

**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)****C. REGULATIONS**

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>2,3</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in Guidebook, Part 3, Section 1.
4. The Intercom feature is offered to individual single line residence customers only, provided central office facilities and operating conditions permit.<sup>1,2</sup>

**Limitations:**

- a. Intercom will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ See Regulation C.1. preceding.

/2/ See Schedule Cal.P.U.C. No. 2.1.2,A.4, Frozen/Grandfathered Services

/3/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in Guidebook, Part 8, Section 9.

**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)**

**B. DESCRIPTION OF GRANDFATHERED FEATURES (Cont'd)**

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4. Privacy Manager<sup>/1/</sup> (USOC: PVM) works with Caller ID to identify any incoming calls that have been identified as “blocked” “out of area” “unavailable” or “unknown”. All calls that are identified through the subscribers Caller ID service will complete as normal. The unidentified caller is intercepted before the end users telephone rings, and is given one of two up-front announcements.

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If the number is recognized as “blocked” (anonymous or private), the caller will be told that the person they are trying to reach does not take unidentified calls. The caller will be given the option to enter an access code, temporarily unblock their Caller ID for this one call, or record their name or the company they represent. Privacy Manager will then announce their call to the subscriber. If the caller chooses not record their name or unblock their number the call is disconnected.

Other unidentified calls such as “unavailable” or “out of area” will be intercepted before the subscriber’s telephone rings and the caller will be asked to enter an access code or to record their name/company to complete the call. Privacy Manager will then announce their call to the subscriber. If the caller chooses not to record their name, the call is disconnected.

Once the subscriber hears the recording of the name of the person calling, they can:

- accept the call
- decline the call
- send the call to voicemail, an answering service or an answering device, or
- activate a recording to the caller informing them that the person they are calling does not accept solicitations and requesting them to add this person’s name and telephone number to their “do not call” list.

If the Privacy Manager subscriber takes no action, the service will forward the call directly to the customer’s voicemail or answering service when Call Forwarding Busy Line/Don’t Answer (CFBL/DA) is present. If the customer does not have CFBL/DA on their account, and is not home to answer the call, Privacy Manager will play a recording that the caller is unavailable on or after the sixth ring.

/1/ Effective March 1, 2017, Privacy Manager is no longer available to new residence subscribers. Effective July 1, 2017, Privacy Manager will be eliminated for residence subscribers.

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/2/ Material formerly appeared in Part 7, Section 2, Sheet 5; Material omitted now appears on Sheet 5

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1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

C. REGULATIONS (Cont'd)

5. Intercom Plus is offered to individual single line residence customers within the exchange areas of all exchanges and central offices where facilities and operating conditions permit.<sup>1</sup>

Limitations:

- a. Intercom Plus will work only with a Utility provided dialable line where dial tone is normally served.
- b. Intercom Plus is not provided on lines arranged for multiline hunting.

/1/ Frozen/Grandfathered Service – See General Regulations Schedule Cal.P.U.C. No. A2.1.2.A.4.

1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

C. REGULATIONS (Cont'd)

6. On or after the effective date of Advice Letter No. 16198, the offering of Speed Calling 30 will only be furnished to residence customers as follows: to the same customer, on the same premises, and supersedures. Additions, deletions or changes are prohibited.
7. Service charges as set forth in Guidebook, Part 3, Section 1 will be waived for 90 days from the effective date of Advice Letter No. 16198 for residence customers wishing to change from Speed Calling 30 to individual Custom Calling Services.<sup>1</sup>

/1/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customers as defined in Guidebook, Part 8, Section 9.

**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)****C. REGULATIONS**

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1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>2,3/</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in Guidebook, Part 3, Section 1.
4. The Intercom feature is offered to individual single line residence customers only, provided central office facilities and operating conditions permit.<sup>/1,2/</sup>

## Limitations:

- a. Intercom will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ See Regulation C.1. preceding.

/2/ See Schedule Cal.P.U.C. No. 2.1.2,A.4, Frozen/Grandfathered Services

/3/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in Guidebook, Part 8, Section 9.

/4/ Material formerly appeared on 3; Material omitted now appears on Sheet 6

/4/

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

## D. RATES AND CHARGES

1. Custom Calling Services<sup>3</sup>a. Individual Features<sup>2</sup>, rate for each line

	Non-Recurring Charge <sup>1</sup>	Monthly Rate	USOC
- Speed Calling, 8 code capacity	RR	6.00	ESL
- Speed Calling, 30 code capacity <sup>4</sup>	RR	6.00	ESF

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.2. preceding

/3/ See C.1. preceding.

/4/ Speed Calling 30 Code List is a frozen/grandfathered service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES

1. Custom Calling Services<sup>/3/</sup>

a. Individual Features<sup>/2/</sup>, rate for each line

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Speed Calling, 30 code capacity <sup>/4/</sup>	RR	6.00	ESF

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/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.  
/2/ See C.2. preceding  
/3/ See C.1. preceding.  
/4/ Speed Calling 30 Code List is a frozen/grandfathered service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

z: Correction

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages

## (1) Grandfathered Packages

(a) uSelect<sup>SM</sup> Packages<sup>2</sup>

- (i) The qualifying features for uSelect<sup>SM</sup> 3<sup>1,2</sup>, uSelect<sup>SM</sup> 6<sup>2</sup>, 2-Line uSelect<sup>SM</sup> 3<sup>2</sup> and 2-Line uSelect<sup>SM</sup> 6<sup>2</sup>, are:

**Caller ID**

Call Waiting\*  
 Call Forwarding\*  
 Call Screen\*  
 Priority Ringing\*  
 Select Call Forwarding\*  
 Metro Plan<sup>SM 4</sup>  
 Privacy Manager\*

Three-Way Calling\*  
 Call Return\*  
 Call Waiting ID\*  
 Repeat Dialing\*  
 Speed Calling-8\*  
 Distinctive Ring\*

Any two qualifying features (\*) above may be selected for uSelect<sup>SM</sup> 3<sup>1</sup> or 2-Line uSelect<sup>SM</sup> 3.

Any five qualifying features (\*) above may be selected for uSelect<sup>SM</sup> 6 or 2-Line uSelect<sup>SM</sup> 6.

Additional features ordered outside of the uSelect<sup>SM</sup> packages, will be billed at their individual tariffed rates. If the customer changes the qualifying features of their uSelect<sup>SM</sup> package, the lower priced qualifying features will be billed separately. (Qualifying features with the higher individual Guidebook rates will be included in the appropriate uSelect<sup>SM</sup> package.)

- /1/ Effective April 24, 2003, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring.
- /2/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.
- /3/ See C.1 preceding.
- /4/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (Guidebook, Part 4, Section 2, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook, Part 4, Section 1 and Part 9, Section 2, respectively.



**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)****D. RATES AND CHARGES (Cont'd)****1. Custom Calling Services<sup>3</sup> (Cont'd)****b. Packages****(1) Grandfathered Packages****(a) uSelect<sup>SM</sup> Packages<sup>2</sup>**

- (i) The qualifying features for uSelect<sup>SM</sup> 3<sup>1,2</sup>, uSelect<sup>SM</sup> 6<sup>2</sup>, 2-Line uSelect<sup>SM</sup> 3<sup>2</sup> and 2-Line uSelect<sup>SM</sup> 6<sup>2</sup>, are:

**Caller ID**

Call Waiting\*  
 Call Forwarding\*  
 Call Screen\*  
 Priority Ringing\*  
 Select Call Forwarding\*  
 Metro Plan<sup>SM</sup> 4  
 Privacy Manager\*

Three-Way Calling\*  
 Call Return\*  
 Call Waiting ID\*  
 Repeat Dialing\*  
 Speed Calling-8\*  
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Any two qualifying features (\*) above may be selected for uSelect<sup>SM</sup> 3<sup>1</sup> or 2-Line uSelect<sup>SM</sup> 3.

Any five qualifying features (\*) above may be selected for uSelect<sup>SM</sup> 6 or 2-Line uSelect<sup>SM</sup> 6.

Additional features ordered outside of the uSelect<sup>SM</sup> packages, will be billed at their individual tariffed rates. If the customer changes the qualifying features of their uSelect<sup>SM</sup> package, the lower priced qualifying features will be billed separately. (Qualifying features with the higher individual Guidebook rates will be included in the appropriate uSelect<sup>SM</sup> package.)

- /1/ Effective April 24, 2003, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring<sup>/5/</sup>. (C)
- /2/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.
- /3/ See C.1 preceding.
- /4/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (Guidebook, Part 4, Section 2, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook, Part 4, Section 1 and Part 9, Section 2, respectively.
- /5/ Distinctive Ring is withdrawn effective June 15, 2013. (N)

1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Custom Calling Services<sup>3</sup> (Cont'd)

b. Reserved

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**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)****D. RATES AND CHARGES (Cont'd)****1. Custom Calling Services<sup>/3/</sup> (Cont'd)**a. Individual Features<sup>/2/</sup>, rate for each line

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Speed Calling, 30 code capacity <sup>/4/</sup>	RR	6.00	ESF
- Privacy Manager <sup>/5/</sup>	RR	9.99	PVM

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/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.2. preceding

/3/ See C.1. preceding.

/4/ Speed Calling 30 Code List is a frozen/grandfathered service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

/5/ Effective March 1, 2017, Privacy Manager is no longer available to new residence subscribers. Effective July 1, 2017, Privacy Manager will be eliminated for residence subscribers.

/6/ Material previously appeared on Sheet 6.

/7/ Material previously appeared in Part 7, Section 2, Sheet 15.

/6/

/6/

(N)

(N)

**1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)****D. RATES AND CHARGES (Cont'd)****1. Custom Calling Services<sup>/3/</sup> (Cont'd)**a. Individual Features<sup>/2/</sup>, rate for each line

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Speed Calling, 30 code capacity <sup>/4/</sup>	RR	6.00	ESF

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/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.2. preceding

/3/ See C.1. preceding.

/4/ Speed Calling 30 Code List is a frozen/grandfathered service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

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1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Custom Calling Services<sup>1</sup> (Cont'd)

b. Packages (Cont'd)

(1) Grandfathered Packages: (Cont'd)

(a) uSelect<sup>SM</sup> Packages<sup>3</sup>

(ii) The qualifying features for uSelect<sup>SM</sup> Standard<sup>3</sup> are:

Call Waiting	Three-Way Calling
Call Forwarding	Call Return
Call Screen	Repeat Dialing
Priority Ringing	Speed Calling-8
Select Call Forwarding	Distinctive Ring
Metro Plan <sup>SM 2</sup>	

Any four (4) qualifying features<sup>2</sup> may be selected for uSelect<sup>SM</sup> Standard.

Additional qualifying features ordered outside of the uSelect<sup>SM</sup> packages, will be billed at their individual tariff rates. Qualifying features with the higher individual tariffed rates will be included in the appropriate uSelect<sup>SM</sup> package.

Availability

uSelect<sup>SM</sup> Standard is only available to residential customers who ordered a package containing Caller ID and who reside in areas where facilities and/or operating conditions preclude the provisioning of Caller ID.

/1/ See C.1 preceding.

/2/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (see Guidebook Part 4, Section 2, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook Part 4, Section 1 and Part 9, Section 2, respectively.

/3/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4

1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Custom Calling Services<sup>1</sup> (Cont'd)

b. Packages (Cont'd)

(1) Grandfathered Packages: (Cont'd)

(a) uSelect<sup>SM</sup> Packages<sup>3</sup>

(ii) The qualifying features for uSelect<sup>SM</sup> Standard<sup>3</sup> are:

Call Waiting  
Call Forwarding  
Call Screen  
Priority Ringing  
Select Call Forwarding  
Metro Plan<sup>SM 2</sup>

Three-Way Calling  
Call Return  
Repeat Dialing  
Speed Calling-8  
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Any four (4) qualifying features<sup>2</sup> may be selected for uSelect<sup>SM</sup> Standard.

Additional qualifying features ordered outside of the uSelect<sup>SM</sup> packages, will be billed at their individual tariff rates. Qualifying features with the higher individual tariffed rates will be included in the appropriate uSelect<sup>SM</sup> package.

Availability

uSelect<sup>SM</sup> Standard is only available to residential customers who ordered a package containing Caller ID and who reside in areas where facilities and/or operating conditions preclude the provisioning of Caller ID.

/1/ See C.1 preceding.

/2/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (see Guidebook Part 4, Section 2, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook Part 4, Section 1 and Part 9, Section 2, respectively.

/3/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4

/4/ Distinctive Ring is withdrawn effective June 15, 2013.

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**COMPLETE CHOICE® BASIC PACKAGE<sup>/1/</sup>**

/2/ (C)

**A. Description and Availability**

1. Complete Choice® Basic is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal. P.U.C. No. A5.1.1 and A5.2.2.
2. Complete Choice® Basic consists of a residential access line and the following Custom Calling Services:
  - Caller ID
  - Call Waiting

The residential access line may be a Flat Rate service or Measured Rate Service, or California Lifeline service (flat or measured rate) as described in Schedule Cal. P.U.C. No. A5.2.2 and A5.2.5,E. Custom Calling Services Regulations are found in Part 7, Section 2.

3. Complete Choice® Basic is available where Caller ID is available. See Part 7, Section 2.

**B. Terms and Conditions**

1. Complete Choice® Basic is available on a customer's primary or additional line.
2. Caller ID and Call Waiting must be purchased on the same access line. Features may not be split between access lines.
3. The components of Complete Choice® Basic may be purchased individually at their tariff and/or Guidebook rates.
4. Usage Sensitive Custom Calling Services and charges are not included in the Complete Choice® Basic package or package rate.
5. Customers currently subscribing to all components of the Complete Choice® Basic may request billing at Complete Choice® Basic rate.
6. Complete Choice® Basic may be included in other packages, bundles and product groupings that are marketed under other names. When Complete Choice® Basic is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Basic Guidebook rate.
7. Non-recurring charges apply for newly ordered access lines and Custom Calling Services, found in AT&T California Guidebook, Part 3, Section 1, however if the customer converts their service from Select Feature Package to Complete Choice® Basic, the non-recurring feature charge will be waived.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/2/ Material formerly appeared in Part 7, Section 5.



## 1 CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>1</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>2</sup>: (Cont'd)(a) uSelect<sup>SM</sup> Packages<sup>6</sup>(iii) uSelect<sup>SM,6</sup> ComponentsuSelect<sup>SM</sup> 3<sup>3</sup>

2 Custom Calling Features and Caller ID

uSelect<sup>SM</sup> 6

5 Custom Calling Features and Caller ID

2-Line uSelect<sup>SM</sup> 3<sup>4</sup>

2 Custom Calling Features and Caller ID

2-Line uSelect<sup>SM</sup> 6<sup>4</sup>

5 Custom Calling Features and Caller ID

uSelect<sup>SM</sup> Standard<sup>5</sup>

4 Custom Calling Features

/1/ See C.1 preceding.

/2/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (see A5.4.7, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook, Part 4, Section 1 and Part 9, Section 2, respectively.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring.

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line: They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/6/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.

## 1 CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>/1/</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>/2/</sup>: (Cont'd)(a) uSelect<sup>SM</sup> Packages<sup>/9/</sup>(iii) uSelect<sup>SM,6</sup> ComponentsuSelect<sup>SM</sup> 3<sup>/3/</sup>

2 Custom Calling Features and Caller ID

uSelect<sup>SM</sup> 6

5 Custom Calling Features and Caller ID

2-Line uSelect<sup>SM</sup> 3<sup>/4/</sup>

2 Custom Calling Features and Caller ID

<sup>/4/</sup>2-Line uSelect<sup>SM</sup> 6<sup>/4/</sup>

5 Custom Calling Features and Caller ID

uSelect<sup>SM</sup> Standard<sup>/5/</sup>

4 Custom Calling Features

<sup>/1/</sup> See C.1 preceding.<sup>/2/</sup> As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (see A5.4.7, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook, Part 4, Section 1 and Part 9, Section 2, respectively.<sup>/3/</sup> Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring<sup>/7/</sup>.<sup>/4/</sup> 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line: They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.<sup>/5/</sup> uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.<sup>/6/</sup> Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective January 1, 2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.<sup>/7/</sup> Distinctive Ring is withdrawn June 15, 2013.

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COMPLETE CHOICE® BASIC PACKAGE<sup>/1/</sup> (cont'd)

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B. Terms and Conditions (cont'd)

- 8. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.
- 9. Voicemail and/or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
- 10. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

C. Product References

<u>Product</u>	<u>Tariff or Guidebook Reference</u>
Flat Rate Service	Schedule Cal.P.U.C. No. A5.2.2
Measured Rate Service	Schedule Cal.P.U.C. No. A5.2.1
California Life Service	Schedule Cal.P.U.C. No. A5.2.5
Custom Calling Services	Part 7, Section 2
Voicemail	Part 6, Section 4
WirePro	Part 8, Section 8

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.  
/2/ Material formerly appeared in Part 7, Section 5.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>2</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>3</sup>: (Cont'd)(b) ECONOMY PLAN<sup>1</sup> (THE ECONOMY PLAN)

## 3-4 Custom Calling Features and Caller ID

The qualifying features for ECONOMY PLAN<sup>4</sup> are:

Call Forwarding  
Call Return  
Call Screen  
Call Waiting

Priority Ringing  
Repeat Dialing  
Select Call Forwarding  
Speed Calling-8  
Three-Way Calling

(c) Works<sup>1</sup> (The Works)

## 5-10 Custom Calling Features and Caller ID

The qualifying features for The Works<sup>4</sup> are:

Call Forwarding  
Call Return  
Call Screen  
Call Waiting  
Call Waiting ID

Priority Ringing  
Repeat Dialing  
Select Call Forwarding  
Speed Calling-8  
Three-Way Calling

/1/ Frozen/Grandfathered Economy Plan (formerly The Basics) and the Works feature package discounts – See General Regulations, Schedule Cal.P.U.C. A2.1.2, A.4.

/2/ See C.1. preceding.

/3/ Busy Call Forwarding (BCF)<sup>4</sup> and Delayed Call Forwarding (DCF)<sup>4</sup> are no longer included as qualifying features for Packages. However, customers who qualify for The Works<sup>4</sup> or ECONOMY<sup>4</sup> PLAN Packages may subscribe to BCF and DCF at the monthly rate of \$1.35<sup>4</sup> per feature.

/4/ Frozen/Grandfathered Economy Plan (formerly The Basics) and The Works feature package discounts – See General Regulations, Schedule Cal.P.U.C. A2.1.2, A.4.

(D)

(D)

**COMPLETE CHOICE® BASIC PACKAGE<sup>/4/</sup> (cont'd)**

/5/ (C)

**D. Rates and Charges**

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$40.00	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$37.25	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on)  - Unified Messaging	\$8.49	\$0.00
WirePro (add-on)	\$6.00	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2.D.1.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

/4/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/5/ Material formerly appeared in Part 7, Section 5.

/5/

**COMPLETE CHOICE® BASIC PACKAGE<sup>/4/</sup> (cont'd)****D. Rates and Charges**

Access Line Option	Monthly Recurring Rate <sup>/1/</sup>	NRC <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with flat rate service option</i>	\$41.75 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with measured rate service option</i>	\$39.00 (I)	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline flat rate option</i>	/3/	RR <sup>/2/</sup>
<b>Complete Choice® Basic</b> <i>with California Lifeline measured rate option</i>	/3/	RR <sup>/2/</sup>
Voicemail (add-on)  - Unified Messaging	\$8.99 (I)	\$0.00
WirePro (add-on)	\$6.50 (I)	NA

/1/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in A5.2.2.D.1.

/2/ Nonrecurring charges consist of a nonrecurring charge for the installation of a new access line and a nonrecurring charge for installation of Custom Calling Services. See B.7. preceding.

/3/ Customers subscribing to Complete Choice Basic with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

/4/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/5/ Material formerly appeared in Part 7, Section 5.



1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Custom Calling Services<sup>1</sup> (Cont'd)
- b. Packages (Cont'd)

(1) Grandfathered Packages: (Cont'd)

(d) Advantage Plan<sup>2</sup> (The Advantage Plan)  
6 Custom Calling Features and Caller ID

The qualifying features for The Advantage Plan are:

Privacy Manager\*  
Call Forwarding\*  
Call Return\*  
Call Waiting\*

**Caller ID**  
Call Waiting ID\*  
Three-Way Calling\*

Any of the six qualifying features (\*) above may be substituted with any of the following:

Call Screen  
Priority Ringing  
Repeat Dialing

Select Call Forwarding  
Speed Calling-8  
Metro Plan<sup>SM3</sup>

/1/ See C.1 preceding.

/2/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/3/ As an alternative to a qualifying feature, customers may choose Metro Plan<sup>SM</sup> (see Guidebook, Part 4, Section 2, preceding). For a fixed monthly rate Metro Plan<sup>SM</sup> offers to one-party residence service customers unlimited calling on directly dialed calls to ZUM Zone 3 exchanges. Metro Plan<sup>SM</sup> service is furnished as an adjunct to the one-party residence exchange services and provides for directly dialed communications to ZUM Zone 3 exchanges as specified in Guidebook, Part 4, Section 1 and Part 9, Section 2, respectively.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>4</sup> (Cont'd)(e) Monthly Rate for each Package:<sup>1</sup>

Packages <sup>4,6</sup>	Monthly Rate (Per Number of Features Ordered) <sup>2</sup>			
	3	4	5	6
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	\$18.91	\$18.91	\$25.37	\$25.37
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	7 \$25.37	8 \$25.37	9 \$25.37	10 \$25.37

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Busy Call Forwarding (BCF)<sup>8</sup> and Delayed Call Forwarding (DCF)<sup>8</sup> are no longer included as qualifying features for Packages. However, customers who qualify for a package may subscribe to BCF and DCF at the monthly rate of \$1.35<sup>8</sup> per feature.

/5/ Customers subscribing to the following services in addition to the Works<sup>8</sup> will receive a discount of \$1.85<sup>8</sup> off the package monthly rate: Access Line, Call Waiting ID, an Optional Calling Plan (either Saver 60, Saver Plus or OnePrice Saver) and WirePro.

/6/ Frozen/Grandfathered Economy Plan (formerly The Basics) and The Works feature package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>4</sup> (Cont'd)(e) Monthly Rate for each Package:<sup>1</sup>

Packages <sup>4,6</sup>	Monthly Rate (Per Number of Features Ordered) <sup>2</sup>			
	3	4	5	6
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	\$12.00 (R) NA	\$12.00 (R) NA	NA \$12.00 (R)	NA \$12.00 (R)
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	7 NA \$12.00 (R)	8 NA \$12.00 (R)	9 NA \$12.00 (R)	10 NA \$12.00 (R)

(C)

(C)

(C)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Busy Call Forwarding (BCF)<sup>8</sup> and Delayed Call Forwarding (DCF)<sup>8</sup> are no longer included as qualifying features for Packages. However, customers who qualify for a package may subscribe to BCF and DCF at the monthly rate of \$1.35<sup>8</sup> per feature.

/5/ Customers subscribing to the following services in addition to the Works<sup>8</sup> will receive a discount of \$1.85<sup>8</sup> off the package monthly rate: Access Line, Call Waiting ID, an Optional Calling Plan (either Saver 60, Saver Plus or OnePrice Saver) and WirePro.

/6/ Frozen/Grandfathered Economy Plan (formerly The Basics) and The Works feature package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

(1) Grandfathered Packages<sup>4</sup> (Cont'd)(e) Monthly Rate for each Package:<sup>1</sup>

Packages <sup>4,6</sup>	Monthly Rate (Per Number of Features Ordered) <sup>2</sup>			
	3	4	5	6
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	\$13.00 (I) NA	\$13.00 (I) NA	NA \$13.00 (I)	NA \$13.00 (I)
ECONOMY PLAN <sup>6</sup> Works <sup>5,6</sup>	7 NA \$13.00 (I)	8 NA \$13.00 (I)	9 NA \$13.00 (I)	10 NA \$13.00 (I)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Busy Call Forwarding (BCF)<sup>8</sup> and Delayed Call Forwarding (DCF)<sup>8</sup> are no longer included as qualifying features for Packages. However, customers who qualify for a package may subscribe to BCF and DCF at the monthly rate of \$1.35<sup>8</sup> per feature.

/5/ Customers subscribing to the following services in addition to the Works<sup>8</sup> will receive a discount of \$1.85<sup>8</sup> off the package monthly rate: Access Line, Call Waiting ID, an Optional Calling Plan (either Saver 60, Saver Plus or OnePrice Saver) and WirePro.

/6/ Frozen/Grandfathered Economy Plan (formerly The Basics) and The Works feature package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

## (1) Grandfathered Packages (Cont'd)

(e) Monthly Rate for each Package<sup>1</sup>: (Cont'd)

Packages	Monthly Rate <sup>1,2</sup>
Advantage Plan <sup>4</sup>	\$25.37

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

## (1) Grandfathered Packages (Cont'd)

(e) Monthly Rate for each Package<sup>1</sup>: (Cont'd)

Packages	Monthly Rate <sup>1,2</sup>
Advantage Plan <sup>/4/</sup>	\$12.00

(R)(C)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (Cont'd)

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

1. Custom Calling Services<sup>3</sup> (Cont'd)

## b. Packages (Cont'd)

## (1) Grandfathered Packages (Cont'd)

(e) Monthly Rate for each Package<sup>1</sup>: (Cont'd)

Packages	Monthly Rate <sup>1,2</sup>
Advantage Plan <sup>/4/</sup>	\$13.00

(l)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ See C.1. preceding.

/4/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)****D. RATES AND CHARGES (cont'd)**

1. Custom Calling Services<sup>/5/</sup> (cont'd)
  - b. Packages (cont'd)
    - (1) Grandfathered Packages (cont'd)
    - (e) Monthly Rate for each Package<sup>/1/</sup>: (cont'd)

Packages	Monthly Rate <sup>/1/,/2/</sup>
uSelect <sup>SM</sup> 3 <sup>/3/,/7/</sup>	\$12.50
uSelect <sup>SM</sup> 6 <sup>/7/</sup>	20.50
2-Line uSelect <sup>SM</sup> 3 <sup>/4/,/7/</sup>	9.00
2-Line uSelect <sup>SM</sup> 6 <sup>/4/,/7/</sup>	12.00
uSelect <sup>SM</sup> Standard <sup>/6/,/7/</sup>	8.45

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring.

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line. They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ See C.1. preceding.

/6/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/7/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective 1/1/2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.



**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)****D. RATES AND CHARGES (cont'd)**

- 1. Custom Calling Services<sup>/5/</sup> (cont'd)
- b. Packages (cont'd)
- (1) Grandfathered Packages (cont'd)
- (e) Monthly Rate for each Package<sup>/1/</sup>: (cont'd)

Packages	Monthly Rate <sup>/1/,/2/</sup>	
uSelect <sup>SM</sup> 3 <sup>/3/,/7/</sup>	\$12.00	(R)
uSelect <sup>SM</sup> 6 <sup>/7/</sup>	18.50	(R)
2-Line uSelect <sup>SM</sup> 3 <sup>/4/,/7/</sup>	11.00	(I)
2-Line uSelect <sup>SM</sup> 6 <sup>/4/,/7/</sup>	12.00	
uSelect <sup>SM</sup> Standard <sup>/6/,/7/</sup>	11.45	(I)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9,F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring.

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line. They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ See C.1. preceding.

/6/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/7/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective 1/1/2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.

**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)****D. RATES AND CHARGES (cont'd)**1. Custom Calling Services<sup>/5/</sup> (cont'd)

## b. Packages (cont'd)

## (1) Grandfathered Packages (cont'd)

(e) Monthly Rate for each Package<sup>/1/</sup>: (cont'd)

Packages	Monthly Rate <sup>/1/,/2/</sup>
uSelect <sup>SM</sup> 3 <sup>/3/,/7/</sup>	\$12.00
uSelect <sup>SM</sup> 6 <sup>/7/</sup>	18.50
2-Line uSelect <sup>SM</sup> 3 <sup>/4/,/7/</sup>	11.00
2-Line uSelect <sup>SM</sup> 6 <sup>/4/,/7/</sup>	12.00
uSelect <sup>SM</sup> Standard <sup>/6/,/7/</sup>	11.45

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring<sup>/8/</sup>. (C)

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line: They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ See C.1. preceding.

/6/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/7/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective 1/1/2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.

/8/ Distinctive Ring is withdrawn June 15, 2013. (N)

**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)****D. RATES AND CHARGES (cont'd)**1. Custom Calling Services<sup>/5/</sup> (cont'd)

## b. Packages (cont'd)

## (1) Grandfathered Packages (cont'd)

(e) Monthly Rate for each Package<sup>/1/</sup>: (cont'd)

Packages	Monthly Rate <sup>/1/,/2/</sup>
uSelect <sup>SM</sup> 3 <sup>/3/,/7/</sup>	\$12.00
uSelect <sup>SM</sup> 6 <sup>/7/</sup>	12.00
2-Line uSelect <sup>SM</sup> 3 <sup>/4/,/7/</sup>	11.00
2-Line uSelect <sup>SM</sup> 6 <sup>/4/,/7/</sup>	12.00
uSelect <sup>SM</sup> Standard <sup>/6/,/7/</sup>	11.45

(R)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring<sup>/8/</sup>.

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line: They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ See C.1. preceding.

/6/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/7/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective 1/1/2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.

/8/ Distinctive Ring is withdrawn effective July 1, 2013.

**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)****D. RATES AND CHARGES (cont'd)**1. Custom Calling Services<sup>/5/</sup> (cont'd)

## b. Packages (cont'd)

## (1) Grandfathered Packages (cont'd)

(e) Monthly Rate for each Package<sup>/1/</sup>: (cont'd)

Packages	Monthly Rate <sup>/1/,/2/</sup>
uSelect <sup>SM</sup> 3 <sup>/3/,/7/</sup>	\$13.00
uSelect <sup>SM</sup> 6 <sup>/7/</sup>	13.00
2-Line uSelect <sup>SM</sup> 3 <sup>/4/,/7/</sup>	13.00
2-Line uSelect <sup>SM</sup> 6 <sup>/4/,/7/</sup>	13.00
uSelect <sup>SM</sup> Standard <sup>/6/,/7/</sup>	13.00

(R)

(R)

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ The discount rate is applied only when all of the components of the packages are in place at the time of billing. The package discount will be prorated for the time period between the order complete date and the customer's bill round date. Package discounts will not be prorated if the customer cancels the service prior to their bill round date. For Packages, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F., only applies to the features contained in the package when the customer removes a feature that results in a different package or removes the package. In this situation, the feature removed from the customer's account will be billed at the full tariff rate. However, if the customer removes a feature(s) that does not result in a different package, minimum billing as set forth in Schedule Cal.P.U.C. No. A2.1.9.F. does not apply. The customer continues to pay the same tariffed package rate. After the 30 day minimum billing all removals and additions of features and packages will be billed, refunded and adjusted at the discounted package rate.

/3/ Effective April 24, 2004, the Value Plan was renamed uSelect<sup>SM</sup> 3 with two additional qualifying features added: Privacy Manager and Distinctive Ring<sup>/8/</sup>.

/4/ 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 is available on a residential customer's Primary Line when the customer subscribes to an Additional Line billed to the same account. Both lines must be of the same class of service. Only one 2-Line uSelect<sup>SM</sup> 3 or 2-Line uSelect<sup>SM</sup> 6 option may be billed per account and the features must be provisioned on the Primary Line. They can not be split between multiple lines. (Customers may have uSelect<sup>SM</sup> 3 or uSelect<sup>SM</sup> 6 on their additional access lines.) If the customer discontinues the qualifying Additional Line and retains the Primary Line features, 2-Line uSelect<sup>SM</sup> 3 will revert to uSelect<sup>SM</sup> 3 and 2-Line uSelect<sup>SM</sup> 6 will revert to uSelect<sup>SM</sup> 6 at rates set forth herein.

/5/ See C.1. preceding.

/6/ uSelect<sup>SM</sup> Standard is available where facilities and/or operating conditions do not support packages containing Caller ID.

/7/ Frozen/Grandfathered all uSelect<sup>SM</sup> packages effective 1/1/2008. See Schedule Cal. P.U.C. No. A2.1.2, A.4.

/8/ Distinctive Ring is withdrawn effective July 1, 2013.

1. TWO-LINE SOLUTION DISCOUNT - RESIDENCE

/9/

A. DESCRIPTION

The Two-Line Solution Discount is a feature package that offers any Residential customer pricing discounts on selected Custom Calling Services<sup>1</sup> and WirePro<sup>2</sup> when the customer subscribes to both a Primary Line and an Additional Line, both with a predefined group of services. A customer choosing the Two-Line Solution Discount feature package has the option of adding an Optional Calling Plan<sup>3</sup>(OCP)(Saver 60, Saver Plus or OnePrice Saver) to their Primary Line.

B. DESCRIPTION OF FEATURES

The Two-Line Solution Discount feature package must include the following services as indicated:

Primary Line

The WORKS or The ECONOMY PLAN<sup>4</sup>

Call Waiting ID<sup>5</sup> (CWID)

WirePro

Optional: local toll Optional Calling Plan (Saver 60, Saver Plus or OnePrice Saver)

Additional Line

Caller ID<sup>6</sup>

Call Waiting<sup>7</sup>

Three Way Calling<sup>8</sup>

WirePro

- /1/ See Guidebook, Part 7, Section 2, Rates and Charges – General.
- /2/ See Guidebook, Part 8, Section 8.
- /3/ See Guidebook, Part 9, Section 3.
- /4/ Qualifying Features for THE ECONOMY PLAN and The WORKS, see Guidebook, Part 7, Section 2.E.2.c.(3).
- /5/ See Guidebook, Part 7, Section 2.
- /6/ See Guidebook, Part 7, Section 2.B.12.
- /7/ See Guidebook, Part 7, Section 2.B.2.
- /8/ See Guidebook, Part 7, Section 2.B.3.
- /9/ Material formerly appeared on Part 20, Section 20, Sheet 1.

/9/

## 2. TWO-LINE SOLUTION DISCOUNT - RESIDENCE

(C)

### A. DESCRIPTION

The Two-Line Solution Discount is a feature package that offers any Residential customer pricing discounts on selected Custom Calling Services<sup>1</sup> and WirePro<sup>2</sup> when the customer subscribes to both a Primary Line and an Additional Line, both with a predefined group of services. A customer choosing the Two-Line Solution Discount feature package has the option of adding an Optional Calling Plan<sup>3</sup>(OCP)(Saver 60, Saver Plus or OnePrice Saver) to their Primary Line.

### B. DESCRIPTION OF FEATURES

The Two-Line Solution Discount feature package must include the following services as indicated:

#### Primary Line

The WORKS or The ECONOMY PLAN<sup>4</sup>

Call Waiting ID<sup>5</sup> (CWID)

WirePro

Optional: local toll Optional Calling Plan (Saver 60, Saver Plus or OnePrice Saver)

#### Additional Line

Caller ID<sup>6</sup>

Call Waiting<sup>7</sup>

Three Way Calling<sup>8</sup>

WirePro

- /1/ See Guidebook, Part 7, Section 2, Rates and Charges – General.
- /2/ See Guidebook, Part 8, Section 8.
- /3/ See Guidebook, Part 9, Section 3.
- /4/ Qualifying Features for THE ECONOMY PLAN and The WORKS, see Guidebook, Part 7, Section 2.E.2.c.(3).
- /5/ See Guidebook, Part 7, Section 2.
- /6/ See Guidebook, Part 7, Section 2.B.12.
- /7/ See Guidebook, Part 7, Section 2.B.2.
- /8/ See Guidebook, Part 7, Section 2.B.3.

(D)

1. TWO-LINE SOLUTION DISCOUNT<sup>1</sup> - RESIDENCE (cont'd)

/2/

C. REGULATIONS

1. The feature package discount on the Two-Line Solution is available only to customers who subscribe to both a Primary Line and an Additional Line, as set forth in this Guidebook. Customers with existing two line residential service, or customers with one residential line, who add an additional line are also eligible for the Two-Line Solution Discount, provided they meet all the requirements associated with the Two-Line Solution Discount. (As mentioned in paragraph 1.B preceding.)
2. Both lines must carry the same residence class of service, both lines must be billed on the same bill to apply the discount, and include WirePro on both lines. Existing restrictions as set forth in the Guidebook are applicable to Two-Line Solution Discount.
3. If the customer has additional Custom Calling Services on their additional line that qualify them for The WORKS<sup>1</sup> or THE ECONOMY PLAN<sup>1</sup> package, then they will not qualify for the Two-Line Solution Discount. However, the customer has the option to adjust their features to qualify for the Two-Line Solution Discount.
4. Any existing discounted or waived installation charges available with any of the above listed services will continue to apply.
5. This package is available to residence customers only, where facilities and operating conditions permit.
6. All services listed above are provided as set forth in the Guidebook.

(D)  
(D)

(C)

/1/ Frozen/Grandfathered Economy Plan (formerly The Basics) The Works and the Two-Line Solution Discount feature package discounts – See General Regulations, Schedule Cal.P.U.C. A2.1.2, A.4.  
/2/ Material formerly appeared on Part 20, Section 20, Sheet 2.

/2/

**2. TWO-LINE SOLUTION DISCOUNT<sup>1</sup> - RESIDENCE (cont'd)**

(C)

**C. REGULATIONS**

1. The feature package discount on the Two-Line Solution is available only to customers who subscribe to both a Primary Line and an Additional Line, as set forth in this Guidebook. Customers with existing two line residential service, or customers with one residential line, who add an additional line are also eligible for the Two-Line Solution Discount, provided they meet all the requirements associated with the Two-Line Solution Discount. (As mentioned in paragraph 1.B preceding.)
2. Both lines must carry the same residence class of service, both lines must be billed on the same bill to apply the discount, and include WirePro on both lines. Existing restrictions as set forth in the Guidebook are applicable to Two-Line Solution Discount.
3. If the customer has additional Custom Calling Services on their additional line that qualify them for The WORKS<sup>1</sup> or THE ECONOMY PLAN<sup>1</sup> package, then they will not qualify for the Two-Line Solution Discount. However, the customer has the option to adjust their features to qualify for the Two-Line Solution Discount.
4. Any existing discounted or waived installation charges available with any of the above listed services will continue to apply.
5. This package is available to residence customers only, where facilities and operating conditions permit.
6. All services listed above are provided as set forth in the Guidebook.

/1/ Frozen/Grandfathered Economy Plan (formerly The Basics) The Works and the Two-Line Solution Discount feature package discounts – See General Regulations, Schedule Cal.P.U.C. A2.1.2, A.4.

(D)



1. TWO-LINE SOLUTION DISCOUNT<sup>1</sup> - RESIDENCE (cont'd)

/2/

D. RATES AND CHARGES

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>
Caller ID, Call Waiting, and Three Way Calling <sup>1</sup>	\$14.36 (R)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$2.90 (R)
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$1.00

(N)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Material formerly appeared on Part 20, Section 20, Sheet 3.

/2/

**2. TWO-LINE SOLUTION DISCOUNT<sup>1</sup> - RESIDENCE (cont'd)**

(C)

**D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>
Caller ID, Call Waiting, and Three Way Calling <sup>1</sup>	\$14.36
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$2.90
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$1.00

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

(D)

2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)

D. RATES AND CHARGES

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>	
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$16.36 (R)	(C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$2.90	
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$1.00	

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - (N)  
"2 Line Phone Solution" (N)

**2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$17.36 (C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$3.40 (C)
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$1.50 (C)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"

**2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$17.86 (C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$3.90 (C)
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$2.00 (C)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"

**2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>	
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$18.86	(C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$5.90	(C)
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$4.00	(C)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"

**2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>	
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$20.59	(C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	\$4.50	(C)
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$7.00	(C)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"

2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)

D. RATES AND CHARGES

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>	
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$20.59	
WirePro <sup>1</sup> when Optional Calling Plan is present on account	4.50	
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$7.50	(C)

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.  
/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"



**2. TWO-LINE SOLUTION DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) will be applied to the additional line, based on the Regulations as set forth in B. preceding.

	<u>Monthly Discount</u>	
Caller ID, Call Waiting, and Three Way Calling <sup>/1/, /2/</sup>	\$21.58	(C)
WirePro <sup>1</sup> when Optional Calling Plan is present on account	4.50	
WirePro <sup>1</sup> without Optional Calling Plan subscription	\$7.50	

/1/ Frozen/Grandfathered Economy Plan (formerly the Basics), The Works and the Two-Line Solution Discount feature package discounts and WirePro discount (See Guidebook, Part 8, Section 8) - See General Regulations, Schedule Cal.P.U.C. A2.1.2,A.4.

/2/ Billing and marketing references: 2LINSOLU (PAK22), 2LINSOL2 (PAK23) - "2 Line Phone Solution"

1. 2-LINE VOICE DISCOUNT<sup>/7/</sup> – RESIDENCE

/8/

A. DESCRIPTION

The 2-Line Voice Discount offers any Residential customer pricing discounts on selected Custom Calling Services and Wirepro<sup>/1/,/7/</sup> when the customer subscribes to both a Primary Line with the Advantage Plan<sup>/2/,/6/,/7/</sup> and WirePro<sup>/7/</sup> and an Additional Line with Caller ID<sup>/3/</sup>, 3-Way Calling<sup>/4/</sup> and Call Waiting<sup>/5/</sup> and WirePro<sup>/1/,/7/</sup>.

B. DESCRIPTION OF FEATURES

To receive the 2-Line Voice Discount, the customer must subscribe to the following items as indicated:

Primary Line  
The Advantage Plan<sup>/2/,/6/,/7/</sup>  
WirePro<sup>/1/,/7/</sup>

Additional Line  
Call Waiting<sup>/5/</sup>  
Caller ID<sup>/3/</sup>  
Three-Way Calling<sup>/4/</sup>  
WirePro<sup>/1/,/7/</sup>

/1/ See Guidebook Part 8, Section 8.  
/2/ See Guidebook Part 7, Section 2..  
/3/ See Guidebook Part 7, Section 2.  
/4/ See Guidebook Part 7, Section 2.  
/5/ See Guidebook Part 7, Section 2.  
/6/ Qualifying Features for The Advantage Plan see California Guidebook Part 7, Section 2.  
/7/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.  
/8/ Material formerly appeared on Part 20, Section 2, Sheet 1.

/8/

**3. 2-LINE VOICE DISCOUNT<sup>/7/</sup> – RESIDENCE**

(C)

**A. DESCRIPTION**

The 2-Line Voice Discount offers any Residential customer pricing discounts on selected Custom Calling Services and Wirepro<sup>/1/,/7/</sup> when the customer subscribes to both a Primary Line with the Advantage Plan<sup>/2/,/6/,/7/</sup> and WirePro<sup>/7/</sup> and an Additional Line with Caller ID<sup>/3/</sup>, 3-Way Calling<sup>/4/</sup> and Call Waiting<sup>/5/</sup> and WirePro<sup>/1/,/7/</sup>.

**B. DESCRIPTION OF FEATURES**

To receive the 2-Line Voice Discount, the customer must subscribe to the following items as indicated:

Primary Line

The Advantage Plan<sup>/2/,/6/,/7/</sup>  
WirePro<sup>/1/,/7/</sup>

Additional Line

Call Waiting<sup>/5/</sup>  
Caller ID<sup>/3/</sup>  
Three-Way Calling<sup>/4/</sup>  
WirePro<sup>/1/,/7/</sup>

/1/ See Guidebook Part 8, Section 8.

/2/ See Guidebook Part 7, Section 2..

/3/ See Guidebook Part 7, Section 2.

/4/ See Guidebook Part 7, Section 2.

/5/ See Guidebook Part 7, Section 2.

/6/ Qualifying Features for The Advantage Plan see California Guidebook Part 7, Section 2.

/7/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts -  
See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

(D)

1. 2-LINE VOICE DISCOUNT<sup>3</sup> - RESIDENCE (cont'd)

/4/

C. REGULATIONS

1. The 2-Line Voice Discount is available only to customers who subscribe to both a Primary Line and an Additional Line, as set forth in this Guidebook. Customers with existing two-line residential service or customers with one residential line who add an additional line are also eligible for the 2-Line Voice Discount, provided they meet all the requirements associated with the 2-Line Voice Discount.
2. Both lines must carry the same residence class of service, be on the same bill, and include WirePro<sup>/3/</sup> on both of the lines.
3. If the customer has additional Custom Calling Service on their second line that qualify them for The Works<sup>/2/</sup>, The Basics<sup>/2/</sup> or The Advantage Plan<sup>/1/,3/</sup> then they will not qualify for the 2-Line Voice Discount.
4. Any discounted or waived installation charges available with any of the above listed services will continue to apply.
5. There will be no additional discounts or waived rates on installation(s) provided with this discount.
6. This discount is available to residence customers only, where facilities and operating conditions permit.
7. All services listed above are provided as set forth in the Guidebook.

/1/ See Guidebook Part 7, Section 2.

/2/ Qualifying Features for The Basics and The Works, see Guidebook Part 7, Section 2.

/3/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature Package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Material formerly appeared on Part 20, Section 2, Sheet 2.

/4/

**3. 2-LINE VOICE DISCOUNT<sup>3</sup> - RESIDENCE (cont'd)**

(C)

**C. REGULATIONS**

1. The 2-Line Voice Discount is available only to customers who subscribe to both a Primary Line and an Additional Line, as set forth in this Guidebook. Customers with existing two-line residential service or customers with one residential line who add an additional line are also eligible for the 2-Line Voice Discount, provided they meet all the requirements associated with the 2-Line Voice Discount.
2. Both lines must carry the same residence class of service, be on the same bill, and include WirePro<sup>/3/</sup> on both of the lines.
3. If the customer has additional Custom Calling Service on their second line that qualify them for The Works<sup>/2/</sup>, The Basics<sup>/2/</sup> or The Advantage Plan<sup>/1/,/3/</sup> then they will not qualify for the 2-Line Voice Discount.
4. Any discounted or waived installation charges available with any of the above listed services will continue to apply.
5. There will be no additional discounts or waived rates on installation(s) provided with this discount.
6. This discount is available to residence customers only, where facilities and operating conditions permit.
7. All services listed above are provided as set forth in the Guidebook.

/1/ See Guidebook Part 7, Section 2.

/2/ Qualifying Features for The Basics and The Works, see Guidebook Part 7, Section 2.

/3/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature Package discounts – See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

(D)

1. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)

/2/

D. RATES AND CHARGES

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4)	\$15.64 (R)
WirePro (package ordering USOC: KSTJ5)	5.69 (R)

(N)

(N)

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ Material formerly appeared on Part 20, Section 2, Sheet 3.

/2/

(N)

3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd) (C)

D. RATES AND CHARGES

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4)	\$15.64
WirePro (package ordering USOC: KSTJ5)	5.69

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

(D)

3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)

D. RATES AND CHARGES

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>	
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$17.30 (R)	(C)
WirePro (package ordering USOC: KSTJ5)	5.69	

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package” (N)



**3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$18.30 (C)
WirePro (package ordering USOC: KSTJ5)	6.19 (C)

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2.A.4.

/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package”

**3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$18.80 (C)
WirePro (package ordering USOC: KSTJ5)	6.69 (C)

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2.A.4.

/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package”

**3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount<sup>/1/</sup></u>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$16.80 (C)
WirePro (package ordering USOC: KSTJ5)	3.69 (C)

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2.A.4.

/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package”

**3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)****D. RATES AND CHARGES**

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$12.80 (C)
WirePro (package ordering USOC: KSTJ5)	0.00 (C)

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2.A.4.

/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package”

3. 2-LINE VOICE DISCOUNT<sup>/1/</sup> - RESIDENCE (cont'd)

D. RATES AND CHARGES

The discount(s) shall be applied to the additional line<sup>/1/</sup>, based on the Regulations as set forth above.

<u>Description</u>	<u>Monthly Discount</u> <sup>/1/</sup>
Caller ID, Call Waiting and Three-Way Calling (package ordering USOC: KSTJ4) <sup>/2/</sup>	\$13.79 (C)
WirePro (package ordering USOC: KSTJ5)	0.00

/1/ Frozen/Grandfathered Advantage Plan and 2-Line Voice Discount feature package discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.  
/2/ Billing and Marketing reference – 2LNVOICC, 2LNVOICS, “2 Line Voice package”

**4. SELECT FEATURE PACKAGE<sup>/1/</sup>**

/4/ (C)

**A. DESCRIPTION AND AVAILABILITY**

1. Select Feature Package is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Guidebook, Part 4, Section 1 and Part 4, Section 2, preceding.
2. Select Feature Package is available to residential customers classified as new, retention (existing), Win or Winback.
3. Select Feature Package consists of a residential access line (required) and the following Custom Calling Services, where available<sup>/2/</sup>:
  - Call Forwarding
  - Call Return
  - Call Screen
  - Call Waiting
  - Call Waiting ID
  - Caller ID
  - Metro Plan<sup>/3/</sup> (in ZUM exchanges)
  - Priority Ringing
  - Privacy Manager (optional)
  - Repeat Dialing
  - Select Call Forwarding
  - Speed Calling 8
  - Three-Way Calling
- a. The residential access line may be a Flat Rate or Measured Rate service, or California Lifeline service (flat or measured rate) as described in Guidebook, Part 4, Section 2; Part 4, Section 5, preceding. Foreign Exchange, Foreign Prefix or Foreign District Area Service (see descriptions in Guidebook, Part 4, Section 3) are also available with Select Feature Package.
- b. Custom Calling Services Regulations are found in Guidebook, Part 7, Section 2, preceding.
4. Select Feature Package is available when at least 8 Custom Calling Services listed in 3. preceding are available.

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/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

(N)

/2/ Custom Calling Services are available subject to availability. See Guidebook, Part 7, Section 2, preceding.

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/3/ Metro Plan is not a Custom Calling Service, but is a selectable feature included with Select Feature Package.

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/4/ Material formerly appeared in Part 7, Section 5, Sheet 3.

/4/

**4. SELECT FEATURE PACKAGE<sup>/1/</sup>****A. DESCRIPTION AND AVAILABILITY**

1. Select Feature Package is a package of exchange services available to residential customers in Zone Usage Measurement (ZUM) and non-ZUM exchanges as defined in Schedule Cal.P.U.C. Nos. A5.1.1 and A5.2.2. (C)  
(C)
2. Select Feature Package is available to residential customers classified as new, retention (existing), Win or Winback.
3. Select Feature Package consists of a residential access line (required) and the following Custom Calling Services, where available<sup>/2/</sup>:
  - Call Forwarding
  - Call Return
  - Call Screen
  - Call Waiting
  - Call Waiting ID
  - Caller ID
  - Metro Plan<sup>/3/</sup> (in ZUM exchanges)
  - Priority Ringing
  - Privacy Manager (optional)
  - Repeat Dialing
  - Select Call Forwarding
  - Speed Calling 8
  - Three-Way Calling
  - a. The residential access line may be a Flat Rate or Measured Rate service, or California Lifeline service (flat or measured rate) as described in Schedule Cal. P.U.C. No. A5.2.2. (C)  
Foreign Exchange, Foreign Prefix or Foreign District Area Service (see descriptions (C)  
in Guidebook, Part 4, Section 3) are also available with Select Feature Package.
  - b. Custom Calling Services Regulations are found in Guidebook, Part 7, Section 2, preceding.
4. Select Feature Package is available when at least 8 Custom Calling Services listed in 3. preceding are available.

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Custom Calling Services are available subject to availability. See Guidebook, Part 7, Section 2. preceding.

/3/ Metro Plan is not a Custom Calling Service, but is a selectable feature included with Select Feature Package.

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4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)

/3/ (C)

B. REGULATIONS

- 1. Select Feature Package is available on a customer's primary line or additional lines.
- 2. Call Waiting, Caller ID, and Call Waiting ID may be removed (de-selected) from the Select Feature Package at the customer's option. No adjustment is made in the monthly package rate when Call Waiting, Caller ID and/or Call Waiting ID are de-selected. The customer may add these services back to their Select Feature Package; no nonrecurring charge applies.
- 3. Privacy Manager is an optional feature in the Select Feature Package and may be added at any time with no nonrecurring charge. No adjustment is made in the monthly package rate when Privacy Manager is not included in the Select Feature Package.
- 4. All Custom Calling Features included in the Select Feature Package must be purchased on the same access line. Features may not be split between access lines.
- 5. Usage Sensitive Custom Calling Services are not included in the Select Feature Package.
- 6. Customers currently subscribing to all components of the Select Feature Package may request billing at the Select Feature Package rate.
- 7. Select Feature Package customers will benefit from the package rate until they disconnect any of the following Custom Calling Services<sup>/2/</sup>:

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Call Forwarding  
Call Return  
Call Screen

Priority Ringing  
Repeat Dialing  
Select Call Forwarding  
Speed Calling 8  
Three-Way Calling

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/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.  
/2/ Not applicable to Caller ID if the Company is unable to provide Caller ID due to facility or system limitations.  
/3/ Material formerly appeared in Part 7, Section 5, Sheet 4.

/3/



**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)**

/7/ (C)

**C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/, /5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$28.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$20.42 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	\$18.39	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	\$15.21	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Guidebook, Part 4, Section 2 preceding.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Material formerly appeared in Part 7, Section 5, Sheet 6.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$28.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$20.42 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	\$18.39	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	\$15.21	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

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**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$30.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$22.42 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> flat rate access line	\$16.89 (R)	RR <sup>/4/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> measured rate access line	\$13.71 (R)	RR <sup>/4/</sup>

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/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E. (N)

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$33.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$25.42 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> flat rate access line	\$19.89 (I)	RR <sup>/4/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> measured rate access line	\$16.71 (I)	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$33.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$25.42 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> flat rate access line	\$18.84 (R)	RR <sup>/4/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> measured rate access line	\$15.66 (R)	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$33.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$27.37 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> flat rate access line	\$18.84	RR <sup>/4/</sup>
Select Feature Package with California Lifeline <sup>/7/</sup> measured rate access line	\$15.66	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$33.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$27.37 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

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(C)

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E. (N)  
(N)  
(C)

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$33.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$28.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.



**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$35.00 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$30.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$35.00 <sup>/6/</sup>	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$32.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$37.00 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$34.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$38.00 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$35.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$40.00 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$37.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$42.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$39.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1..

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$44.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$41.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$46.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$43.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.



**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$48.00 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$45.25 <sup>/6/</sup> (l)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$50.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$47.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

**4. SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****C. RATES AND CHARGES**

Select Feature Package:

Access Line Option	Monthly Recurring Charge <sup>/2/,/5/</sup>	Nonrecurring Charges
Select Feature Package with Flat Rate access line	\$52.00 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with Measured Rate access line	\$49.25 <sup>/6/</sup> (I)	RR <sup>/3/</sup>
Select Feature Package with California Lifeline flat rate access line	/7/	RR <sup>/4/</sup>
Select Feature Package with California Lifeline measured rate access line	/7/	RR <sup>/4/</sup>

/1/ Select Feature Package is Frozen/Grandfathered as of November 14, 2008. See Schedule Cal.P.U.C. No. A2.1.1 – Definitions of Terms.

/2/ Rates will vary for customers in extended area service exchanges. The variation will be consistent with the access line rates in Schedule Cal.P.U.C. No. A5.2.2.

/3/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 3, Section 1. If the access line is a Foreign Exchange, Foreign Prefix or Foreign District Area Service, the nonrecurring charge noted in Guidebook, Part 3, Section 1 will apply.

/4/ Nonrecurring charges consist of a charge for the installation of a new access line and a charge for installation of Custom Calling Services. See Guidebook, Part 4, Section 1 and Guidebook, Part 3, Section 1.

/5/ Where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount. The discount will appear as a credit on the bill.

/6/ For Foreign Exchange (FXS), Foreign Prefix (FPS) or Foreign District Area (FDA) Services, FXS Increment and Mileage charges apply in addition to the rates in C. (Guidebook, Part 4, Section 3).

/7/ Customers subscribing to Select Feature Package with California Lifeline service will receive the applicable discounts in Schedule Cal. P.U.C. No. A5.2.5, E.9. For additional information on California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.

## 5. FEATURE PACKAGES (BUSINESS)

Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15.

### A. Pacific Bell Saver Packs<sup>SM /1/</sup>

Pacific Bell Saver Packs are discounted pricing plan offerings that are based on a combination of Custom Calling Services. Customers automatically qualify for Saver Pack pricing and receive the associated discounted rates if their account contains the correct combination of products and services listed as of their billing date.

(1) The Power Pack Saver Pack (Power Pack)<sup>/1/</sup> consists of Caller ID plus 5-9 Custom Calling Services selected from the following qualifying features:

- |                                    |                            |
|------------------------------------|----------------------------|
| - Busy Call Forwarding             | - Priority Ringing         |
| - Call Forwarding                  | - Repeat Dial              |
| - Call Return                      | - Select Call Forwarding   |
| - Call Screen                      | - Speed Calling-8          |
| - Call Waiting                     | - Speed Calling-30         |
| - Call Waiting ID                  | - Three-Way Calling        |
| - Delayed Call Forwarding          | - Privacy Manager          |
| - Remote Access to Call Forwarding | - Call Transfer Disconnect |

(2) The Works Saver Pack (The Works)<sup>/1/</sup> consists of Caller ID plus 10 or more of the following qualifying features:

- |                           |                                    |
|---------------------------|------------------------------------|
| - Busy Call Forwarding    | - Priority Ringing                 |
| - Call Forwarding         | - Remote Access to Call Forwarding |
| - Call Return             | - Repeat Dial                      |
| - Call Screen             | - Select Call Forwarding           |
| - Call Waiting            | - Speed Calling-8                  |
| - Call Waiting ID         | - Speed Calling-30                 |
| - Delayed Call Forwarding | - Three-Way Calling                |
| - Privacy Manager         | - Call Transfer Disconnect         |

(3) Business Preferred<sup>SM /1/</sup> consists of the following four features:

- |                   |                                    |
|-------------------|------------------------------------|
| - Call Forwarding | - Remote Access to Call Forwarding |
| - Call Waiting    | - Three-Way Calling                |

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ See Part 7, Section 2: 2.C.8.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 40.

/4/ Material formerly appeared in Part 7, Section 2, Sheet 41.

**5. FEATURE PACKAGES (BUSINESS)**

Available for all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Part 7, Section 2: 2.C.15.

**A. Pacific Bell Saver Packs<sup>SM /1/</sup>**

Pacific Bell Saver Packs are discounted pricing plan offerings that are based on a combination of Custom Calling Services. Customers automatically qualify for Saver Pack pricing and receive the associated discounted rates if their account contains the correct combination of products and services listed as of their billing date.

(1) The Power Pack Saver Pack (Power Pack)<sup>/1/</sup> consists of Caller ID plus 5-9 Custom Calling Services selected from the following qualifying features:

- |                                    |                            |     |
|------------------------------------|----------------------------|-----|
| - Busy Call Forwarding             | - Priority Ringing         |     |
| - Call Forwarding                  | - Repeat Dial              |     |
| - Call Return                      | - Select Call Forwarding   |     |
| - Call Screen                      |                            | (C) |
| - Call Waiting                     | - Speed Calling-30         |     |
| - Call Waiting ID                  | - Three-Way Calling        |     |
| - Delayed Call Forwarding          | - Privacy Manager          |     |
| - Remote Access to Call Forwarding | - Call Transfer Disconnect |     |

(2) The Works Saver Pack (The Works)<sup>/1/</sup> consists of Caller ID plus 10 or more of the following qualifying features:

- |                           |                                    |     |
|---------------------------|------------------------------------|-----|
| - Busy Call Forwarding    | - Priority Ringing                 |     |
| - Call Forwarding         | - Remote Access to Call Forwarding |     |
| - Call Return             | - Repeat Dial                      |     |
| - Call Screen             | - Select Call Forwarding           |     |
| - Call Waiting            |                                    | (C) |
| - Call Waiting ID         | - Speed Calling-30                 |     |
| - Delayed Call Forwarding | - Three-Way Calling                |     |
| - Privacy Manager         | - Call Transfer Disconnect         |     |

(3) Business Preferred<sup>SM /1/</sup> consists of the following four features:

- |                   |                                    |
|-------------------|------------------------------------|
| - Call Forwarding | - Remote Access to Call Forwarding |
| - Call Waiting    | - Three-Way Calling                |

/1/ Frozen/Grandfathered Two-Line Solution Discount and 1-Line Solution Discount (Business Solutions) and Saver Packs (Power Pack, The Works and Business Preferred<sup>SM</sup>) and discounts - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ See Part 7, Section 2: 2.C.8.

(D)  
(D)



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AT

**6. COMMSTAR I<sup>/1/</sup> (cont'd)**

/2/

**B. Regulations**

1. The Company may furnish Commstar I where there is available central office equipment with the proper program updates as determined by the Company.
2. Commstar I is available on all individual business and residence access lines and public or semi-public service lines.
3. All Commstar I lines must be equipped for Touch-Tone signaling.
4. The quality of transmission for calls utilizing Commstar I Call Forwarding or Commstar I Conferencing may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.
5. A customer with a line equipped with Commstar I Call Forwarding is responsible for the payment of any applicable charges for each completed call between the subscribing line and the forwarded to line. This charge for local, message unit, zone calling units or dial station toll applies to all forwarding calls that are answered at the forwarded to number.
6. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another.
7. The Company may discontinue the telephone service of a customer with Commstar I service for nonpayment or noncompliance with other rules. Refer to Schedule Cal.P.U.C. No. A2.1.11.
8. Temporary Service is not offered with Commstar I service.
9. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
10. Unless otherwise specifically stated in this Guidebook or the Company's tariff schedule, Commstar I, access lines will be treated as Individual Line Business and/or Residence Service and all applicable tariff and/or Guidebook schedules of the Company will apply.
11. The Company is not responsible for incompatibility between Company provided service and customer provided terminal equipment wire, or cable beyond the Company's local loop demarcation point as set forth in Guidebook, Part 8, Section 8.

/2/

/3/

/3/

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 51.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 52.



**6. COMMSTAR I<sup>/1/</sup> (cont'd)**

/2/

**B. Regulations (cont'd)**

12. COMMSTAR I basic and optional features are not compatible with existing Custom Calling Services, described in Guidebook, Part 7, Section 4.
13. Each customer is responsible for the COMMSTAR I basic features and optional line features on their individual access lines(s).
14. On or after the effective date of Advice Letter No. 16198, the offering of Commstar I will only be furnished to residence customers as follows: to the same customer, on the same premises and supersedures. Additions, deletions or changes are prohibited.

/2/

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 53.

**6. COMMSTAR I<sup>/1/</sup> (cont'd)**

/3/

**C. Rates and Charges**

The rates and charges following are for COMMSTAR I only and are in addition to the applicable service charges, monthly rates and non-recurring charges with which they are associated.

- The following charges apply when establishing COMMSTAR I at the same time or subsequent to the associated exchange individual access line(s).

/3/

	<u>Nonrecurring Charge</u>	<u>Rate</u>	<u>Monthly USOC</u>
<u>Basic Features</u>			
- per line, residence <sup>/2/</sup>	\$ 14.25	\$ 7.79	MVR
- per line, business <sup>/2/</sup>	23.75	8.26	MVM
<u>Optional Line Features</u>			
COMMSTAR I Call Waiting			
- per line, residence	7.50	3.32	MVRCW
- per line, business	5.70	3.32	MVMCW
COMMSTAR I Speed Calling			
- per line, residence	7.50	4.75	MVRCD
- per line, business	5.70	4.75	MVMCD

/4/

/4/

/1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Includes Touch-Tone Calling Service.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 54.

/4/ Material formerly appeared in Part 7, Section 2, Sheet 55.

6. COMMSTAR I<sup>/1/</sup> (cont'd)

/6/

## C. Rates and Charges (cont'd)

2. The following charges apply for changes in an established Commstar I single line service.  
Charges for addition of new lines are as shown in Guidebook, Part 3, Section 1.

	<u>Nonrecurring Charges</u>		<u>Monthly</u>	<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	<u>Rate</u>	
Changes from a Commstar I single line service to a Commstar II				
- per line <sup>/3//4/</sup>	\$23.75	\$9.50	RR	MVP
- per line <sup>/3//5//</sup>	NO	NO	RR	MVC
Changes from a Commstar II to a Commstar I Single Line Service				
- per line, residence <sup>/3//4/</sup>	NO	9.50	RR	MVR
- per line, residence <sup>/3//5/</sup>	NO	NO	RR	MVR
- per line, business <sup>/3//4/</sup>	23.75	NO	RR	MVM
- per line, business <sup>/3//5/</sup>	NO	NO	RR	MVM
	<u>Nonrecurring Charges</u>		<u>Monthly</u>	<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	<u>Rate</u>	
Addition of optional features <sup>/2/</sup>				
- per line	\$ 5.70	\$ 7.50	RR	NA
Change optional features <sup>/2/</sup>				
- per line	5.70	7.50	RR	NA
			<u>Nonrecurring Charge</u>	<u>USOC</u>
Remove Commstar I line from an existing Commstar I Single Line Service				
- per line			\$ 5.70	NWCPS /6/

- 1/ Commstar I is Frozen/Grandfathered for business customers effective September 28, 2012. Commstar I was previously Frozen/Grandfathered for residence customers on July 1, 1992. See Part 2, Section 2, for Frozen/Grandfathered services.
- /2/ Use same monthly rate and USOC as shown in C.1., Optional Line Features, preceding.
- /3/ See C.1. preceding.
- /4/ Applicable before February 16, 1987.
- /5/ Applicable on and after February 16, 1987.
- /6/ Material formerly appeared in Part 7, Section 2, Sheet 56.

/6/

/6/

**7. COMMSTAR II<sup>/1/</sup>**

/3/

**A. Description**

Commstar II is an optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine a single exchange access line or up to thirty exchange access lines into Commstar II. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

**1. Basic Package Features<sup>/2/</sup>****Commstar II Intercom**

Up to twenty-nine other lines can be dialed in the same Commstar II by dialing an access code followed by two digits. Two user locations with the same line number cannot access each other utilizing the Intercom feature.

**Commstar II Call Hold**

A call can be placed on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

**Commstar II Call Pickup**

A call can be answered which has been directed to another line in the Commstar II group. Additional call pickup groups are available on an optional basis.

**Commstar II Call Transfer**

Any established call can be transferred to another line within or outside the Commstar II. One person on the final connection must still be within the Commstar II.

**Commstar II Three-Way Calling**

A call in progress can be placed on hold and a second call completed while maintaining privacy from the first call. In addition, the user of a Commstar II equipped line may choose to add on the previously held call into a three-way conference.

/3/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ See B.21, Regulations following.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 57.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/2/

**A. Description (cont'd)****2. Optional Line Features****Commstar II Call Waiting**

A tone burst is provided to a user on an existing call that another call is waiting.

**Commstar II Call Forwarding**

All calls made to the subscribing line are automatically transferred to a different line, within or outside the Commstar II.

**Commstar II Busy Call Forwarding/Delay Call Forwarding**

This feature automatically transfers incoming and intercom calls that encounter a busy line condition and/or a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing Commstar II equipped line to an alternate designated line within or outside the Commstar II group but within the same central office switch. Because of technical limitations, the actual number of ring cycles before a don't answer call is transferred may vary slightly from the preset value. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from the Company.

**Commstar II Speed Calling**

Allows a user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by one digit, a customer can dial up to 6 preprogrammed numbers.

**Commstar II Call Selection**

Call Selection will allow a customer to determine which calls can be placed on the Commstar II lines. There are three offerings:

- A. Allows ZUM 1 and 2 (denies 7 and 10 digit toll, and ZUM 3)
- B. Allows ZUM 1, 2 and 3 (denies 7 and 10 digit toll)
- C. Allows ZUM 1, 2 and 3 and 7 digit toll (denies 10 digit toll)

/2/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 58.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/2/

**A. Description (cont'd)****3. Optional Group Features****Commstar II Distinctive Ringing**

Allows a user to distinguish between incoming and intercom calls by providing distinctive ringing patterns. Commstar II lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and intercom calls which are waiting.

**Commstar II /800 Service Access**

Allows access to 800 Service by dialing a separate access line. The 800 Line(s) is not included in the maximum line capacity of the Commstar II.

Commstar II Features will continue to function in a normal manner when the 800 Line is in use.

800 service must terminate in the same central office and same switch as the local service common block.

**Custom 800 Service**

Custom 800 Service as set forth in Guidebook, Part 10, Section 1 may be provisioned on a Commstar II line. The Custom 800 line is not counted in the maximum 30 line capacity of the Commstar II. There are no nonrecurring charges associated with the provisioning of Custom 800 Service on the Commstar II line.

/2/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 59.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/2/

**B. Regulations**

1. The Company may furnish Commstar II where there is available central office equipment with the proper program updates as determined by the Company.
2. Commstar II is available on all individual business and residence access lines other than public or semi-public service lines.
3. A customer or customers may choose to combine access lines located at different premises into a Commstar II. All access lines combined in Commstar II must be served by the same central office.
4. The combining of access lines carrying different classes of service designations into a Commstar II is permitted.
5. All Commstar II lines must be equipped for Touch-Tone signaling.
6. The quality of transmission for calls utilizing Commstar II Call Forwarding or Commstar II Three-Way Calling may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.
7. Different customers may arrange to have their individual access lines combined in a Commstar II.

In the case where either of the optional features, Commstar II Speed Dialing or Commstar II Distinctive Ringing are ordered, an agreement must be reached between customers and Company as to which customer will be responsible for these particular features.

8. A customer with a line equipped with Commstar II Call Forwarding is responsible for the payment of any applicable charges for each completed call between the subscribing line and the forwarded to line. This charge for local, message unit, zone calling units or dial station toll applies to all forwarding calls that are answered at the forwarded to line station.

/2/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 60.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/2/

**B. Regulations (cont'd)**

9. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another.
10. The Company may discontinue the telephone service of a customer with Commstar II service for nonpayment or noncompliance with other rules. Refer to Schedule Cal.P.U.C. No. A2.1.11.
11. Temporary Service is not offered with Commstar II.
12. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
13. A minimum of two (2) lines will be needed to establish a Commstar II.
14. Unless otherwise specifically stated in this tariff schedule, Commstar II, access lines will be treated as Individual Line Business and/or Residence Service and all applicable tariff and/or Guidebook schedules of the Company will apply.
15. The Company is not responsible for incompatibility between Company provided service and customer-provided terminal equipment as set forth in Guidebook, Part 8, Section 8.
16. A control account is necessary with any Commstar II so central office translations can be provided to activate the Intercom feature. An agreement must be reached between the customer(s) and the Company as to which customer will be designated as the control account. The customer of the control account is also responsible for handling order inquiries and maintenance problems with the Company.

/2/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Material formerly appeared in Part 7, Section 2, Sheet 61.



7. **COMMSTAR II<sup>/1/</sup> (cont'd)**

/2/

**B. Regulations (cont'd)**

- 17. COMMSTAR II basic and optional features are not compatible with existing Custom Calling Services described in Guidebook, Part 7, Section 2. (C)  
(C)
- 18. The optional features Call Waiting and Busy Call Forwarding/Delay Call Forwarding may not be provided on the same line for the COMMSTAR II. (C)
- 19. Lines terminated in a COMMSTAR II only may not be equipped for hunting if Busy Call Forwarding/Delay Call Forwarding is provided. (C)
- 20. Each customer is responsible for the COMMSTAR II basic features and optional line features on their individual access lines(s). (C)
- 21. This schedule contains flexible charges for the monthly rates of COMMSTAR II, Optional Line Features and Optional Group Features. The current rates will be set forth on the range basis following. (C)

/2/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.  
/2/ Material formerly appeared in Part 7, Section 2, Sheet 62.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/3/

**C. Rates and Charges**

The rates and charges following are for COMMSTAR II only and are in addition to the applicable service charges, monthly rates and non-recurring charges with which they are associated.

- The following charges apply when establishing COMMSTAR II at the same time or subsequent to the associated exchange individual access line(s).

Nonrecurring Charges

The nonrecurring charge is dependent on the line size group of the COMMSTAR II being established. The charge decreases in relation to the increased group size.

/3/

Applicable before February 16, 1987:

/4/

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Basic Features			
7 to 10 - per line	\$47.50	RR	MVC10
11 to 15 - per line	35.15	RR	MVC15
16 to 30 - per line	27.55	RR	MVC30

Applicable on and after February 16, 1987:

	<u>Nonrecurring Charge</u>		<u>Monthly Rate</u>		<u>USOC</u>
Basic Features	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
First 2 to 10 - per line <sup>/2/</sup>	\$33.25	\$14.25	\$8.26	\$7.79	MVC10
First 11 to 15 - per line <sup>/2/</sup>	23.75	14.25	8.26	7.79	MVC15
First 16 to 30 - per line <sup>/2/</sup>	14.25	14.25	8.26	7.79	MVC30

(C)

(C)

/4/ (C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

(C)

/2/ The system structure is 10 MVC10 followed by 5 MVC15 followed by 15 MVC30.

(C)

/3/ Material formerly appeared in Part 7, Section 2, Sheet 63.

/4/ Material formerly appeared in Part 7, Section 2, Sheet 64.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/3/

**C. Rates and Charges (cont'd)**

	<u>Nonrecurring Charges</u>		<u>Monthly Rates</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
2. Optional Line Features <sup>/2/</sup>					
Call Waiting - per line	\$3.80	\$3.80	\$1.90	\$1.90	MVCCW
Call Forwarding - per line	3.80	3.80	1.90	1.90	MVCCF
Busy Call Forwarding/Delay Call Forwarding - per line	3.80	3.80	1.90	1.90	MVCAA
Speed Calling - per line	3.80	3.80	1.90	1.90	MVCCD
Call Selection					
Allows ZUM 1 and 2 Local Calls (Denies 7 and 10 digit toll, ZUM 3) - per line	3.80	3.80	1.90	1.90	MVCS1
Allows ZUM 1 and 2 Local, ZUM 3 (denies 7 and 10 digit toll) - per line	3.80	3.80	1.90	1.90	MVCS2
Allows ZUM 1 and 2 Local, ZUM 3, and 7 digit toll (denies 10 digit toll) - per line	3.80	3.80	1.90	1.90	MVCS3

(C)

/3/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ See B.21. preceding.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 65.

/3/ (C)

7. COMMSTAR II<sup>/1/</sup> (cont'd)

/3/

## C. Rates and Charges (cont'd)

	<u>Nonrecurring Charges</u>		<u>Monthly Rates</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
3. Optional Group Features					
Distinctive Ringing					
- per group	\$ 3.80	\$ 3.80	\$4.75	\$4.75	MVCDR
Each additional call					
pick-up group <sup>/2/</sup>					
- per group	3.80	3.80	1.90	1.90	MVCCP
<u>Monthly Rates</u>					
800 Service/800 Service Access					
Intrastate					
- per 800 line,					
per system	\$19.00	19.00	NO		MVC8S
Interstate					
- per 800 line	19.00	19.00	NO		MVC8X
800 Service Access					
- per access code	38.00	38.00	NO		MVC2W
Universal Access					
800 Service Access					
- per 800 line	19.00	19.00	NO		MVC8U

(C)

/3/

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ See B.21. preceding.

/3/ Material formerly appeared in Part 7, Section 2, Sheet 66.

/3/ (C)

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/4/

**C. Rates and Charges (cont'd)**

4. The following charges apply for changes in an established Commstar II.

Applicable before February 16, 1987:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Changes from a Premiere 6 system to a Commstar II				
7 to 10 - per line <sup>/2/</sup>	RR	RR	MVC10	(C)
11 to 15 - per line <sup>/2/</sup>	RR	RR	MVC15	
16 to 30 lines - per line <sup>/2/</sup>	RR	RR	MVC30	(C)

	<u>Nonrecurring Business</u>	<u>Charges Residence</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Addition of optional features - per line <sup>/3/</sup>	\$5.70	\$7.50	RR	NA	(C)
Change optional features, - per line <sup>/3/</sup>	5.70	7.50	RR	NA	(C)

Applicable on and after February 16, 1987:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Changes from a Premiere 6 or Commstar I System to a Commstar II				
- Existing lines	NO	RR	NA	
First 2 to 10 lines- per line <sup>/2/</sup>	RR	RR	MVC10	(C)
Next 11 to 25 lines- per line <sup>/2/</sup>	RR	RR	MVC15	
Next 16 to 30 lines- per line <sup>/2/</sup>	RR	RR	MVC30	(C)
	<u>Nonrecurring Business</u>	<u>Charges Residence</u>	<u>Monthly Rate</u>	<u>USOC</u>
Addition of optional features - per line <sup>/3/</sup>	\$3.80	\$3.80	RR	NA
Change optional features, - per line <sup>/3/</sup>	3.80	3.80	RR	NA
				<sup>/4/</sup> (C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ See C.1., Basic Features, preceding, for rates.

/4/ (C)

/3/ See C.2. and 3., Optional Features, preceding, for monthly rate and USOC.

/4/ (C)

/4/ Material formerly appeared in Part 7, Section 2, Sheet 67.

**7. COMMSTAR II<sup>/1/</sup> (cont'd)**

/3/

**C. Rates and Charges (cont'd)**

5. Miscellaneous change charge will apply, other than the service charges specified in 4. preceding, in the following examples:

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Remove Commstar II lines from an existing system - per line	NO	NWCPS
Changes to Busy Call Forwarding/Delay Call Forwarding as specified by the customer - per line	\$5.70	NWCPS
Changes in the intercom designation code associated with Commstar II intercom, - per line	\$5.70	NWCPS
Changes to remove and reestablish control account - per line	\$5.70	NWCPS

6. Where measured service exchange individual access lines are combined in a Commstar II, message charges are not applicable to calls completed utilizing the Commstar II Intercom feature.
7. Service charges associated with establishing Commstar II because of the availability of facilities are not applicable to the following changes:
- Telephone number changes.
  - Changes of class, type or grade of residence service from flat rate to measured service.

(D)

**8. Message Waiting Indicator**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- associated with Forwarded Call Information Service - per line <sup>/2/</sup>	RR	RR	EMW

/3/ (C)

/1/ Commstar II is Frozen/Grandfathered for business and residence customers effective September 28, 2012. See Part 2, Section 2, for Frozen/Grandfathered services.

/2/ Rates, charges and regulations apply as shown in Guidebook, Part 7, Section 3.

/3/ (C)

/3/ Material formerly appeared in Part 7, Section 2, Sheet 68.