy 8.
- d. Service Charges
- Change to or from Custom 8 and Easy 8
- Service charges are applicable as shown in C.1.e.(1) following and Guidebook, Part 3, Section 1.
- e. Responsible Organization (RespOrg)
- Easy 8 service allows the customer to select a RespOrg. The customer may select the Company or another company to act as the customer's RespOrg. When the customer selects another company to be the RespOrg, the Company will work with that RespOrg to ensure that the customer's Easy 8 service is designed and maintained appropriately.
- f. Resellers
- RespOrg rules for resellers are the same as for retail customers (e. preceding). The reseller must use the Company as the intraLATA provider of Easy 8 service.
- /1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. preceding.

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)

## B. DESCRIPTION

## 1. Easy 8

Easy 8 Toll-Free Service (hereinafter described as Easy 8) is an 8XX Service that provides line termination to a regular business line. Easy 8 permits the business subscriber to terminate their Easy 8 service on a regular business line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the business line terminates. Service from other service areas must be provided by a participating long distance carrier.

## C. REGULATIONS

## 1. Area of Service

a. Easy 8 is offered in all LATAs.

b. Subscription Area

Service Areas<sup>2</sup> (LATAs) 1-10; area code; area code and prefix<sup>3</sup> within the State of California.

## 2. Rate Period

Rates applicable to Easy 8 are for all hours, all days of the week.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Multiple Service Areas (LATAs) may be ordered when an 8XX Service Provider who is an Interexchange Carrier (IEC) provides interService area service. Where another 800 Service Provider arranges for the service, the nonrecurring charges of the 800 Service Provider apply and not the nonrecurring charges of the Company. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Company or the 800 Service Provider arranges the service as provided for in the tariffs or Guidebook.

/3/ Prefix information will not be available from non equal access end offices including those of some local exchange carriers (LECs).

5 EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 3. Usage Charges

## a. Method of determining usage charges for Easy 8:

- (1) All hours, all days of the week are rated as shown in 7.5.1 following.
- (2) All calls will have a minimum 30 second MATR. Each Easy 8 call is charged in one second increments with a 30 second MATR.

## 4. Optional Features on Easy 8

## a. The following optional features are available with Easy 8

## (1) Call Handling and Destination Features

This feature allows the subscriber to select routing options as to how their Easy 8 calls are routed based on where the Easy 8 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed:

- by time of day
- by day of week
- originating area code, area code and prefix,<sup>2</sup> or Service Area
- specific date (within the next 12 months)
- allocation to terminating location by percentage of calls
- multiple carriers

## (a) Primary Routing Arrangement

Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which his Easy 8 calls should be routed under normal business conditions. The subscriber may request the Company make changes in the primary routing arrangement as normal service updates on a regular business basis.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.  
/2/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)

## C. REGULATIONS (cont'd)

## 4. Optional Features with Easy 8 (cont'd)

## a. The following optional features are available with Easy 8: (cont'd)

## (1) Call Handling and Destination Features (cont'd)

## (b) Alternate Routing Arrangement

Call Handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Company, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

(2) Call Data Sample<sup>2</sup>

This feature allows the subscriber to obtain sampled information about the calls originated and/or terminated to the subscriber's Easy 8 number.<sup>3</sup> The subscriber can select the basis for the Call Data Sample from the parameters identified below:

- sample size 1%-100%
- specific 8XX numbers dialed
- geographic locations of where calls originate  
NPA/Area Code/Area code and prefix<sup>4</sup>
- time of day calls were made
- date of calls
- number of calls within your subscription area
- number of call attempts from outside your subscription area
- percentage of calls completed
- duration of calls
- identification of carrier used to route a call
- duration of sample period: 1 day minimum; 30 days maximum

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. preceding.

/2/ Initial establishment of the Call Data Sample report is free of charge. Subsequent copies charged as shown in C.1.(c)(2) following. Similar information is available free of charge through Call Detail.

/3/ Call data may not be available when calls originate from some local exchange carriers' (LECs') territory.

/4/ Prefix information will not be available from non-equal access end office including those of some local exchange carriers (LECs).

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>/1/</sup> (cont'd)

## B. REGULATIONS (cont'd)

## 4. Optional Features with Easy 8 (cont'd)

## a. The following optional features are available with Easy 8 (cont'd)

## (3) Call Data Summary Reports

Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.

## (4) Raw Data Call Sample Reports

Raw data collected in the Call Data Sample is available on paper or electronic format<sup>/3/</sup>. (C)

## (5) Easy 8 may be offered to a customer through a Sales Agency Program as set forth in Schedule Cal.P.U.C. No. A2.1.1, Rule 1 - Definition of Terms.

(6) Easy 8 Directory Assistance Listing<sup>2</sup>

EASY 8 subscribers may list their Easy 8 numbers in the AT&T 800 Directory Assistance Service (1-800-555-1212) through the Company.

## (7) Easy 8 Digital Data

Provides the capability to allow data calls to an EASY 8 number originating or terminating on a Company SDS56 or Integrated Services Digital Network (Centrex ISDN, SDS ISDN, Personal ISDN, or Primary Rate ISDN) line.

## 5. Pay Telephone Use Charge

In addition to all other charges for Easy 8 in this Guidebook schedule, a Pay Telephone Use Charge will apply to each coinless call which the Company can identify as placed from a pay phone.

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ The AT&T 800 Directory Assistance operator will provide the Easy 8 number listing when the calling party's NPA corresponds to the NPA(s) in the Easy 8 customer's subscription area.

/3/ 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)

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES

## 1. Rates

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a.	Easy 8 on a Regular Business Line			
	- Per line	None	\$5.00	CEASY
	- First change	None	None	None
	- Subsequent Changes	RR <sup>2</sup>	None	None
b.	Usage Charges			
	Minutes of Usage			
			<u>Per Minute</u>	
	- Easy 8, all hours, all days of the week		\$0.10	
c.	Easy 8 Digital Data	NA	NA	DGTL8

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1. preceding.

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



5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>1</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 1. Rates (cont'd)

## d. Usage Charges

Usage charges apply to intraService Area inward 8XX calls placed over a specified line described in b. preceding.

## (1) Set up Charge

CHARGE

- Per completed message on Easy 8

NO

## (2) Hours of Usage

(a) All hours, all days of the week are rated as shown in 1.b. preceding.

(b) All calls will have a minimum 30 second MATR.

## e. Optional features on Easy 8

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Call Handling and Destination Feature - Initial establishment of routing arrangement			
- Per Easy 8 number	\$ 142.49	NO	VCH
Change requested in routing arrangement <sup>2</sup>			
- Per Easy 8 number	94.99	NO	CCH
Alternate Routing arrangement/update			
- Per Easy 8 number	NO	NO	VEM

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ Changes may be made as normal service updates (same as change charge) on a regular business basis.

5. EASY 8 TOLL-FREE SERVICE – BUSINESS<sup>/1/</sup> (cont'd)

## D. RATES AND CHARGES (cont'd)

## 1. Rates (cont'd)

## e. Optional features on EASY 8 (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Call Data Sample - Initial establishment of sample			
- Per order	NO	NO	VDR
- Subsequent copies, per order	\$142.49	NO	VDR
(3) Call Data Summary Reports - Copies of the Report			
- Per copy	47.50	NO	VSR
(4) Raw Data Call Sample Reports - Copies of the Report			
- Per copy			
- Paper copies	47.50	NO	VRP
- Electronic format <sup>/2/</sup>	142.49	NO	VRM (C)
(5) Easy 8 Directory Assistance Listing			
- Per Easy 8 number/California	NO	\$12.50	NDLC8
- Per Easy 8 number/Nationwide	NO	25.00	NDLUS
(6) Billing Account Group (BAG)			
- Per BAG control account	NO	NO	CBGCA
- Per individual EASY 8 account	9.50	7.12	CBG
f. Pay Telephone Use Charge - per call		\$0.24	

/1/ Limited Offering Service effective September 5, 2007. See Guidebook, Part 10, Section 1 preceding.

/2/ 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)