

1. RULE NO. 1 - DEFINITION OF TERMS

Certain terms and phrases used in this Guidebook have the meaning as given in the definitions set forth below.

ACCESSIBLE SERVICES

The term "Accessible Services" as it applies to Primary Rate IS denotes customer subscribed services residing in the Primary Rate IS Master Switch that can be accessed via Primary Rate IS service.

ADVANCED SERVICES

Services such as OPT-E-MAN® and CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

AIRLINE MILE

Airline mile as used in connection with airline mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service means statute mile or 5,280 feet.

AIRPORT INTERCOMMUNICATING SERVICE

An extended measured rate exchange telephone service providing communication between lines furnished the same or different eligible customers, also referred to as AIS. The term "primary station line" as used in connection with AIS denotes a mechanized station service line (excluding extension stations) connected to a specific telephone number terminal and capable of receiving direct in-dialed calls, capable of originating direct out-dialed calls and capable of intercommunicating with other stations of the same AIS. The term "primary restricted station line" as used in connection with AIS denotes a station capable of intercommunication only with other stations furnished the same or different customers of the same AIS.

BUSINESS SERVICE

Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

CALIFORNIA 976

A serving arrangement which enables a customer to offer to "clients" (callers), for a charge and by dialing a 976 telephone number, a pre-recorded announcement or interactive program. The customer provides the announcement or program and all necessary customer premises equipment. The Company, on behalf of the customer, transports the call and bills the customer's Client for General Audience calls.

CAMPUS ARRANGEMENT
(See Continuous Property)

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BUSINESS SERVICE

Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

CALIFORNIA 976^{/1/} (N)
(D)
|
(D)

CAMPUS ARRANGEMENT
(See Continuous Property)

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

1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)**CENTREX SERVICE**

The term "primary station" as used in connection with Centrex Service denotes a mechanized station (excluding extension stations) capable of receiving direct in-dialed calls and capable of direct outdialing of calls. The term "primary station - dormitory" as used in connection with Centrex Service denotes a "primary station" designated for use in the living quarters of a residence hall, dormitory, faculty or other employee residence and other similar living quarters, which are owned or leased and operated by a school, college or university. The term "primary station - restricted" as used in connection with Centrex Service denotes a station having direct intra-organization dialing capabilities only, and having no capability of completing calls through the attendant positions. The term "extension station" as used in connection with Centrex Service denotes a station connected to the same telephone number terminal as the primary station with which it is associated.

COIN SERVICE

Public Telephone, Individual Line Company provided Semipublic, or Customer-Owned Pay (COPT) Telephone Service furnished from stations that may be equipped with a device for collecting coins in payment of telephone service.

COMMSTAR I

An optional telephone service arrangement of central office features furnished to individual line business and residence customers. See Guidebook Part 7, Section 2.

COMMSTAR II

An optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine two exchange access lines or up to thirty exchange access lines. Guidebook Part 7, Section 2.

COMMUNICATIONS CONTROL PROGRAM

A software program with pre-established instruction data defining procedures, edits and logic required to process information and/or perform functions for electronically operated systems, such as ESS.

COMPANY (the Company)

Pacific Bell Telephone Company, d/b/a AT&T California

COMPLEX SERVICE

Service used and associated with common control equipment.

1. RULE NO. 1 - DEFINITION OF TERMS (cont'd)**SUBSCRIBED SERVICES**

The term "subscribed services" as it applies to Primary Rate IS service denotes Company services purchased by the customer to be accepted via Primary Rate IS. These services may reside inside or outside of the Primary Rate IS serving central office switch.

TELEPHONE CENTER

A location designated by the customer that has various combinations of telephone apparatus for the explicit purpose of receiving incoming calls and distributing them to other telephone users of a telephone system.

TIE LINE

A circuit connecting two private branch exchange systems or two Horizon systems; or one private branch exchange system and one Horizon system located within the same exchange for the purpose of interconnecting the stations of one with the stations of the other without the use of trunks to the Company's central office.

TRADE NAME

See Fictitious Name

TRUNK LINE

A telephone circuit from one central office unit to another.

TRUNK LINE SERVICE

Basic exchange service furnished by means of a central office line to a private branch exchange, Horizon Communication System or automatic call distributing service.

UNIVERSITIES AND COLLEGES

Universities and Colleges who qualify for Knowledge Network ISDN will be degree-granting institutions that are recognized by the State of California, California Postsecondary Education Commission or the Council of Private Post-Secondary and Vocational Education.

976

(See California 976)

2. RULE NO. 2 - DESCRIPTION OF SERVICE**A. GENERAL**

1. Exchange service is available through facilities owned and maintained according to the Company's standards and in single office exchanges or single office district areas of an exchange or in multioffice exchanges or /multioffice district areas of an exchange, is operated from the dial central office designated by the Company.
 - a. When a central office in the exchange or district areas in which the premises of the customer are located is not equipped to provide a service or service enhancement desired by a customer (other than local or extended service), the Company may designate a central office located in another exchange or district area to serve the customer. The additional facilities required to extend the service or service enhancement from the exchange or district area to the exchange or district area in which the customer is located will be furnished at the charges and rates specified in the Guidebook section under which the service or service enhancement is offered.
 - b. When a central office in the exchange or district area in which the premises of the customer are located is equipped by the Company to provide the service or feature, the Company may, at its option, provide the service or feature to the customer from this central office and discontinue providing the service or feature from the other exchange or district area. At that time, the charges and rates for the additional facilities will be discontinued.
 - c. The exchange is generally divided into a base rate area and a suburban area.
 - d. Residence primary access line will not be provided on a business premises. When business primary access line is provided in a residential dwelling with residence primary service, a separate premises for residence service and for business service must be designated as set forth in Guidebook Part 2, Section 2, Definition of Terms.

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**A. GENERAL (cont'd)****2. Primary Access Lines¹ and Extension Line Services**

- a. Individual and trunk access line and extension line service will be furnished at a customer's premises terminated on a Network Interface.
- b. Primary access lines and extension line services furnished in connection with exchange services will be provided through facilities owned and maintained according to the Company's standards.
- c. Except as otherwise shown extension line services will be provided by the Company on noncontinuous property.

3. Mileage Measurements

Except as otherwise provided, airline mileage measurements, used in the determination of charges, are made on base rate and exchange area maps contained in Guidebook Part 4, Section 1- Exchange Areas and are based on a statute mile of 5,280 feet.

4. Frozen/Grandfather Services²

Services that have been frozen and/or grandfathered will continue to be furnished to the same Customer at the same premises until such time as stated in the Guidebook.

Any requests for additions, disconnections, moves or changes by the Customer on a circuit that has Frozen/Grandfathered service, will result in the complete disconnection of the Frozen/Grandfathered status service at the time of the addition, disconnection, move or change. Exception to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change (not supersedure), miscellaneous corrections, etc.

- /1/ For Residential Primary Access Lines, see Schedule Cal. P.U.C. No. A5.2.2 and Guidebook Part 4, Section 2.
- /2/ Existing service arrangements will be maintained up to and including the Company's local loop demarcation point. Work activity beyond the Company's local loop demarcation point is the responsibility of the customer at the customer's expense.

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (cont'd)****3. Grade Of Service (cont'd)**

The application of business and residence rates to private and public telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used largely or principally for business purposes, the Company will provide business service, except in cases where the customer will thereafter use the service for domestic or social requirements.

The grade of service applicable to customer-provided equipment shall be defined by the classification in the California Public Company Commission's Certification Program or in the Federal Communications Commission's Registration program.

For example, trunk line service is furnished for customer-provided services with a switcher (PBX, etc.), whereas, individual line service is provided for customer non-key telephones and key services.

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**J. TOLL RESTRICTION**

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900/976 and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹ The customer will not be able to use the Company's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service², Residence Measured Rate Service², Universal Lifeline Telephone Service² and single line business service.

Customers will continue to have access to the following types of calls: Local calls, Zone 1 and 2 (1+ local calls), 800 calls, 411 (directory assistance), 611 (repair), and 911 (emergency service). Toll Restriction will be provided where facilities and operating conditions permit.

The customer with Toll Restriction will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9. Rendering and Payment of Bills. It is the responsibility of the customer to inform the Company of any failure of the service to perform as specified herein.

K. PRODUCT GROUPING

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements.

(Group names may not be included in Guidebook descriptions.)

- /1/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.
- /2/ See Schedule Cal. P.U.C. Nos. A5.2.2 and A5.2.5 and Guidebook Part 4, Section 2.

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**J. TOLL RESTRICTION**

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900^{/1/} and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.^{/2/} The customer will not be able to use the Company's calling card to place toll calls^{/2/}. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service^{/3/}, Residence Measured Rate Service^{/3/}, Universal Lifeline Telephone Service^{/3/} and single line business service.

(C)

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Customers will continue to have access to the following types of calls: Local calls, Zone 1 and 2 (1+ local calls), 800 calls, 411 (directory assistance), 611 (repair), and 911 (emergency service). Toll Restriction will be provided where facilities and operating conditions permit.

The customer with Toll Restriction will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9. Rendering and Payment of Bills. It is the responsibility of the customer to inform the Company of any failure of the service to perform as specified herein.

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(Group names may not be included in Guidebook descriptions.)

- /1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)
- /2/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation (C)
- /3/ See Schedule Cal. P.U.C. Nos. A5.2.2 and A5.2.5 and Guidebook Part 4, Section 2. (C)

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**J. TOLL RESTRICTION**

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900^{/1/} and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.^{/2/} Access to the toll network is not allowed and the customer agrees not to (C) access the toll network by other available means. Toll Restriction will only be provided to the following (C) types of service: Residence Flat Rate Service^{/3/}, Residence Measured Rate Service^{/3/}, Universal Lifeline Telephone Service^{/3/} and single line business service.

Customers will continue to have access to the following types of calls: Local calls, Zone 1 and 2 (1+ local calls), 800 calls, 411 (directory assistance), 611 (repair), and 911 (emergency service). Toll Restriction will be provided where facilities and operating conditions permit.

The customer with Toll Restriction will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9. Rendering and Payment of Bills. It is the responsibility of the customer to inform the Company of any failure of the service to perform as specified herein.

K. PRODUCT GROUPING

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements.

(Group names may not be included in Guidebook descriptions.)

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

/2/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation

/3/ See Schedule Cal. P.U.C. Nos. A5.2.2 and A5.2.5 and Guidebook Part 4, Section 2.

2. RULE NO. 2 - DESCRIPTION OF SERVICE (cont'd)**L. LIMITED DISCONNECT**

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Company's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit.

Once telephone service is established or reinstated, if disconnected, in accordance with the Company's tariffs and/or Guidebook rules, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills.

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

3. RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

Except as provided herein, Application for Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.3.

B. MISCELLANEOUS

In addition to the regulations contained in Schedule Cal. P.U.C. NO. A2.1.3, the following applies to Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Toll-Free Services and Voice-Based Information Services:

Applications for these services will be accepted by Company provided that the service is available and the Company has no reason to believe applicant will not comply with the provisions of the regulations. The Company, on its sole discretion, shall offer services in these services in locations where technical capabilities exist and market conditions warrant.

4. RULE NO. 4 - CONTRACTS

Contracts for detariffed services will be required when such services are furnished at rates, terms and/or conditions other than those contained in this Guidebook.

5. RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

Special Information Required on Forms rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.5.

6. RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. GENERAL

Except as provided herein, Establishment and Reestablishment of Credit rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.6.

B. MISCELLANEOUS

1. For Advanced Services in this Guidebook, Establishment of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.1 are applicable.

7. RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS**A. GENERAL**

Except as provided herein, Advance Payment and Deposits rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.7.

B. ADVANCE PAYMENTS

1. For the following services, customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000; and 50% when estimated non-recurring charges are over \$10,000:

Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

2. For Voice-Based Information Services, advance payments shall be based on a credit analysis obtained by an outside, independent credit rating agency. Customers may be required to prepay for service based on this analysis.

8. RULE NO. 8 – NOTICES

Notices rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.8.

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS**A. GENERAL**

Except as provided herein, Rendering and Payment of Bills rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.9.

B. MISCELLANEOUS EXCEPTIONS

For Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services:

1. The customer may order multiple units of services. To receive any applicable discount the customer must order a minimum number of units. If the customer later deletes units and uses less than the minimum number, the customer will be charged for the minimum number of units per order.
2. The customer may order services on a long term basis, as opposed to month to month. If the customer terminates service before the end of the term, customer will give Company thirty (30) days' prior written notice. Furthermore, Company may charge customer a termination fee. The termination fee will not exceed the monthly charge for the initial quantity of service ordered multiplied by the number of months remaining in the term. If a customer had its non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, then the customer may be liable for the previously waived nonrecurring charges.
3. The following rules stated in Schedule Cal. P.U.C. NO. A2.1.9 do not apply to the above named services:
 - A2.1.9, I.1
 - A2.1.9, I.4.c
 - A2.1.9, I.5

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS**A. GENERAL**

1. Except as provided herein, Rendering and Payment of Bills rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.9.
2. American Recovery and Reinvestment Act of 2009 ("ARRA")

Under certain circumstances, funds provided under the American Recovery and Reinvestment Act of 2009 ("ARRA") may be subject to certain restrictions, requirements and reporting obligations. AT&T may be subject to some of these restrictions, requirements and reporting obligations when Services and Service Components are purchased or paid for with ARRA funds. In order to comply with the restrictions, requirements and reporting obligations associated with the use of ARRA funds (if any), AT&T must be apprised of them before provisioning or accepting payment for the Services or Service Components. Accordingly, the Services and Service Components provided under this Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the ARRA, without the prior written agreement of AT&T and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide AT&T with prior written notice before placing any order or making any payment that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order or payment; or if any terms, conditions or requirements (other than those to which AT&T specifically agrees in such separate writing) are found to be applicable, then AT&T may, in its sole discretion, reject such order or payment or immediately terminate provision of any affected Service or Service Component without further liability or obligation.

(N)

(N)

B. MISCELLANEOUS EXCEPTIONS

For Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services:

1. The customer may order multiple units of services. To receive any applicable discount the customer must order a minimum number of units. If the customer later deletes units and uses less than the minimum number, the customer will be charged for the minimum number of units per order.
2. The customer may order services on a long term basis, as opposed to month to month. If the customer terminates service before the end of the term, customer will give Company thirty (30) days' prior written notice. Furthermore, Company may charge customer a termination fee. The termination fee will not exceed the monthly charge for the initial quantity of service ordered multiplied by the number of months remaining in the term. If a customer had its non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, then the customer may be liable for the previously waived nonrecurring charges.
3. The following rules stated in Schedule Cal. P.U.C. NO. A2.1.9 do not apply to the above named services:
 - A2.1.9, I.1
 - A2.1.9, I.4.c
 - A2.1.9, I.5

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

For Remote LAN (Local Area Network) Service, see B.2, following.

(N)

For Asynchronous Transfer Mode (ATM) Service and Frame Relay Service, see E., following.

(N)

A. GENERAL

1. Except as provided herein, Rendering and Payment of Bills rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.9.
2. American Recovery and Reinvestment Act of 2009 ("ARRA")

Under certain circumstances, funds provided under the American Recovery and Reinvestment Act of 2009 ("ARRA") may be subject to certain restrictions, requirements and reporting obligations. AT&T may be subject to some of these restrictions, requirements and reporting obligations when Services and Service Components are purchased or paid for with ARRA funds. In order to comply with the restrictions, requirements and reporting obligations associated with the use of ARRA funds (if any), AT&T must be apprised of them before provisioning or accepting payment for the Services or Service Components. Accordingly, the Services and Service Components provided under this Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the ARRA, without the prior written agreement of AT&T and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide AT&T with prior written notice before placing any order or making any payment that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order or payment; or if any terms, conditions or requirements (other than those to which AT&T specifically agrees in such separate writing) are found to be applicable, then AT&T may, in its sole discretion, reject such order or payment or immediately terminate provision of any affected Service or Service Component without further liability or obligation.

B. MISCELLANEOUS EXCEPTIONS

1. For OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services: (C)
 - a. The customer may order multiple units of services. To receive any applicable discount the customer must order a minimum number of units. If the customer later deletes units and uses less than the minimum number, the customer will be charged for the minimum number of units per order. (C)

Material omitted now appears on Sheet 26

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)**C. INSTALLMENT BILLING****1. Residence Services Installment Billing****Personal ISDN**

When credit has been established as set forth in this Guidebook, and at the customer option, the nonrecurring charge as specified in Guidebook Part 3, Section 1, may be paid in six consecutive monthly installments without interest.

2. Business services installment billing**a. Simple Business**

When credit has been established as set forth in this Guidebook and the customer agrees, a nonrecurring¹ charge may be billed by the Company in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Guidebook Part 3, Section 1, will apply.

b. CENTREX Service

When credit has been established for CENTREX service as set forth in this Guidebook and the customer agrees, a nonrecurring¹ charge may be billed by the Company in three consecutive monthly installments without interest.

c. Customer-Owned Pay Telephone (COPT) service

When credit has been established as set forth in this Guidebook and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Company in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Guidebook Part 13, Section 1. As used above, nonrecurring equipment charges are as shown for equipment offered in Guidebook Part 13, Section 1.

/1/ Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Guidebook Part 3, Section 1.

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)

B. MISCELLANEOUS EXCEPTIONS (cont'd)

1. For OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services: (cont'd) (C)
- b. The customer may order services on a long term basis, as opposed to month to month. If the customer terminates service before the end of the term, customer will give Company thirty (30) days' prior written notice. Furthermore, Company may charge customer a termination fee. The termination fee will not exceed the monthly charge for the initial quantity of service ordered multiplied by the number of months remaining in the term. If a customer had its non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, then the customer may be liable for the previously waived nonrecurring charges. /2/(C)
 - c. The following rules stated in Schedule Cal. P.U.C. NO. A2.1.9 do not apply to the above named services: A2.1.9, I.1, 2.1.9, I.4.c, and A2.1.9, I.5 /2/ (C)
2. Rendering and Payment of Bills for Remote LAN (Local Area Network) Services shall be specified in AT&T Schedule Cal.P.U.C. No. A2.1.9 with the exception of A2.1.9,I.1, A2.1.9, I.4.c and A2.1.9, I.5, The American Recovery and Reinvestment Act of 2009 ("ARRA"), noted in A.2, preceding, applies to Remote LAN Service. (N)
(N)

C. INSTALLMENT BILLING

1. Residence Services Installment Billing

Personal ISDN

When credit has been established as set forth in this Guidebook, and at the customer option, the nonrecurring charge as specified in Guidebook Part 3, Section 1, may be paid in six consecutive monthly installments without interest.

2. Business services installment billing

a. Simple Business

When credit has been established as set forth in this Guidebook and the customer agrees, a nonrecurring^{/1/} charge may be billed by the Company in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Guidebook Part 3, Section 1, will apply. (C)

/1/ Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Guidebook Part 3, Section 1.

/2/ Material formerly appeared on Sheet 25

Material omitted now appears on Sheet 27

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)**C. INSTALLMENT BILLING (cont'd)****3. Other Services**

- a. Unless otherwise stated in this Guidebook, installment billing is not applicable to Advanced Services, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, and Pacific Bell/SBC Calling Services.
 - b. When credit has been established as set forth in this Guidebook and customer agrees, a nonrecurring charge may be billed by the Company for up to three consecutive monthly installments, without interest, for the Voice-Based Information Services.
4. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in this Guidebook under Discontinuance and Restoration of Service.

D. RENDERING AND PAYMENT OF BILLS FOR ADVANCED SERVICES

For Advanced Services in the Guidebook, Payment of Rates regulations as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.4.1 are applicable.

9. RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (cont'd)**E. RENDERING PAYMENT OF BILLS for ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE AND FRAME RELAY SERVICE**

The following rules apply to Asynchronous Transfer Mode (ATM) Service and Frame Relay Service. In addition, the American Recovery and Reinvestment Act of 2009 ("ARRA") in A.2, preceding, applies to these services.

1. Billing Date

The Company shall bill on a current basis all charges incurred by and credits due to the customer under this Guidebook attributable to services established or discontinued during the preceding billing period. In addition, the Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage and for the Federal Government which will be billed in arrears. Such bills are due when rendered. The bill day (i.e., the billing date of a bill for a customer with ATM and Frame Relay Service under this Guidebook), the period of service each bill covers and the payment date will be as follows:

- (a) The Company will establish a bill day each month for each customer account. The bill will cover non-usage sensitive service charges, any known unbilled non-usage sensitive charges for prior periods and unbilled usage charges for the period after the last bill day through the current bill day. Any known unbilled usage charges for prior periods and any known unbilled adjustments will be applied to this bill. Payment for such bills is due as set forth in 2 following.
- (b) (1) All bills dated as set forth in 1., preceding for service provided to the customer by the Company are due 31 days (payment date) after the bill date or by the next bill date (i.e., same date in the following month as the bill date), whichever is the shortest interval, except as provided herein. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and a day when Washington's Birthday or Memorial Day is legally observed), payment for such bills will be due from the customer as follows:

If such payment falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

- (2) Further, if any portion of the payment is received by the Company after the payment date as set forth (a) preceding, then a late payment charge shall be due to the Company. The late payment charge shall be 1.5% of the entire unpaid balance for each month or portion thereof that an outstanding balance remains.

10. RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. GENERAL

Except as provided herein, Disputed Bill and Other Disputes rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.10.

B. OTHER

For Advanced Services in Guidebook Part 6, Section 9, see regulations in Schedule Cal. P.U.C. No. 175-T, Section 2.4.1.

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE**A. GENERAL**

Except as provided herein, Discontinuance and Restoration of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.11.

B. NON-PAYMENT of BILLS**1. For LOCAL EXCHANGE CARRIER CALIFORNIA 976 and/or CALIFORNIA 900 SERVICE****a. If an Information Provider (IP):**

- (1) Is not receiving billing and collection service from the Local Exchange Carrier (LEC), and
- (2) Fails to pay transport charges for California 976 and/or California 900, service to the delinquent IP may be discontinued for nonpayment of the bill.

b. Bills shall be considered past due (delinquent) provided:

- (1) The bill has not been paid by the "Due By Date" shown on the bill or if not shown, by fifteen 15 calendar days after the date of presentation of the monthly bills.¹
- (2) The Company first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the Information Provider to whom the service is billed, or delivered in person or delivered to the Information Provider's address.

2. The Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.**3. The Company will not temporarily discontinue or permanently disconnect a customer's regulated exchange or private line service solely for non-payment of charges for the following services: Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.**

/1/ If an IP is a Small Business or Individual, bills will be delinquent not less than 22 days after the date of presentation.

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE**A. GENERAL**

Except as provided herein, Discontinuance and Restoration of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.11.

B. NON-PAYMENT of BILLS**1. Reserved**

(C)

(D)

2. The Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.

3. The Company will not temporarily discontinue or permanently disconnect a customer's regulated exchange or private line service solely for non-payment of charges for the following services: Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

(D)

(D)

(D)

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE**A. GENERAL**

Except as provided herein, Discontinuance and Restoration of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.11.

For Remote LAN (Local Area Network) Service, see C., following. (N)

For Asynchronous Transfer Mode (ATM) Service and and Frame Relay Service, see D., following. (N)

B. NON-PAYMENT of BILLS

1. The Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers. (C)
2. The Company will not temporarily discontinue or permanently disconnect a customer's regulated exchange or private line service solely for non-payment of charges for the following services: (C)
OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service Advanced Services, (C)
Centrex, Electronic Information Services, Inside Wire Repair Services,
Integrated Pathway Service, Message Telecommunications Service, Operator and Directory
Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.
3. Discontinuance of Commstar II (L)(C)

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.
4. Discontinuance of Service for OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service (C)
(C)

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in this Guidebook, Regulations for Refusal and Discontinuance of Services, as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.1.8 are applicable, in lieu of the rules stated herein. (C)
5. If customer is in default and the Company disconnects the customer's Message Center or AT&T Messaging Voice Mail service, the customer's service may continue to accumulate messages pending resolution of customer's default. (L)(C)

(L) Material formerly appeared on Sheet 30

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE**A. GENERAL**

Except as provided herein, Discontinuance and Restoration of Service rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.11.

For Remote LAN (Local Area Network) Service, see C., following.

For Asynchronous Transfer Mode (ATM) Service and and Frame Relay Service, see D., following.

B. NON-PAYMENT of BILLS

1. The Company will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.
2. The Company will not temporarily discontinue or permanently disconnect a customer's regulated exchange or private line service solely for non-payment of charges for the following services: OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

3. Discontinuance of Commstar II^{/1/}**(C)**

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

4. Discontinuance of Service for OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in this Guidebook, Regulations for Refusal and Discontinuance of Services, as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.1.8 are applicable, in lieu of the rules stated herein.

5. If customer is in default and the Company disconnects the customer's Message Center or AT&T Messaging Voice Mail service, the customer's service may continue to accumulate messages pending resolution of customer's default.

^{/2/} Commstar II is a Grandfathered service. See Part 20, Section 7 for details.

(N)

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**B. NON-PAYMENT of BILLS (cont'd)****4. Discontinuance of Commstar II**

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

5. Discontinuance of Service for Advanced Services

For Advanced Services in this Guidebook, Regulations for Refusal and Discontinuance of Services, as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.1.8 are applicable, in lieu of the rules stated herein.

6. If customer is in default and the Company disconnects the customer's Message Center or AT&T Messaging Voice Mail service, the customer's service may continue to accumulate messages pending resolution of customer's default.

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**B. NON-PAYMENT of BILLS (cont'd)****4. Discontinuance of Commstar II**

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

5. Discontinuance of Service for OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service (C)

For OPT-E-MAN and Customized Switched Metro Ethernet (CSME) Service in this Guidebook, Regulations for Refusal and Discontinuance of Services, as set forth in Schedule Cal. P.U.C. No. 175-T, Section 2.1.8 are applicable, in lieu of the rules stated herein. (C)

6. If customer is in default and the Company disconnects the customer's Message Center or AT&T Messaging Voice Mail service, the customer's service may continue to accumulate messages pending resolution of customer's default.**C. Applicable Discontinuance and Restoration rules for Remote LAN (Local Area Network) Services:****1. Termination or Refusal of Remote LAN Services**

If Customer is in violation of any provision under this Guidebook, and such default continues after notice thereof is given by Utility, Utility may, without liability and without waiving any other remedies available to it, cease providing Remote LAN Service(s) to Customer including any Remote LAN residential and/or business services which Customer may subscribe to, until such default is remedied.

2. Discontinuance of Remote LAN Services

The Utility, on its sole discretion, may discontinue offering a Remote LAN Service, in part or in its entirety, without liability to affected the Customers and applicant.

11. RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)**B. NON-PAYMENT of BILLS (cont'd)**

(D)z

(D)z

6. If customer is in default and the Company disconnects the customer's Message Center or AT&T Messaging Voice Mail service, the customer's service may continue to accumulate messages pending resolution of customer's default.

C. Applicable Discontinuance and Restoration rules for Remote LAN (Local Area Network) Services:**1. Termination or Refusal of Remote LAN Services**

If Customer is in violation of any provision under this Guidebook, and such default continues after notice thereof is given by Utility, Utility may, without liability and without waiving any other remedies available to it, cease providing Remote LAN Service(s) to Customer including any Remote LAN residential and/or business services which Customer may subscribe to, until such default is remedied.

2. Discontinuance of Remote LAN Services

The Utility, on its sole discretion, may discontinue offering a Remote LAN Service, in part or in its entirety, without liability to affected the Customers and applicant.

z Correction to remove material that was relocated to Sheet 29 in CA-11-0090.

12. RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

The rates and charges billed by and paid to the Company for services offered on a detariffed basis pursuant to Decision 07-09-018 shall be consistent with this Guidebook. Such rates and changes, and descriptions of services, are available at att.com/servicepublications.

For additional disclosure requirements, see Schedule Cal.P.U.C. No. A2, 2.1.12.

13. RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES**A. GENERAL**

Except as provided herein, Temporary Service, Speculative Projects and Risk Services rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.13.

B. OTHER

1. The Company will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or services to speculative projects and risk services under the following conditions:
 - a. The applicant shall pay in advance or otherwise as required by the Company, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹
 - b. The applicant shall establish or reestablish credit as required per Guidebook Part 2, Section 2 except that the amount of deposit prescribed in Guidebook Part 2, Section 2 shall not exceed the estimated bill for the duration of service.
2. For Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services, only the rules stated in B., herein, apply.

/1/ Includes Income Tax gross-up amount, as listed in Schedule Cal. P.U.C. No. A2.1.3, D.

14. RULE NO. 14 - LIMITATION OF LIABILITY**A. General**

Except as provided herein, for services offered on a detariffed basis pursuant to Decision 07-09-018, see the AT&T Residential Service Agreement or the AT&T Business Services Agreement, available at att.com/servicepublications

B. Miscellaneous

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall:

- a. Furnish such power which shall be suitable for the purpose;
- b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
- c. Allow the Company access to the power supply, if necessary.

In the event of a power failure, no allowance is made for interruption of service, and the Company shall not be held liable for such an interruption of service. Nor shall the Company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet.

15. RULE NO. 15 - LINE EXTENSIONS

Line Extension rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.15.

16. RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES

Service Connections and Facilities on Customer's Premises rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.16.

22. RULE NO. 22 - USE OF SERVICE**A. BUSINESS AND RESIDENCE¹ - USE OF**

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service or from the listing requested or from evidence of usage, once the service is established.

1. Business rates apply at the following locations:

- a. In offices, stores, factories and all other premises of a business nature and at any other premises where the substantial and predominant use of the service is professional, occupational or administrative in nature, rather than social or domestic.
- b. In boarding houses and rooming houses with more than five rooms available for rent (except as noted in b. following), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals and private and public institutions, and where the service is not subject to semi-public or public use.
- c. At any location when the listing of "office" is provided, or where any title indicating a trade, occupation or profession is listed (except as modified under the directory listing tariff schedule and/or Guidebook rules).
- d. At residence locations when the customer has no regular business telephone service and the use of the service by the customer, members of the customer's household, or the customer's guests is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards or otherwise.
- e. At a residence location regardless of the form of listing furnished, where service is provided at a location which is not part of a domestic household.

/1/ Also see Definitions of Residence and Business Services in Guidebook Part 2, Section 2.

22. RULE NO. 22 – USE OF SERVICE (cont'd)**A. BUSINESS AND RESIDENCE¹ - USE OF (cont'd)****5. Rates for Extension Services**

- a. Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges and regulations as set forth in this Guidebook..
- b. Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A5 and/or this Guidebook Part 4, Sections 2 and 3..

B. OTHER SERVICES – USE OF AND RESTRICTIONS

The following rules apply to Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services.

1. Unsolicited Marketing

No customer is permitted to use services noted above for unsolicited marketing announcement services, or in a way that may jeopardize the service network or other customers' use of any Company service. The Company will investigate any abusive or unsolicited marketing (whether voice, facsimile or electronic image) and take appropriate action, including possible referral to law enforcement agencies or discontinuance of customer's services provided in this Guidebook. Such services will be reinstated only after the customer agrees to the Company's terms and conditions for the use of each such service. Notwithstanding the above, the Guidebook or agreements for a specific service contained herein may provide that a particular service may be used for unsolicited marketing, so long as such use is consistent with any applicable law.

2. Resale

No customer may resell a service contained in this schedule without the express written permission of Company.

/1/ Also see Definitions of Residence and Business Services in Guidebook Part 2, Section 2.

22. RULE NO. 22 – USE OF SERVICE (cont'd)**B. OTHER SERVICES – USE OF AND RESTRICTIONS (cont'd)**

The following rules apply to Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Based Information Services. (Cont'd)

3. Company Content Policy

The customer shall use services in this Guidebook in a manner consistent with Company's Content Policy. The customer shall indemnify, and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of the customer's failure to comply with such content Policy.

4. Regulations and Codes

The customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of services in this Guidebook. The customer shall indemnify and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of customer's failure to comply with such federal, state and local laws, regulations and codes.

5. Fraudulent Use

The customer may not charge any calls to the service access number or mailbox number, or otherwise use a service in this Guidebook in a fraudulent manner. The Company is not liable for any such charges.

6. Direct Sale

AT&T Messaging will sell its residential and small/mid-sized business voice mail products to retail customers of a Competitive Local Exchange Carrier (CLC) upon request of either the end user customer of the CLC or, when acting as the end user customer's agent, the CLC itself. This offering is only applicable on an AT&T resold line and is not an option for facilities-based CLCs or CLCs purchasing UNEs. All residential and small/mid-sized business voice mail products contained in this Guidebook will be sold to CLC end user customers with identical terms, conditions and prices offered to AT&T and AT&T Messaging customers.

22. RULE NO. 22 – USE OF SERVICE (cont'd)**B. OTHER SERVICES – USE OF AND RESTRICTIONS (cont'd)**

The following rules apply to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) (C)
Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated
Pathway Service, Message Telecommunications Service, Operator and Directory Services,
Pacific Bell/SBC Calling Services and Voice-Based Information Services. (Cont'd)

3. Company Content Policy

The customer shall use services in this Guidebook in a manner consistent with Company's Content Policy. The customer shall indemnify, and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of the customer's failure to comply with such content Policy.

4. Regulations and Codes

The customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of services in this Guidebook. The customer shall indemnify and hold the Company harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of customer's failure to comply with such federal, state and local laws, regulations and codes.

5. Fraudulent Use

The customer may not charge any calls to the service access number or mailbox number, or otherwise use a service in this Guidebook in a fraudulent manner. The Company is not liable for any such charges.

6. Direct Sale

AT&T Messaging will sell its residential and small/mid-sized business voice mail products to retail customers of a Competitive Local Exchange Carrier (CLC) upon request of either the end user customer of the CLC or, when acting as the end user customer's agent, the CLC itself. This offering is only applicable on an AT&T resold line and is not an option for facilities-based CLCs or CLCs purchasing UNEs. All residential and small/mid-sized business voice mail products contained in this Guidebook will be sold to CLC end user customers with identical terms, conditions and prices offered to AT&T and AT&T Messaging customers.

23. RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING

Priority of Establishment, Supersedure of Service and Change in Billing rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.23.

24. RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS¹**A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT**

The same network facility service will be re-established on a one-time, temporary or permanent, basis as a maintenance provision and without charge, in the same or different location and within a period of time that would normally be required to repair or reconstruct the damaged premises or customer provided equipment (CPE).

This provision does not include wire or equipment on the customer's side of the local loop demarcation point except as set forth in Guidebook Part 8, Section 8.

B. DIFFERENT SERVICE

If the service as re-established is different from that which was disconnected, the subscriber will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

C. TEMPORARY SERVICE NEW LOCATION

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the practice set forth in A. and B. above may be applied to either service as elected by the subscriber and regular charges, without allowances, will be applied to the re-establishment of the other service.

D. OPTIONAL SERVICES²

The Company may, at its sole discretion, waive the recurring and/or nonrecurring charges for the services to customers affected by disasters, or emergencies, such as earthquakes, floods, fires, civil disturbances, or other similar catastrophes. Emergency agencies providing relief to victims may also receive a waiver on charges associated with telephone services that will be used in the relief effort.

/1/ The subscriber shall provide proof of loss if such proof is required by the Company.

/2/ Services will be provided where facilities and operating conditions permit.

24. RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS^{/1/}**E. TELECOMMUTING OPTIONAL SERVICES^{/2/}**

1. The Utility may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges.
 - a. Business Access Lines
 - b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
 - c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
 - d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
 - e. Custom 800 Service - Includes a credit of \$100.00 towards the first month's usage and provides the Emergency Update feature at no charge.
 - f. ISDN
 - g. Switched 56
 - h. Advanced Digital Network (ADN)

25. RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Emergency Measure Taken Pursuant to a "State of Extreme Emergency" rules for Guidebook services may be found in Schedule Cal. P.U.C. No. A2.1.25.

/1/ The subscriber shall provide proof of loss if such proof is required by the Utility.

/2/ Services will be provided where facilities and operating conditions permit.

26. RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES

1. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Company at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement.
2. Alternative service or service arrangements will only be offered in the following situations:
 - life threatening situations
 - medical emergencies
 - when the service outage is caused by the Company
 - cable damage
 - when the Company provides a repair commitment that is longer than normal and the additional time will have an adverse affect on customers¹.
3. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days.
4. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer.

/1/ Normal repair commitments are within four business hours for business service and within eight business hours for residence service.

27. RESERVED

28. RESERVED

29. RESERVED

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge (CAC) is assessed on a per access line basis for residential and business customers. The CAC recovers ongoing costs associated with the administration of Local Number Portability. The CAC also recovers property taxes from business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The following will not be assessed a CAC: Resale, Lifeline, 911 Services, Coin Services and Federal, State and Local Government Accounts.

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Cost Assessment Charge (CAC)		
(a) Each Local Exchange Service line ^{/1/}	\$0.42	\$1.13
(b) Each Primary Rate ISDN (PRI)	-	\$5.65
(c) Each PBX trunk	-	\$10.17
(d) Each Centrex Station line	-	\$1.13
(e) Each Basic Rate ISDN (BRI)	.42	\$1.13
(f) SuperTrunk	-	\$27.12

/1/ Except stand-alone residence access lines

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes (from business customers) as well as the ongoing costs associated with the administration of Local Number Portability (from line- and trunk-based services from residence and business customers). This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	(C)
Cost Assessment Charge (CAC)			(C)
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.42	(I)
(b) Per business Local Exchange Service line	C8RCD	\$1.29	(I)
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$6.45	(I)
(d) Per Centrex Station Line	C8RCD	\$1.29	(I)
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.42	(I)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$1.29	(I)
(g) Per PBX trunk	C8RCG	\$11.61	(C)(I)
(h) SuperTrunk	C8RCF	\$30.96	(N)
(i) Transport services		0.99%	(N)
- OPT-E-MAN® Service			(N)
- Customized Switched Metro Ethernet (CSME) Service			(N)
- AT&T Switched Ethernet Service SM			(N)

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.52	(l)
(b) Per business Local Exchange Service line	C8RCD	\$1.29	
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$6.45	
(d) Per Centrex Station Line	C8RCD	\$1.29	
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.52	(l)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$1.29	
(g) Per PBX trunk	C8RCG	\$11.61	
(h) SuperTrunk	C8RCF	\$30.96	
(i) Transport services		0.99%	
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

(C)

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.52	
(b) Per business Local Exchange Service line	C8RCD	\$2.61	(I)
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$13.05	(I)
(d) Per Centrex Station	C8RCD	\$2.61	(I)(C)
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.52	
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$2.61	(I)
(g) Per PBX trunk	C8RCG	\$23.49	(I)
(h) SuperTrunk	C8RCF	\$62.64	(I)
(i) Transport services		2.92%	(I)
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.49	(R)
(b) Per business Local Exchange Service line	C8RCD	\$2.61	
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$13.05	
(d) Per Centrex Station	C8RCD	\$2.61	
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.49	(R)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$2.61	
(g) Per PBX trunk	C8RCG	\$23.49	
(h) SuperTrunk	C8RCF	\$62.64	
(i) Transport services		2.92%	
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.49	
(b) Per business Local Exchange Service line	C8RCD	\$4.10	(l)
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$20.50	(l)
(d) Per Centrex Station	C8RCD	\$4.10	(l)
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.49	
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$4.10	(l)
(g) Per PBX trunk	C8RCG	\$36.90	(l)
(h) SuperTrunk	C8RCF	\$98.40	(l)
(i) Transport services		7.00%	(l)
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.27	(R)
(b) Per business Local Exchange Service line	C8RCD	\$4.10	
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$20.50	
(d) Per Centrex Station	C8RCD	\$4.10	
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.27	(R)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$4.10	
(g) Per PBX trunk	C8RCG	\$36.90	
(h) SuperTrunk	C8RCF	\$98.40	
(i) Transport services		7.00%	
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

29. COST ASSESSMENT CHARGE (CAC)

A Cost Assessment Charge is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. The CAC is established to recover property taxes from business customers, as well as the ongoing costs associated with the administration of Local Number Portability, for line- and trunk-based services, from residence and business customers. This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, Lifeline, or any of the following account types: Federal, State and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale.

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	
Cost Assessment Charge (CAC)			
(a) Per residence Local Exchange Service line ^{/1/}	C8RCC	\$0.18	(R)
(b) Per business Local Exchange Service line	C8RCD	\$4.10	
(c) Per Primary Rate ISDN (PRI)	C8RCE	\$20.50	
(d) Per Centrex Station	C8RCD	\$4.10	
(e) Per residence Basic Rate ISDN (BRI) line	C8RCC	\$0.18	(R)
(f) Per business Basic Rate ISDN (BRI) line	C8RCD	\$4.10	
(g) Per PBX trunk	C8RCG	\$36.90	
(h) SuperTrunk	C8RCF	\$98.40	
(i) Transport services		7.00%	
- OPT-E-MAN® Service			
- Customized Switched Metro Ethernet (CSME) Service			
- AT&T Switched Ethernet Service SM			

/1/ Except stand-alone residence access lines.

41. RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES

Discounts on Advanced Services will be applied to Guidebook services as described in Schedule Cal. P.U.C. No. A2.1.41.

43. FORMS

Forms used by the Company may be found in Schedule Cal. P.U.C. No. A2.3.

43. FORMS

Forms used by the Company may be found in Schedule Cal. P.U.C. No. A2.3.

44. SERVICE DISCONTINUANCE

As a result of network changes, certain services will no longer be available in some geographic areas, as those services are no longer technically or economically feasible. The table below identifies services that have been withdrawn, by wire center and exchange, along with additional information related to these service withdrawals.

<u>Product Name</u>	<u>Reference</u>
Private Branch Exchange Trunk Line Service	Part 4, Section 2
Foreign Exchange Service – Business	Part 4, Section 3
Switched Service 56	Part 4, Section 5
Centrex ISDN	Part 5, Section 1
Restricted Centrex Service	Part 5, Section 1
Centrex Military Trunks	Part 5, Section 1
Pacific Bell Local Area Network	Part 6, Section 5
Remote LAN Services (RLAN)	Part 6, Section 9
High Voltage Protection	Part 8, Section 8
Customer-Owned Pay Telephone (COPT) Service	Part 13, Section 1
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 17, Section 1
Primary Rate ISDN (PRI)	Part 17, Section 2
GroupVideo Service	Part 18, Section 3

Effective Date

Wire Center
07/17/2019
RDNGCA02

Exchange

California
Redding

Other Information

Distribution Areas 412750, 421150,
421250, 421357, 421650, 440150,
440557 and 460150

(N)

(N)

43. FORMS

Forms used by the Company may be found in Schedule Cal. P.U.C. No. A2.3.

44. SERVICE DISCONTINUANCE

As a result of network changes, certain services will no longer be available in some geographic areas, as those services are no longer technically or economically feasible. The table below identifies services that have been withdrawn, by wire center and exchange, along with additional information related to these service withdrawals.

<u>Product Name</u>	<u>Reference</u>	
Private Branch Exchange Trunk Line Service	Part 4, Section 2	
Foreign Exchange Service – Business	Part 4, Section 3	
Switched Service 56	Part 4, Section 5	
Centrex ISDN	Part 5, Section 1	
Restricted Centrex Service	Part 5, Section 1	
Centrex Military Trunks	Part 5, Section 1	
Pacific Bell Local Area Network	Part 6, Section 5	
Remote LAN Services (RLAN)	Part 6, Section 9	
High Voltage Protection	Part 8, Section 8	
Customer-Owned Pay Telephone (COPT) Service	Part 13, Section 1	
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 20, Section 17	(C)
Primary Rate ISDN (PRI)	Part 17, Section 2	
GroupVideo Service	Part 18, Section 3	

Effective Date

Wire Center
07/17/2019
RDNGCA02

Exchange
California
Redding

Other Information

Distribution Areas 412750, 421150,
421250, 421357, 421650, 440150,
440557 and 460150

43. FORMS

Forms used by the Company may be found in Schedule Cal. P.U.C. No. A2.3.

44. SERVICE DISCONTINUANCE

As a result of network changes, certain services will no longer be available in some geographic areas, as those services are no longer technically or economically feasible. The table below identifies services that have been withdrawn, by wire center and exchange, along with additional information related to these service withdrawals.

<u>Product Name</u>	<u>Reference</u>
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Foreign Exchange Service – Business	Part 4, Section 3
Switched Service 56	Part 4, Section 5
Centrex ISDN	Part 5, Section 1
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Centrex Military Trunks	Part 5, Section 1
Pacific Bell Local Area Network	Part 6, Section 5
Remote LAN Services (RLAN)	Part 6, Section 9
High Voltage Protection	Part 8, Section 8
Customer-Owned Pay Telephone (COPT) Service	Part 13, Section 1
Primary Rate ISDN (PRI)	Part 17, Section 2
GroupVideo Service	Part 18, Section 3
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 20, Section 17

Effective Date

Wire Center
07/17/2019
RDNGCA02

Exchange
California
Redding

Other Information

Distribution Areas 412750, 421150,
421250, 421357, 421650, 440150,
440557 and 460150

10/01/2021
CSMSCA11

California
Newport Beach

Distribution Areas 311550 and 311602

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