

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
521st ²	CS A	1st	4.2	Original	18.1	1st	32
524th	CS A	6th	5	2nd	19	2nd	33
525th ¹	CS A	3rd	6	2nd	20	1st	34
179th	CS B	4th	7	4th	21	13th	35
274th ²	CS C	3rd	8	5th	22	1st	35.1
276th	CS C	1st	8.1	2nd	22.1	4th	36
277th ¹	CS C	Original	8.2	4th	22.1.1	1st	36.1
30th	CS D	8th	9	11th	23	6th	37
72nd	CS E	4th	10	8th	23.1	5th	38
6th	ToC A	Original	10.1	3rd	24	4th	38.1
8th	ToC B	1st	11	4th	25	1st	38.2
5th	ToC C	5th	12	Original	25.1	5th	39
5th	1	5th	13	5th	26	3rd	39.1
1st	1.1	1st	13.1	Original	26.1	7th	40
1st	2	7th	14	10th	27	1st	41
6th	3	3rd	15	3rd	28	1st	42
2nd	4	6th	16	4th	29	1st	43
1st	4.1	5th	17	4th	30	2nd	44
		3rd	18	4th	31	5th	45

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 31572.

(T)
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CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
525th	CS A	4th	7	2nd	20	2nd	33
526th ¹	CS A	3rd	8	4th	21	1st	34
179th	CS B	1st	8.1	5th	22	13th	35
277th	CS C	Original	8.2	2nd	22.1	1st	35.1
278th ¹	CS C	8th	9	4th	22.1.1	4th	36
30th	CS D	4th	10	11th	23	1st	36.1
72nd	CS E	Original	10.1	8th	23.1	6th	37
6th	ToC A	1st	11	3rd	24	5th	38
8th	ToC B	5th	12	4th	25	4th	38.1
5th	ToC C	5th	13	Original	25.1	1st	38.2
5th	1	1st	13.1	5th	26	5th	39
1st	1.1	7th	14	Original	26.1	3rd	39.1
1st	2	3rd	15	10th	27	7th	40
6th	3	6th	16	3rd	28	1st	41
2nd	4	5th	17	4th	29	1st	42
1st	4.1	3rd	18	4th	30	1st	43
1st	4.2	Original	18.1	4th	31	2nd	44
6th	5	2nd	19	1st	32	5th	45
3rd	6						

NOTE 1: Issued

(D)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
525th	CS A	3rd	6	2nd	19	2nd	33
526th ²	CS A	4th	7	2nd	20	1st	34
527th ¹	CS A	5th ¹	7	4th	21	13th	35
179th	CS B	3rd	8	5th	22	1st	35.1
277th	CS C	1st	8.1	2nd	22.1	4th	36
278th ²	CS C	Original	8.2	4th	22.1.1	1st	36.1
30th	CS D	8th	9	11th	23	6th	37
72nd	CS E	4th	10	8th	23.1	5th	38
6th	ToC A	Original	10.1	3rd	24	4th	38.1
8th	ToC B	1st	11	4th	25	1st	38.2
5th	ToC C	5th	12	Original	25.1	5th	39
5th	1	5th	13	5th	26	3rd	39.1
1st	1.1	1st	13.1	Original	26.1	7th	40
1st	2	7th	14	10th	27	1st	41
6th	3	3rd	15	3rd	28	1st	42
2nd	4	6th	16	4th	29	1st	43
1st	4.1	5th	17	4th	30	2nd	44
1st	4.2	3rd	18	4th	31	5th	45
6th	5	Original	18.1	1st	32		

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 32288.

(N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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525th	CS A	6th	5	2nd	19	2nd	33
526th ²	CS A	3rd	6	2nd	20	1st	34
527th ³	CS A	4th	7	4th	21	13th	35
528th ¹	CS A	5th ³	7	5th	22	1st	35.1
179th	CS B	3rd	8	2nd	22.1	4th	36
180th ¹	CS B	1st	8.1	4th	22.1.1	1st	36.1
277th	CS C	Original	8.2	11th	23	6th	37
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5th	ToC C	5th	13	Original	26.1	7th	40
5th	1	1st	13.1	10th	27	1st	41
1st	1.1	7th	14	3rd	28	1st	42
1st	2	3rd	15	4th	29	1st	43
6th	3	6th	16	4th	30	2nd	44
2nd	4	5th	17	4th	31	5th	45
1st	4.1	3rd	18	1st	32		
1st	4.2	Original	18.1				

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 32288.

NOTE 3: Pending CPUC Approval of Advice Letter No. 32309.

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CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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528th	CS A	5th	7	2nd	20	2nd	33
529th ¹	CS A	3rd	8	4th	21	1st	34
180th	CS B	1st	8.1	5th	22	13th	35
278th	CS C	Original	8.2	2nd	22.1	1st	35.1
279th ¹	CS C	8th	9	4th	22.1.1	4th	36
30th	CS D	4th	10	11th	23	1st	36.1
72nd	CS E	Original	10.1	8th	23.1	6th	37
6th	ToC A	1st	11	3rd	24	5th	38
8th	ToC B	5th	12	4th	25	4th	38.1
5th	ToC C	5th	13	Original	25.1	1st	38.2
5th	1	1st	13.1	5th	26	5th	39
1st	1.1	7th	14	Original	26.1	3rd	39.1
1st	2	3rd	15	10th	27	7th	40
6th	3	6th	16	3rd	28	1st	41
2nd	4	5th	17	4th	29	1st	42
1st	4.1	3rd	18	4th	30	1st	43
1st	4.2	Original	18.1	4th	31	2nd	44
6th	5	2nd	19	1st	32	5th	45
3rd	6						

NOTE 1: Issued

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CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
528th	CS A	6th	5	2nd	19	2nd	33
529th ²	CS A	3rd	6	2nd	20	1st	34
530th ¹	CS A	5th	7	4th	21	13th	35
180th	CS B	3rd	8	5th	22	1st	35.1
278th	CS C	1st	8.1	2nd	22.1	4th	36
279th ²	CS C	Original	8.2	4th	22.1.1	1st	36.1
280th ¹	CS C	8th	9	11th	23	6th	37
30th	CS D	4th	10	8th	23.1	5th	38
72nd	CS E	Original	10.1	3rd	24	4th	38.1
6th	ToC A	1st	11	4th	25	1st	38.2
8th	ToC B	5th	12	Original	25.1	5th	39
5th	ToC C	5th	13	5th	26	3rd	39.1
5th	1	1st	13.1	Original	26.1	7th	40
1st	1.1	7th	14	10th	27	1st	41
1st	2	3rd	15	3rd	28	1st	42
6th	3	6th	16	4th	29	1st	43
2nd	4	5th	17	4th	30	2nd	44
1st	4.1	3rd	18	4th	31	5th	45
1st	4.2	Original	18.1	1st	32		

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 32628.

(N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
528th	CS A	6th	5	2nd	19	2nd	33
529th ²	CS A	3rd	6	2nd	20	1st	34
530th ³	CS A	5th	7	4th	21	13th	35
531st ¹	CS A	3rd	8	5th	22	1st	35.1
180th	CS B	1st	8.1	2nd	22.1	4th	36
278th	CS C	Original	8.2	4th	22.1.1	1st	36.1
279th ²	CS C	8th	9	11th	23	6th	37
280th ³	CS C	4th	10	8th	23.1	5th	38
281st ¹	CS C	Original	10.1	3rd	24	4th	38.1
Original ¹	CS C.1	1st	11	4th	25	1st	38.2
30th	CS D	5th	12	Original	25.1	5th	39
31st ¹	CS D	5th	13	5th	26	3rd	39.1
Original ¹	CS D.1	1st	13.1	Original	26.1	7th	40
72nd	CS E	7th	14	10th	27	1st	41
73rd ¹	CS E	3rd	15	3rd	28	1st	42
Original ¹	CS F	6th	16	4th	29	1st	43
6th	ToC A	5th	17	4th	30	2nd	44
8th	ToC B	3rd	18	4th	31	5th	45
5th	ToC C	Original	18.1	1st	32		
5th	1						
1st	1.1						
1st	2						
6th	3						
2nd	4						
1st	4.1						
1st	4.2						

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 32628.

NOTE 3: Pending CPUC Approval of Advice Letter No. 32688.

(N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
531st	CS A	1st	4.2	2nd	19	2nd	33
532nd ¹	CS A	6th	5	2nd	20	1st	34
180th	CS B	3rd	6	4th	21	13th	35
281st	CS C	5th	7	5th	22	1st	35.1
282nd ¹	CS C	3rd	8	2nd	22.1	4th	36
Original	CS C.1	1st	8.1	4th	22.1.1	1st	36.1
1st ¹	CS C.1	Original	8.2	11th	23	6th	37
31st	CS D	8th	9	8th	23.1	5th	38
Original	CS D.1	4th	10	3rd	24	4th	38.1
73rd	CS E	Original	10.1	4th	25	1st	38.2
Original	CS F	1st	11	Original	25.1	5th	39
6th	ToC A	5th	12	5th	26	3rd	39.1
8th	ToC B	5th	13	Original	26.1	7th	40
5th	ToC C	1st	13.1	10th	27	1st	41
5th	1	7th	14	3rd	28	1st	42
1st	1.1	3rd	15	4th	29	1st	43
1st	2	6th	16	4th	30	2nd	44
6th	3	5th	17	4th	31	5th	45
2nd	4	3rd	18	1st	32		
1st	4.1	Original	18.1				

NOTE 1: Issued

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CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
531st	CS A	2nd	4	3rd	18	1st	32
532nd ²	CS A	1st	4.1	Original	18.1	2nd	33
533rd ¹	CS A	1st	4.2	2nd	19	1st	34
180th	CS B	6th	5	2nd	20	13th	35
281st	CS C	3rd	6	4th	21	1st	35.1
282nd ²	CS C	5th	7	5th	22	4th	36
283rd ¹	CS C	3rd	8	2nd	22.1	1st	36.1
Original	CS C.1	1st	8.1	4th	22.1.1	6th	37
1st ²	CS C.1	Original	8.2	11th	23	5th	38
31st	CS D	8th	9	8th	23.1	4th	38.1
Original	CS D.1	4th	10	3rd	24	1st	38.2
73rd	CS E	Original	10.1	4th	25	5th	39
Original	CS F	1st	11	Original	25.1	3rd	39.1
6th	ToC A	5th	12	5th	26	7th	40
8th	ToC B	5th	13	Original	26.1	1st	41
5th	ToC C	1st	13.1	10th	27	1st	42
5th	1	7th	14	3rd	28	1st	43
1st	1.1	3rd	15	4th	29	2nd	44
1st	2	6th	16	4th	30	5th	45
6th	3	5th	17	4th	31		

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 32976.

(N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
533rd	CS A	2nd	4	3rd	18	1st	32
534th ¹	CS A	1st	4.1	Original	18.1	2nd	33
180th	CS B	1st	4.2	2nd	19	1st	34
283rd	CS C	6th	5	2nd	20	13th	35
1st	CS C.1	3rd	6	4th	21	1st	35.1
2nd ¹	CS C.1	5th	7	5th	22	4th	36
31st	CS D	3rd	8	2nd	22.1	1st	36.1
32nd ¹	CS D	1st	8.1	4th	22.1.1	6th	37
Original	CS D.1	Original	8.2	11th	23	5th	38
1st ¹	CS D.1	8th	9	8th	23.1	4th	38.1
73rd	CS E	4th	10	3rd	24	1st	38.2
Original	CS F	Original	10.1	4th	25	5th	39
1st ¹	CS F	1st	11	Original	25.1	3rd	39.1
6th	ToC A	5th	12	5th	26	7th	40
8th	ToC B	5th	13	Original	26.1	1st	41
5th	ToC C	1st	13.1	10th	27	1st	42
5th	1	7th	14	3rd	28	1st	43
1st	1.1	3rd	15	4th	29	2nd	44
1st	2	6th	16	4th	30	5th	45
6th	3	5th	17	4th	31		

NOTE 1: Issued

(D)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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535th ¹	CS A	1st	4.1	Original	18.1	2nd	33
180th	CS B	1st	4.2	2nd	19	1st	34
181st ¹	CS B	6th	5	2nd	20	13th	35
283rd	CS C	3rd	6	4th	21	1st	35.1
2nd	CS C.1	5th	7	5th	22	4th	36
32nd	CS D	3rd	8	2nd	22.1	1st	36.1
1st	CS D.1	1st	8.1	4th	22.1.1	6th	37
73rd	CS E	Original	8.2	11th	23	5th	38
1st	CS F	8th	9	8th	23.1	4th	38.1
6th	ToC A	4th	10	3rd	24	1st	38.2
8th	ToC B	Original	10.1	4th	25	5th	39
5th	ToC C	1st	11	Original	25.1	3rd	39.1
5th	1	5th	12	5th	26	7th	40
1st	1.1	5th	13	Original	26.1	1st	41
1st	2	1st	13.1	10th	27	1st	42
6th	3	7th	14	3rd	28	1st	43
		3rd	15	4th	29	2nd	44
		6th	16	4th	30	5th	45
		5th	17	4th	31		

NOTE 1: Issued

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

WITHDRAWN
 02-09-2009

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
535th	CS A	3rd	8	4th	21	3rd ¹	33
536th ¹	CS A	4th ¹	8	5th ¹	21	1st	34
181st	CS B	1st	8.1	5th	22	2nd ¹	34
182nd ¹	CS B	2nd ¹	8.1	6th ¹	22	13th	35
283rd	CS C	Original	8.2	2nd	22.1	14th ¹	35
284th ¹	CS C	1st ¹	8.2	3rd ¹	22.1	1st	35.1
2nd	CS C.1	8th	9	4th	22.1.1	2nd ¹	35.1
3rd ¹	CS C.1	9th ¹	9	5th ¹	22.1.1	4th	36
32nd	CS D	4th	10	11th	23	5th ¹	36
1st	CS D.1	5th ¹	10	12th ¹	23	1st	36.1
73rd	CS E	Original	10.1	8th	23.1	2nd ¹	36.1
1st	CS F	1st ¹	10.1	9th ¹	23.1	6th	37
6th	ToC A	1st	11	3rd	24	7th ¹	37
7th ¹	ToC A	2nd ¹	11	4th ¹	24	5th	38
8th	ToC B	5th	12	4th	25	6th ¹	38
5th	ToC C	6th ¹	12	5th ¹	25	4th	38.1
6th ¹	ToC C	5th	13	Original	25.1	5th ¹	38.1
5th	1	6th ¹	13	1st ¹	25.1	1st	38.2
6th ¹	1	1st	13.1	5th	26	2nd ¹	38.2
1st	1.1	2nd ¹	13.1	6th ¹	26	5th	39
2nd ¹	1.1	7th	14	Original	26.1	6th ¹	39
1st	2	8th ¹	14	1st ¹	26.1	3rd	39.1
2nd ¹	2	3rd	15	10th	27	4th ¹	39.1
6th	3	4th ¹	15	11th ¹	27	7th	40
7th ¹	3	6th	16	3rd	28	8th ¹	40
2nd	4	7th ¹	16	4th ¹	28	1st	41
1st	4.1	5th	17	4th	29	2nd ¹	41
2nd ¹	4.1	6th ¹	17	5th ¹	29	1st	42
1st	4.2	3rd	18	4th	30	2nd ¹	42
2nd ¹	4.2	4th ¹	18	5th ¹	30	1st	43
6th	5	1st	18.1	4th	31	2nd ¹	43
7th ¹	5	2nd ¹	18.1	5th ¹	31	2nd	44
3rd	6	2nd	19	1st	32	3rd ¹	44
4th ¹	6	3rd ¹	19	2nd ¹	32	5th	45
5th	7	2nd	20	2nd	33	6th ¹	45
6th ¹	7	3rd ¹	20				

NOTE 1: Issued

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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537th ¹	CS A	3rd	8	4th	21	1st	34
181st	CS B	4th ²	8	5th ²	21	2nd ²	34
182nd ²	CS B	1st	8.1	5th	22	13th	35
283rd	CS C	2nd ²	8.1	6th ²	22	14th ²	35
284th ²	CS C	Original	8.2	2nd	22.1	1st	35.1
285th ¹	CS C	1st ²	8.2	3rd ²	22.1	2nd ²	35.1
2nd	CS C.1	8th	9	4th	22.1.1	4th	36
3rd ²	CS C.1	9th ²	9	5th ²	22.1.1	5th ²	36
32nd	CS D	4th	10	11th	23	1st	36.1
1st	CS D.1	5th ²	10	12th ²	23	2nd ²	36.1
73rd	CS E	Original	10.1	8th	23.1	6th	37
1st	CS F	1st ²	10.1	9th ²	23.1	7th ²	37
6th	ToC A	1st	11	3rd	24	5th	38
7th ²	ToC A	2nd ²	11	4th ²	24	6th ²	38
8th	ToC B	5th	12	4th	25	4th	38.1
5th	ToC C	6th ²	12	5th ²	25	5th ²	38.1
6th ²	ToC C	5th	13	Original	25.1	1st	38.2
5th	1	6th ²	13	1st ²	25.1	2nd ²	38.2
6th ²	1	1st	13.1	5th	26	5th	39
1st	1.1	2nd ²	13.1	6th ²	26	6th ²	39
2nd ²	1.1	7th	14	Original	26.1	3rd	39.1
1st	2	8th ²	14	1st ²	26.1	4th ²	39.1
2nd ²	2	3rd	15	10th	27	7th	40
6th	3	4th ²	15	11th ²	27	8th ²	40
7th ²	3	6th	16	3rd	28	1st	41
2nd	4	7th ²	16	4th ²	28	2nd ²	41
1st	4.1	5th	17	4th	29	1st	42
2nd ²	4.1	6th ²	17	5th ²	29	2nd ²	42
1st	4.2	3rd	18	4th	30	1st	43
2nd ²	4.2	4th ²	18	5th ²	30	2nd ²	43
6th	5	1st	18.1	4th	31	2nd	44
7th ²	5	2nd ²	18.1	5th ²	31	3rd ²	44
3rd	6	2nd	19	1st	32	5th	45
4th ²	6	3rd ²	19	2nd ²	32	6th ²	45

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 33423.

(N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
535th	CS A	3rd	6	2nd	20	2nd	33
536th ²	CS A	4th ²	6	3rd ²	20	3rd ²	33
537th ³	CS A	5th	7	4th	21	1st	34
538th ¹	CS A	6th ²	7	5th ²	21	2nd ²	34
181st	CS B	3rd	8	5th	22	13th	35
182nd ²	CS B	4th ²	8	6th ²	22	14th ²	35
183rd ¹	CS B	1st	8.1	2nd	22.1	1st	35.1
283rd	CS C	2nd ²	8.1	3rd ²	22.1	2nd ²	35.1
284th ²	CS C	Original	8.2	4th	22.1.1	4th	36
285th ³	CS C	1st ²	8.2	5th ²	22.1.1	5th ²	36
2nd	CS C.1	8th	9	11th	23	1st	36.1
3rd ²	CS C.1	9th ²	9	12th ²	23	2nd ²	36.1
4th ¹	CS C.1	4th	10	8th	23.1	6th	37
32nd	CS D	5th ²	10	9th ²	23.1	7th ²	37
1st	CS D.1	Original	10.1	3rd	24	5th	38
73rd	CS E	1st ²	10.1	4th ²	24	6th ²	38
1st	CS F	1st	11	4th	25	7th ¹	38
6th	ToC A	2nd ²	11	5th ²	25	4th	38.1
7th ²	ToC A	5th	12	Original	25.1	5th ²	38.1
8th	ToC B	6th ²	12	1st ²	25.1	1st	38.2
5th	ToC C	5th	13	5th	26	2nd ²	38.2
6th ²	ToC C	6th ²	13	6th ²	26	5th	39
5th	1	1st	13.1	Original	26.1	6th ²	39
6th ²	1	2nd ²	13.1	1st ²	26.1	3rd	39.1
1st	1.1	7th	14	10th	27	4th ²	39.1
2nd ²	1.1	8th ²	14	11th ²	27	7th	40
1st	2	3rd	15	3rd	28	8th ²	40
2nd ²	2	4th ²	15	4th ²	28	1st	41
6th	3	6th	16	4th	29	2nd ²	41
7th ²	3	7th ²	16	5th ²	29	1st	42
2nd	4	5th	17	4th	30	2nd ²	42
1st	4.1	6th ²	17	5th ²	30	1st	43
2nd ²	4.1	3rd	18	4th	31	2nd ²	43
1st	4.2	4th ²	18	5th ²	31	2nd	44
2nd ²	4.2	1st	18.1	1st	32	3rd ²	44
6th	5	2nd ²	18.1	2nd ²	32	5th	45
7th ²	5	2nd	19			6th ²	45
		3rd ²	19				

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 33423.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33677.

3 (T)
 (N)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
536th ²	CS A	4th ²	6	2nd	20	2nd	33
537th ³	CS A	5th	7	3rd ²	20	3rd ²	33
538th	CS A	6th ²	7	4th	21	1st	34
539th ¹	CS A	3rd	8	5th ²	21	2nd ²	34
182nd ²	CS B	4th ²	8	5th	22	13th	35
183rd	CS B	1st	8.1	6th ²	22	14th ²	35
283rd	CS C	2nd ²	8.1	2nd	22.1	1st	35.1
284th ²	CS C	Original	8.2	3rd ²	22.1	2nd ²	35.1
285th ³	CS C	1st ²	8.2	4th	22.1.1	4th	36
3rd ²	CS C.1	8th	9	5th ²	22.1.1	5th ²	36
4th	CS C.1	9th ²	9	11th	23	1st	36.1
5th ¹	CS C.1	4th	10	12th ²	23	2nd ²	36.1
32nd	CS D	5th ²	10	8th	23.1	6th	37
1st	CS D.1	Original	10.1	9th ²	23.1	7th ²	37
73rd	CS E	1st ²	10.1	3rd	24	5th	38
1st	CS F	1st	11	4th ²	24	6th ²	38
6th	ToC A	2nd ²	11	4th	25	7th ¹	38
7th ²	ToC A	5th	12	5th ²	25	4th	38.1
8th	ToC B	6th ²	12	Original	25.1	5th ²	38.1
5th	ToC C	5th	13	1st ²	25.1	1st	38.2
6th ²	ToC C	6th ²	13	5th	26	2nd ²	38.2
5th	1	1st	13.1	6th ²	26	5th	39
6th ²	1	2nd ²	13.1	Original	26.1	6th ²	39
1st	1.1	7th	14	1st ²	26.1	3rd	39.1
2nd ²	1.1	8th ²	14	10th	27	4th ²	39.1
1st	2	3rd	15	11th ²	27	7th	40
2nd ²	2	4th ²	15	3rd	28	8th ²	40
6th	3	6th	16	4th ²	28	1st	41
7th ²	3	7th ²	16	4th	29	2nd ²	41
2nd	4	5th	17	5th ²	29	1st	42
1st	4.1	6th ²	17	4th	30	2nd ²	42
2nd ²	4.1	3rd	18	5th ²	30	1st	43
1st	4.2	4th ²	18	4th	31	2nd ²	43
2nd ²	4.2	1st	18.1	5th ²	31	2nd	44
6th	5	2nd ²	18.1	1st	32	3rd ²	44
7th ²	5	2nd	19	2nd ²	32	5th	45
3rd	6	3rd ²	19			6th ²	45

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 33423.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33677.

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CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
536th ²	CS A	4th ²	6	2nd	20	2nd	33
539th	CS A	5th	7	3rd ²	20	3rd ²	33
540th ¹	CS A	6th ²	7	4th	21	1st	34
182nd ²	CS B	3rd	8	5th ²	21	2nd ²	34
183rd	CS B	4th ²	8	5th	22	13th	35
284th ²	CS C	1st	8.1	6th ²	22	14th ²	35
285th	CS C	2nd ²	8.1	2nd	22.1	1st	35.1
3rd ²	CS C.1	Original	8.2	3rd ²	22.1	2nd ²	35.1
5th	CS C.1	1st ²	8.2	4th	22.1.1	4th	36
6th ¹	CS C.1	8th	9	5th ²	22.1.1	5th ²	36
32nd	CS D	9th ²	9	11th	23	1st	36.1
1st	CS D.1	4th	10	12th ²	23	2nd ²	36.1
73rd	CS E	5th ²	10	8th	23.1	6th	37
1st	CS F	Original	10.1	9th ²	23.1	7th ²	37
6th	ToC A	1st ²	10.1	3rd	24	6th ²	38
7th ²	ToC A	1st	11	4th ²	24	7th	38
8th	ToC B	2nd ²	11	4th	25	4th	38.1
5th	ToC C	5th	12	5th ²	25	5th ²	38.1
6th ²	ToC C	6th ²	12	Original	25.1	1st	38.2
5th	1	5th	13	1st ²	25.1	2nd ²	38.2
6th ²	1	6th ²	13	5th	26	5th	39
1st	1.1	1st	13.1	6th ²	26	6th ²	39
2nd ²	1.1	2nd ²	13.1	Original	26.1	3rd	39.1
1st	2	7th	14	1st ²	26.1	4th ²	39.1
2nd ²	2	8th ²	14	10th	27	7th	40
6th	3	3rd	15	11th ²	27	8th ²	40
7th ²	3	4th ²	15	3rd	28	1st	41
2nd	4	6th	16	4th ²	28	2nd ²	41
1st	4.1	7th ²	16	4th	29	1st	42
2nd ²	4.1	5th	17	5th ²	29	2nd ²	42
1st	4.2	6th ²	17	4th	30	1st	43
2nd ²	4.2	3rd	18	5th ²	30	2nd ²	43
6th	5	4th ²	18	4th	31	2nd	44
7th ²	5	1st	18.1	5th ²	31	3rd ²	44
3rd	6	2nd ²	18.1	1st	32	5th	45
		2nd	19	2nd ²	32	6th ²	45
		3rd ²	19				

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 33423.

(D)

CC: 5170

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

(D)

Check Sheet B through Check Sheet F are cancelled.

(D)
(N)

CC: 5170

Advice Letter No.

Issued by

Date Filed: December 29, 2008

Decision No.

Eric Batongbacal

Effective: December 30, 2008

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
4th	45.1	Original	59.1	2nd	74.1	2nd	84.1.1
Original	45.2	3rd	60	5th	75	6th	84.2
Original	45.3	1st	60.1	5th	75.1	1st	84.3
2nd	46	3rd	61	1st	75.1.1	3rd	85
14th	47	1st	62	4th	75.2	1st	86
15th	48	1st	63	4th	76	3rd	87
3rd	48.1	1st	64	4th	76.1	4th	88
13th	49	6th	65	1st	76.1.1	5th	89
14th ¹	49	5th	65.1	4th	76.2	3rd	90
Original	49.1	15th	66	1st	76.2.2	3rd	91
3rd	50	2nd	66.1	Original	76.3	3rd	92
4th	51	1st	67	3rd	77	3rd	93
5th	52	3rd	68	2nd	78	4th	94
6th	53	3rd	69	1st	79	4th	95
3rd	53.1	5th	70	2nd ²	79	1st	96
3rd	54	1st	70.1	Original ²	79.1	1st	97
7th	55	5th	71	4th	80	4th	98
1st	55.1	6th	71.1	Original	80.1	5th	99
4th	56	8th	71.2	3rd	81	Original	99.1
7th	57	Original	71.3	1st	82	6th	100
5th	58	3rd	72	1st	83	3rd	100.1
6th	58.1	3rd	73	6th	84	Original	100.2
6th	59	4th	74	9th	84.1	5th	101
						1st	102

NOTE 1: Issued

NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
4th	45.1	Original	59.1	2nd	74.1	2nd	84.1.1
5th ¹	45.1	3rd	60	5th	75	6th	84.2
Original	45.2	1st	60.1	5th	75.1	1st	84.3
Original	45.3	3rd	61	1st	75.1.1	3rd	85
2nd	46	1st	62	4th	75.2	1st	86
14th	47	1st	63	4th	76	3rd	87
15th	48	1st	64	4th	76.1	4th	88
3rd	48.1	6th	65	1st	76.1.1	5th	89
14th	49	5th	65.1	4th	76.2	3rd	90
Original	49.1	15th	66	1st	76.2.2	3rd	91
3rd	50	2nd	66.1	Original	76.3	3rd	92
4th	51	1st	67	3rd	77	3rd	93
5th	52	3rd	68	2nd	78	4th	94
6th	53	3rd	69	1st	79	4th	95
3rd	53.1	5th	70	2nd ²	79	1st	96
3rd	54	1st	70.1	Original ²	79.1	1st	97
7th	55	5th	71	4th	80	4th	98
1st	55.1	6th	71.1	Original	80.1	5th	99
4th	56	8th	71.2	3rd	81	Original	99.1
7th	57	Original	71.3	1st	82	6th	100
5th	58	3rd	72	1st	83	3rd	100.1
6th	58.1	3rd	73	6th	84	Original	100.2
6th	59	4th	74	9th	84.1	5th	101
						1st	102

NOTE 1: Issued

NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	45.1	Original	59.1	2nd	74.1	2nd	84.1.1
Original	45.2	3rd	60	5th	75	3rd ¹	84.1.1
Original	45.3	1st	60.1	5th	75.1	6th	84.2
2nd	46	3rd	61	1st	75.1.1	1st	84.3
14th	47	1st	62	4th	75.2	3rd	85
15th	48	1st	63	4th	76	1st	86
3rd	48.1	1st	64	4th	76.1	3rd	87
14th	49	6th	65	1st	76.1.1	4th	88
Original	49.1	5th	65.1	4th	76.2	5th	89
3rd	50	15th	66	1st	76.2.2	3rd	90
4th	51	2nd	66.1	Original	76.3	3rd	91
5th	52	1st	67	3rd	77	3rd	92
6th	53	3rd	68	2nd	78	3rd	93
3rd	53.1	3rd	69	1st	79	4th	94
3rd	54	5th	70	2nd ²	79	4th	95
7th	55	1st	70.1	Original ²	79.1	1st	96
1st	55.1	5th	71	4th	80	1st	97
4th	56	6th	71.1	Original	80.1	4th	98
7th	57	8th	71.2	3rd	81	5th	99
5th	58	Original	71.3	1st	82	Original	99.1
6th	58.1	3rd	72	1st	83	6th	100
6th	59	3rd	73	6th	84	3rd	100.1
		4th	74	7th ¹	84	Original	100.2
				9th	84.1	5th	101
						1st	102

NOTE 1: Issued

NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NETWORK AND EXCHANGE SERVICES

WITHDRAWN
 02/09/2009

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	45.1	4th ¹	60	5th	75	7th ¹	84.2
6th ¹	45.1	1st	60.1	6th ¹	75	1st	84.3
Original	45.2	2nd ¹	60.1	5th	75.1	3rd	85
1st ¹	45.2	3rd	61	6th ¹	75.1	4th ¹	85
Original	45.3	4th ¹	61	1st	75.1.1	1st	86
1st ¹	45.3	1st	62	2nd ¹	75.1.1	3rd	87
2nd	46	2nd ¹	62	4th	75.2	4th ¹	87
3rd ¹	46	1st	63	4th	76	4th	88
14th	47	2nd ¹	63	5th ¹	76	5th ¹	88
15th ¹	47	1st	64	4th	76.1	5th	89
15th	48	6th	65	5th ¹	76.1	6th ¹	89
3rd	48.1	7th ¹	65	1st	76.1.1	3rd	90
14th	49	5th	65.1	2nd ¹	76.1.1	4th ¹	90
15th ¹	49	6th ¹	65.1	4th	76.2	3rd	91
Original	49.1	15th	66	5th ¹	76.2	4th ¹	91
1st ¹	49.1	16th ¹	66	1st	76.2.2	3rd	92
3rd	50	2nd	66.1	2nd ¹	76.2.2	4th ¹	92
4th ¹	50	3rd ¹	66.1	Original	76.3	3rd	93
4th	51	1st	67	1st ¹	76.3	4th ¹	93
5th ¹	51	2nd ¹	67	3rd	77	4th	94
5th	52	3rd	68	4th ¹	77	5th ¹	94
6th ¹	52	3rd	69	2nd	78	4th	95
6th	53	4th ¹	69	3rd ¹	78	5th ¹	95
7th ¹	53	5th	70	1st	79	1st	96
3rd	53.1	6th ¹	70	2nd ²	79	2nd ¹	96
4th ¹	53.1	1st	70.1	3rd ¹	79	1st	97
3rd	54	2nd ¹	70.1	Original ²	79.1	2nd ¹	97
7th	55	5th	71	4th	80	4th	98
8th ¹	55	6th ¹	71	5th ¹	80	5th ¹	98
1st	55.1	6th	71.1	Original	80.1	5th	99
2nd ¹	55.1	7th ¹	71.1	1st ¹	80.1	6th ¹	99
4th	56	8th	71.2	3rd	81	Original	99.1
5th ¹	56	9th ¹	71.2	4th ¹	81	1st ¹	99.1
7th	57	Original	71.3	1st	82	6th	100
8th ¹	57	1st ¹	71.3	2nd ¹	82	7th ¹	100
5th	58	3rd	72	1st	83	3rd	100.1
6th	58.1	4th ¹	72	2nd ¹	83	4th ¹	100.1
7th ¹	58.1	3rd	73	7th	84	Original	100.2
6th	59	4th ¹	73	8th ¹	84	1st ¹	100.2
7th ¹	59	4th	74	9th	84.1	5th	101
Original	59.1	5th ¹	74	10th ¹	84.1	6th ¹	101
1st ¹	59.1	2nd	74.1	3rd	84.1.1	1st	102
3rd	60	3rd ¹	74.1	6th	84.2	2nd ¹	102

NOTE 1: Issued
 NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	45.1	4th ³	60	5th	75	7th ³	84.2
6th ³	45.1	1st	60.1	6th ³	75	1st	84.3
Original	45.2	2nd ³	60.1	5th	75.1	3rd	85
1st ³	45.2	3rd	61	6th ³	75.1	4th ³	85
Original	45.3	4th ³	61	1st	75.1.1	1st	86
1st ³	45.3	1st	62	2nd ³	75.1.1	3rd	87
2nd	46	2nd ³	62	4th	75.2	4th ³	87
3rd ³	46	1st	63	4th	76	4th	88
14th	47	2nd ³	63	5th ³	76	5th ³	88
15th ³	47	1st	64	4th	76.1	5th	89
15th	48	6th	65	5th ³	76.1	6th ³	89
3rd	48.1	7th ³	65	1st	76.1.1	3rd	90
14th	49	5th	65.1	2nd ³	76.1.1	4th ³	90
15th ³	49	6th ³	65.1	4th	76.2	3rd	91
Original	49.1	15th	66	5th ³	76.2	4th ³	91
1st ³	49.1	16th ³	66	6th ¹	76.2	3rd	92
3rd	50	2nd	66.1	1st	76.2.2	4th ³	92
4th ³	50	3rd ³	66.1	2nd ³	76.2.2	3rd	93
4th	51	1st	67	Original	76.3	4th ³	93
5th ³	51	2nd ³	67	1st ³	76.3	4th	94
5th	52	3rd	68	3rd	77	5th ³	94
6th ³	52	3rd	69	4th ³	77	4th	95
6th	53	4th ³	69	2nd	78	5th ³	95
7th ³	53	5th	70	3rd ³	78	1st	96
3rd	53.1	6th ³	70	1st	79	2nd ³	96
4th ³	53.1	1st	70.1	2nd ²	79	1st	97
3rd	54	2nd ³	70.1	3rd ³	79	2nd ³	97
7th	55	5th	71	Original ²	79.1	4th	98
8th ³	55	6th ³	71	4th	80	5th ³	98
1st	55.1	6th	71.1	5th ³	80	5th	99
2nd ³	55.1	7th ³	71.1	Original	80.1	6th ³	99
4th	56	8th	71.2	1st ³	80.1	Original	99.1
5th ³	56	9th ³	71.2	3rd	81	1st ³	99.1
7th	57	Original	71.3	4th ³	81	6th	100
8th ³	57	1st ³	71.3	1st	82	7th ³	100
5th	58	3rd	72	2nd ³	82	3rd	100.1
6th	58.1	4th ³	72	1st	83	4th ³	100.1
7th ³	58.1	3rd	73	2nd ³	83	Original	100.2
6th	59	4th ³	73	7th	84	1st ³	100.2
7th ³	59	4th	74	8th ³	84	5th	101
Original	59.1	5th ³	74	9th	84.1	6th ³	101
1st ³	59.1	2nd	74.1	10th ³	84.1	1st	102
3rd	60	3rd ³	74.1	3rd	84.1.1	2nd ³	102
				6th	84.2		

NOTE 1: Issued

NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	11th ¹	156	2nd	166	6th	183
6th ²	145	5th	157	2nd	167	19th	184
7th ¹	145	6th ¹	157	2nd	168	4th	184.1
4th	146	9th	158	2nd	169	3rd	185
5th ¹	146	10th ¹	158	2nd	170	5th	186
4th	147	9th	158.1	2nd	171	5th	187
5th ¹	147	10th ¹	158.1	2nd	172	5th	188
2nd	148	Original	158.1.1	2nd	173	5th	188.1
3rd ¹	148	1st ¹	158.1.1	2nd	174	20th	188.2
3rd	149	1st	158.1.2	2nd	175	3rd	188.3
1st	150	2nd ¹	158.1.2	21st	176	8th	188.4
2nd ¹	150	6th	158.2	14th	177	12th	188.5
5th	151	5th	158.3	17th	178	11th	188.5.1
19th	152	3rd	158.4	7th	178.1	6th	188.6
20th ¹	152	4th ¹	158.4	1st	178.2	2nd	188.6.1
2nd	152.1	8th	159	13th	179	2nd	189
3rd ¹	152.1	4th	159.1	6th	179.1	2nd	190
5th	153	5th ¹	159.1	7th ¹	179.1	2nd	191
13th	154	4th	160	12th	180	1st	191.1
14th ¹	154	5th	161	1st	180.1	1st	191.2
5th	154.1	2nd	162	8th	181	2nd	192
6th ¹	154.1	2nd	163	3rd	181.1	2nd	193
4th	155	2nd	164	10th	182	2nd	194
10th	156	2nd	165				

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>	
2.3 FORMS	176	(L)
2.3.1 GENERAL	176	
A. AGREEMENT FORMS	176	
B. APPLICATION FOR SERVICE AND RELATED FORMS	177	
C. BILL AND STATEMENT FORMS	177	
D. DELINQUENCY AND DISCONNECT NOTICES	178	
E. RECEIPTS	178.2	(T)
F. MISCELLANEOUS	179	
G. FORMS LISTED BY FORM NUMBER	180	
H. SAMPLE FORMS	185	
2.4 RESERVED	296.4	(T)
2.5 RESERVED	296.4	(T)
2.6 RESERVED	296.4	(T)
2.7 RESERVED	296.4	(T) (L)
2.8 CUSTOMER PREMISES DISTRIBUTION CABLE	297	
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY	297	
A. APPLICABILITY	297	
B. GENERAL	297	
C. TERMS AND CONDITIONS OF SALE	298	
D. REGULATIONS	298	
E. PRICING REGULATIONS	300	
F. PRICING	302	

(L) Formerly on Table of Contents Sheet B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>
2.3 FORMS	176
2.3.1 GENERAL	176
A. AGREEMENT FORMS	176
B. APPLICATION FOR SERVICE AND RELATED FORMS	177
C. BILL AND STATEMENT FORMS	177
D. DELINQUENCY AND DISCONNECT NOTICES	178
E. RECEIPTS	178.2
F. MISCELLANEOUS	179
G. FORMS LISTED BY FORM NUMBER	180
H. SAMPLE FORMS	185
2.4 RESERVED	296.4
2.5 RESERVED	296.4
2.6 RESERVED	296.4
2.7 RESERVED	296.4
2.8 CUSTOMER PREMISES DISTRIBUTION CABLE	297

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|
(D)

(D)
Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	1st	120	4th	146	20th	176
4th	104	2nd	121	4th	147	13th	177
3rd	104.1	1st	122	2nd	148	16th	178
Original ⁶	104.1.1	1st	123	3rd	149	6th	178.1
2nd	104.2	6th	124	1st	150	Original	178.2
5th	105	4th	124.1	5th	151	12th	179
3rd	106	Original ²	124.1.1	19th	152	5th	179.1
Original	106.1	2nd	124.2	1st	152.1	11th	180
4th	107	4th	124.3	5th	153	Original	180.1
1st	107.1	3rd	124.4	13th	154	7th	181
5th	108	3rd	125	4th	154.1	2nd	181.1
2nd	108.1	1st	125.1	4th	155	9th	182
6th	109	1st	126	7th	156	5th	183
4th	109.1	3rd	127	8th ⁷	156	18th	184
1st	109.2	1st	128	5th	157	3rd	184.1
3rd	109.3	2nd ⁵	128	9th	158	3rd	185
5th	110	1st	129	9th	158.1	5th	186
2nd	110.1	1st	130	Original	158.1.1	5th	187
4th	111	2nd	131	1st	158.1.2	4th	188
3rd	112	1st	132	6th	158.2	5th	188.1
5th	113	3rd	133	4th	158.3	19th	188.2
5th	114	3rd	134	2nd	158.4	20th ¹	188.2
2nd	115	Original	134.1	7th	159	2nd	188.3
2nd	116	102nd	135	2nd	159.1	7th	188.4
3rd	117	79th	135.1	4th	160	10th	188.5
2nd	117.1	26th	135.1.1	5th	161	11th ¹	188.5
Original	117.2	55th	135.2	2nd	162	9th	188.5.1
3rd	118.1	1st	136	2nd	163	10th ¹	188.5.1
1st	118.1.1	2nd	137	2nd	164	5th	188.6
1st	118.1.2	1st	138	2nd	165	1st	188.6.1
2nd	118.2	1st	139	2nd	166	1st	189
2nd	118.2.1	3rd	140	2nd	167	1st	190
1st	118.3	4th ³	140	2nd	168	1st	191
2nd	118.4	1st	141	2nd	169	Original	191.1
3rd	118.4.1	1st	142	2nd	170	Original	191.2
2nd	118.4.2	2nd ⁴	142	2nd	171	1st	192
3rd	118.5	2nd	143	2nd	172	1st	193
Original ⁶	118.6	2nd	144	2nd	173	1st	194
Original ⁶	118.7	5th	145	2nd	174		
1st	119	6th ⁶	145	2nd	175		

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 7: Pending CPUC Approval of Advice Letter No. 31572.

(T)
(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	1st	119	5th	145	2nd	173
4th	104	1st	120	6th ⁶	145	2nd	174
3rd	104.1	2nd	121	4th	146	2nd	175
Original ⁶	104.1.1	1st	122	4th	147	20th	176
2nd	104.2	1st	123	2nd	148	13th	177
5th	105	6th	124	3rd	149	16th	178
3rd	106	4th	124.1	1st	150	6th	178.1
Original	106.1	Original ²	124.1.1	5th	151	Original	178.2
4th	107	2nd	124.2	19th	152	12th	179
1st	107.1	4th	124.3	1st	152.1	5th	179.1
5th	108	3rd	124.4	5th	153	11th	180
2nd	108.1	3rd	125	13th	154	Original	180.1
6th	109	1st	125.1	4th	154.1	7th	181
4th	109.1	1st	126	4th	155	2nd	181.1
1st	109.2	3rd	127	8th	156	9th	182
3rd	109.3	1st	128	9th ¹	156	5th	183
5th	110	2nd ⁵	128	5th	157	18th	184
2nd	110.1	1st	129	9th	158	3rd	184.1
4th	111	1st	130	9th	158.1	3rd	185
3rd	112	2nd	131	Original	158.1.1	5th	186
5th	113	1st	132	1st	158.1.2	5th	187
5th	114	3rd	133	6th	158.2	4th	188
2nd	115	3rd	134	4th	158.3	5th	188.1
2nd	116	Original	134.1	2nd	158.4	20th	188.2
3rd	117	102nd	135	7th	159	2nd	188.3
2nd	117.1	79th	135.1	2nd	159.1	7th	188.4
Original	117.2	26th	135.1.1	4th	160	11th	188.5
3rd	118.1	55th	135.2	5th	161	10th	188.5.1
1st	118.1.1	1st	136	2nd	162	5th	188.6
1st	118.1.2	2nd	137	2nd	163	1st	188.6.1
2nd	118.2	1st	138	2nd	164	1st	189
2nd	118.2.1	1st	139	2nd	165	1st	190
1st	118.3	3rd	140	2nd	166	1st	191
2nd	118.4	4th ³	140	2nd	167	Original	191.1
3rd	118.4.1	1st	141	2nd	168	Original	191.2
2nd	118.4.2	1st	142	2nd	169	1st	192
3rd	118.5	2nd ⁴	142	2nd	170	1st	193
Original ⁶	118.6	2nd	143	2nd	171	1st	194
Original ⁶	118.7	2nd	144	2nd	172		

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	1st	119	5th	145	2nd	172
4th	104	1st	120	6th ⁶	145	2nd	173
3rd	104.1	2nd	121	4th	146	2nd	174
Original ⁶	104.1.1	1st	122	4th	147	2nd	175
2nd	104.2	1st	123	2nd	148	20th	176
5th	105	6th	124	3rd	149	13th	177
3rd	106	4th	124.1	1st	150	16th	178
Original	106.1	Original ²	124.1.1	5th	151	6th	178.1
4th	107	2nd	124.2	19th	152	Original	178.2
1st	107.1	4th	124.3	1st	152.1	12th	179
5th	108	3rd	124.4	5th	153	5th	179.1
2nd	108.1	3rd	125	13th	154	11th	180
6th	109	1st	125.1	4th	154.1	Original	180.1
4th	109.1	1st	126	4th	155	7th	181
1st	109.2	3rd	127	9th	156	2nd	181.1
3rd	109.3	1st	128	5th	157	5th	182
5th	110	2nd ⁵	128	9th	158	18th	183
2nd	110.1	1st	129	9th	158.1	3rd	184
4th	111	1st	130	Original	158.1.1	3rd	184.1
3rd	112	2nd	131	1st	158.1.2	5th	185
5th	113	1st	132	6th	158.2	5th	186
5th	114	3rd	133	4th	158.3	4th	187
2nd	115	3rd	134	2nd	158.4	5th	188
2nd	116	Original	134.1	7th	159	20th	188.1
3rd	117	102nd	135	8th ¹	159		188.2
2nd	117.1	79th	135.1	2nd	159.1	2nd	188.3
Original	117.2	26th	135.1.1	3rd ¹	159.1	7th	188.4
3rd	118.1	55th	135.2	4th	160	11th	188.5
1st	118.1.1	1st	136	5th	161	10th	188.5.1
1st	118.1.2	2nd	137	2nd	162	5th	188.6
2nd	118.2	1st	138	2nd	163	1st	188.6.1
2nd	118.2.1	1st	139	2nd	164	1st	189
1st	118.3	3rd	140	2nd	165	1st	190
2nd	118.4	4th ³	140	2nd	166	1st	191
3rd	118.4.1	1st	141	2nd	167	Original	191.1
2nd	118.4.2	1st	142	2nd	168	Original	191.2
3rd	118.5	2nd ⁴	142	2nd	169	1st	192
Original ⁶	118.6	2nd	143	2nd	170	1st	193
Original ⁶	118.7	2nd	144	2nd	171	1st	194

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	1st	119	5th	145	2nd	171
4th	104	1st	120	6th ⁶	145	2nd	172
3rd	104.1	2nd	121	4th	146	2nd	173
Original ⁶	104.1.1	1st	122	4th	147	2nd	174
2nd	104.2	1st	123	2nd	148	2nd	175
5th	105	6th	124	3rd	149	20th	176
3rd	106	4th	124.1	1st	150	13th	177
Original	106.1	Original ²	124.1.1	5th	151	16th	178
4th	107	2nd	124.2	19th	152	6th	178.1
1st	107.1	4th	124.3	1st	152.1	Original	178.2
5th	108	3rd	124.4	5th	153	12th	179
2nd	108.1	3rd	125	13th	154	5th	179.1
6th	109	1st	125.1	4th	154.1	11th	180
4th	109.1	1st	126	4th	155	Original	180.1
1st	109.2	3rd	127	9th	156	7th	181
3rd	109.3	1st	128	5th	157	2nd	181.1
5th	110	2nd ⁵	128	9th	158	9th	182
2nd	110.1	1st	129	9th	158.1	5th	183
4th	111	1st	130	Original	158.1.1	18th	184
3rd	112	2nd	131	1st	158.1.2	3rd	184.1
5th	113	1st	132	6th	158.2	3rd	185
5th	114	3rd	133	4th	158.3	5th	186
2nd	115	3rd	134	5th ¹	158.3	5th	187
2nd	116	Original	134.1	2nd	158.4	4th	188
3rd	117	102nd	135	3rd ¹	158.4	5th	188.1
2nd	117.1	79th	135.1	7th	159	20th	188.2
Original	117.2	26th	135.1.1	8th ⁷	159	2nd	188.3
3rd	118.1	55th	135.2	2nd	159.1	7th	188.4
1st	118.1.1	1st	136	3rd ⁷	159.1	11th	188.5
1st	118.1.2	2nd	137	4th	160	10th	188.5.1
2nd	118.2	1st	138	5th	161	5th	188.6
2nd	118.2.1	1st	139	2nd	162	1st	188.6.1
1st	118.3	3rd	140	2nd	163	1st	189
2nd	118.4	4th ³	140	2nd	164	1st	190
3rd	118.4.1	1st	141	2nd	165	1st	191
2nd	118.4.2	1st	142	2nd	166	Original	191.1
3rd	118.5	2nd ⁴	142	2nd	167	Original	191.2
Original ⁶	118.6	2nd	143	2nd	168	1st	192
Original ⁶	118.7	2nd	144	2nd	169	1st	193
				2nd	170	1st	194

NOTE 1: Issued
 NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.
 NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.
 NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.
 NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.
 NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.
 NOTE 7: Pending CPUC Approval of Advice Letter No. 32628.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	5th	113	1st	119	2nd	131
4th	104	5th	114	1st	120	1st	132
3rd	104.1	2nd	115	2nd	121	3rd	133
Original ⁶	104.1.1	2nd	116	1st	122	3rd	134
2nd	104.2	3rd	117	1st	123	Original	134.1
5th	105	2nd	117.1	6th	124	102nd	135
3rd	106	Original	117.2	4th	124.1	79th	135.1
Original	106.1	3rd	118.1	Original ²	124.1.1	26th	135.1.1
4th	107	1st	118.1.1	2nd	124.2	55th	135.2
1st	107.1	1st	118.1.2	4th	124.3	1st	136
5th	108	2nd	118.2	3rd	124.4	2nd	137
2nd	108.1	2nd	118.2.1	3rd	125	1st	138
6th	109	1st	118.3	1st	125.1	1st	139
4th	109.1	2nd	118.4	1st	126	3rd	140
1st	109.2	3rd	118.4.1	3rd	127	4th ³	140
3rd	109.3	2nd	118.4.2	1st	128	1st	141
5th	110	3rd	118.5	2nd ⁵	128	1st	142
2nd	110.1	Original ⁶	118.6	1st	129	2nd ⁴	142
4th	111	Original ⁶	118.7	1st	130	2nd	143
3rd	112					2nd	144

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

Material omitted now located on Check Sheet C.1.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	5th	113	1st	119	1st	132
4th	104	5th	114	1st	120	3rd	133
3rd	104.1	2nd	115	2nd	121	3rd	134
Original ⁶	104.1.1	2nd	116	1st	122	Original	134.1
2nd	104.2	3rd	117	1st	123	102nd	135
5th	105	2nd	117.1	6th	124	79th	135.1
3rd	106	Original	117.2	4th	124.1	80th ¹	135.1
Original	106.1	3rd	118.1	Original ²	124.1.1	26th	135.1.1
4th	107	1st	118.1.1	2nd	124.2	55th	135.2
1st	107.1	1st	118.1.2	4th	124.3	1st	136
5th	108	2nd	118.2	3rd	124.4	2nd	137
2nd	108.1	2nd	118.2.1	3rd	125	1st	138
6th	109	1st	118.3	1st	125.1	1st	139
4th	109.1	2nd	118.4	1st	126	3rd	140
1st	109.2	3rd	118.4.1	3rd	127	4th ³	140
3rd	109.3	2nd	118.4.2	1st	128	1st	141
5th	110	3rd	118.5	2nd ⁵	128	1st	142
2nd	110.1	Original ⁶	118.6	1st	129	2nd ⁴	142
4th	111	Original ⁶	118.7	1st	130	2nd	143
3rd	112			2nd	131	2nd	144

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

Material omitted now located on Check Sheet C.1.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	5th	113	1st	119	1st	132
4th	104	5th	114	1st	120	3rd	133
3rd	104.1	2nd	115	2nd	121	3rd	134
Original ⁶	104.1.1	2nd	116	1st	122	Original	134.1
2nd	104.2	3rd	117	1st	123	102nd	135
5th	105	2nd	117.1	6th	124	103rd ¹	135
3rd	106	Original	117.2	4th	124.1	79th	135.1
Original	106.1	3rd	118.1	Original ²	124.1.1	80th ⁷	135.1
4th	107	1st	118.1.1	2nd	124.2	26th	135.1.1
1st	107.1	1st	118.1.2	4th	124.3	55th	135.2
5th	108	2nd	118.2	3rd	124.4	1st	136
2nd	108.1	2nd	118.2.1	3rd	125	2nd	137
6th	109	1st	118.3	1st	125.1	1st	138
4th	109.1	2nd	118.4	1st	126	1st	139
1st	109.2	3rd	118.4.1	3rd	127	3rd	140
3rd	109.3	2nd	118.4.2	1st	128	4th ³	140
5th	110	3rd	118.5	2nd ⁵	128	1st	141
2nd	110.1	Original ⁶	118.6	1st	129	1st	142
4th	111	Original ⁶	118.7	1st	130	2nd ⁴	142
3rd	112			2nd	131	2nd	143
						2nd	144

NOTE 1: Issued

NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.

NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.

NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.

NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.

NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 7: Pending CPUC Approval of Advice Letter No. 32976.

(N)

Material omitted now located on Check Sheet C.1.

NETWORK AND EXCHANGE SERVICES

WITHDRAWN
 02/09/2009

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	5th	113	3rd ¹	118.4.2	2nd ⁵	128
2nd ¹	103	6th ¹	113	3rd	118.5	3rd ¹	128
4th	104	5th	114	4th ¹	118.5	1st	129
5th ¹	104	6th ¹	114	Original ⁶	118.6	1st	130
3rd	104.1	2nd	115	Original ⁶	118.7	2nd	131
4th ¹	104.1	3rd ¹	115	1st	119	1st	132
Original ⁶	104.1.1	2nd	116	1st	120	2nd ¹	132
2nd	104.2	3rd ¹	116	2nd ¹	120	3rd	133
3rd ¹	104.2	3rd	117	2nd	121	4th ¹	133
5th	105	4th ¹	117	3rd ¹	121	3rd	134
6th ¹	105	2nd	117.1	1st	122	4th ¹	134
3rd	106	3rd ¹	117.1	2nd ¹	122	Original	134.1
Original	106.1	Original	117.2	1st	123	103rd	135
4th	107	1st ¹	117.2	6th	124	80th	135.1
5th ¹	107	1st	118	7th ¹	124	81st ¹	135.1
1st	107.1	2nd ¹	118	4th	124.1	26th	135.1.1
5th	108	3rd	118.1	5th ¹	124.1	27th ¹	135.1.1
2nd	108.1	4th ¹	118.1	Original ²	124.1.1	55th	135.2
3rd ¹	108.1	1st	118.1.1	2nd	124.2	56th ¹	135.2
6th	109	2nd ¹	118.1.1	3rd ¹	124.2	1st	136
4th	109.1	1st	118.1.2	4th	124.3	2nd	137
5th ¹	109.1	2nd ¹	118.1.2	5th ¹	124.3	1st	138
1st	109.2	2nd	118.2	4th	124.4	1st	139
2nd ¹	109.2	2nd	118.2.1	5th ¹	124.4	3rd	140
3rd	109.3	3rd ¹	118.2.1	3rd	125	4th ³	140
4th ¹	109.3	1st	118.3	4th ¹	125	5th ¹	140
5th	110	2nd ¹	118.3	1st	125.1	1st	141
6th ¹	110	2nd	118.4	2nd ¹	125.1	1st	142
2nd	110.1	3rd ¹	118.4	1st	126	2nd ⁴	142
3rd ¹	110.1	3rd	118.4.1	2nd ¹	126	2nd	143
4th	111	4th ¹	118.4.1	3rd	127	2nd	144
5th ¹	111	2nd	118.4.2	4th ¹	127	3rd ¹	144
3rd	112			1st	128		

NOTE 1: Issued
 NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.
 NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.
 NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.
 NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.
 NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.

(D)
 (D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	103	5th	113	3rd	118.5	1st	129
2nd ⁷	103	6th ⁷	113	4th ⁷	118.5	1st	130
4th	104	5th	114	Original ⁶	118.6	2nd	131
5th ⁷	104	6th ⁷	114	Original ⁶	118.7	1st	132
3rd	104.1	2nd	115	1st	119	2nd ⁷	132
4th ⁷	104.1	3rd ⁷	115	1st	120	3rd	133
Original ⁶	104.1.1	2nd	116	2nd ⁷	120	4th ⁷	133
2nd	104.2	3rd ⁷	116	2nd	121	3rd	134
3rd ⁷	104.2	3rd	117	3rd ⁷	121	4th ⁷	134
5th	105	4th ⁷	117	1st	122	Original	134.1
6th ⁷	105	2nd	117.1	2nd ⁷	122	103rd	135
3rd	106	3rd ⁷	117.1	1st	123	104th ¹	135
Original	106.1	Original	117.2	6th	124	80th	135.1
4th	107	1st ⁷	117.2	7th ⁷	124	81st ⁷	135.1
5th ⁷	107	1st	118	4th	124.1	26th	135.1.1
1st	107.1	2nd ⁷	118	5th ⁷	124.1	27th ⁷	135.1.1
5th	108	3rd	118.1	Original ²	124.1.1	28th ¹	135.1.1
2nd	108.1	4th ⁷	118.1	2nd	124.2	55th	135.2
3rd ⁷	108.1	1st	118.1.1	3rd ⁷	124.2	56th ⁷	135.2
6th	109	2nd ⁷	118.1.1	4th	124.3	57th ¹	135.2
4th	109.1	1st	118.1.2	5th ⁷	124.3	1st	136
5th ⁷	109.1	2nd ⁷	118.1.2	4th	124.4	2nd	137
1st	109.2	2nd	118.2	5th ⁷	124.4	1st	138
2nd ⁷	109.2	2nd	118.2.1	3rd	125	1st	139
3rd	109.3	3rd ⁷	118.2.1	4th ⁷	125	3rd	140
4th ⁷	109.3	1st	118.3	1st	125.1	4th ³	140
5th	110	2nd ⁷	118.3	2nd ⁷	125.1	5th ⁷	140
6th ⁷	110	2nd	118.4	1st	126	1st	141
2nd	110.1	3rd ⁷	118.4	2nd ⁷	126	1st	142
3rd ⁷	110.1	3rd	118.4.1	3rd	127	2nd ⁴	142
4th	111	4th ⁷	118.4.1	4th ⁷	127	2nd	143
5th ⁷	111	2nd	118.4.2	1st	128	2nd	144
3rd	112	3rd ⁷	118.4.2	2nd ⁵	128	3rd ⁷	144
				3rd ⁷	128		

- NOTE 1: Issued
 NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.
 NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.
 NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.
 NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.
 NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.
 NOTE 7: Pending CPUC Approval of Advice Letter No. 33423.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>							
5th	145	2nd	159.1	Original	178.2	20th	188.2	(L)
6th ²	145	3rd ³	159.1	1st ¹	178.2	2nd	188.3	
4th	146	4th	160	12th	179	3rd ¹	188.3	
4th	147	5th	161	13th ¹	179	7th	188.4	
2nd	148	2nd	162	5th	179.1	8th ¹	188.4	
3rd	149	2nd	163	6th ¹	179.1	11th	188.5	
1st	150	2nd	164	11th	180	10th	188.5.1	
5th	151	2nd	165	12th ¹	180	5th	188.6	
19th	152	2nd	166	Original	180.1	6th ¹	188.6	
1st	152.1	2nd	167	1st ¹	180.1	1st	188.6.1	
5th	153	2nd	168	7th	181	2nd ¹	188.6.1	
13th	154	2nd	169	8th ¹	181	1st	189	
4th	154.1	2nd	170	2nd	181.1	2nd ¹	189	
4th	155	2nd	171	3rd ¹	181.1	1st	190	
9th	156	2nd	172	9th	182	2nd ¹	190	
5th	157	2nd	173	10th ¹	182	1st	191	
9th	158	2nd	174	5th	183	2nd ¹	191	
9th	158.1	2nd	175	6th ¹	183	Original	191.1	
Original	158.1.1	20th	176	18th	184	1st ¹	191.1	
1st	158.1.2	21st ¹	176	19th ¹	184	Original	191.2	
6th	158.2	13th	177	3rd	184.1	1st ¹	191.2	
4th	158.3	14th ¹	177	4th ¹	184.1	1st	192	
5th ⁴	158.3	16th	178	3rd	185	2nd ¹	192	
2nd	158.4	17th ¹	178	5th	186	1st	193	
3rd ⁴	158.4	6th	178.1	5th	187	2nd ¹	193	
7th	159	7th ¹	178.1	4th	188	1st	194	
8th ³	159			5th ¹	188	2nd ¹	194	
				5th	188.1			(L)

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 3: Pending CPUC Approval of Advice Letter No. 32628.

NOTE 4: Pending CPUC Approval of Advice Letter No. 32688.

(L) Material formerly located on Check Sheet C.

(L)
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 (L)
 (N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	9th	158.1	2nd	171	3rd	185
6th ²	145	Original	158.1.1	2nd	172	5th	186
4th	146	1st	158.1.2	2nd	173	5th	187
4th	147	6th	158.2	2nd	174	5th	188
2nd	148	5th	158.3	2nd	175	5th	188.1
3rd	149	3rd	158.4	21st	176	20th	188.2
1st	150	8th	159	14th	177	3rd	188.3
5th	151	3rd	159.1	17th	178	8th	188.4
19th	152	4th ¹	159.1	7th	178.1	11th	188.5
1st	152.1	4th	160	1st	178.2	10th	188.5.1
2nd ¹	152.1	5th	161	13th	179	6th	188.6
5th	153	2nd	162	6th	179.1	2nd	188.6.1
13th	154	2nd	163	12th	180	2nd	189
4th	154.1	2nd	164	1st	180.1	2nd	190
5th ¹	154.1	2nd	165	8th	181	2nd	191
4th	155	2nd	166	3rd	181.1	1st	191.1
9th	156	2nd	167	10th	182	1st	191.2
10th ¹	156	2nd	168	6th	183	2nd	192
5th	157	2nd	169	19th	184	2nd	193
9th	158	2nd	170	4th	184.1	2nd	194

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

(D)
 (D)

(L) Material formerly located on Check Sheet C.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	9th	158.1	2nd	171	3rd	185
6th ²	145	Original	158.1.1	2nd	172	5th	186
4th	146	1st	158.1.2	2nd	173	5th	187
4th	147	6th	158.2	2nd	174	5th	188
2nd	148	5th	158.3	2nd	175	5th	188.1
3rd	149	3rd	158.4	21st	176	20th	188.2
1st	150	8th	159	14th	177	3rd	188.3
5th	151	4th	159.1	17th	178	8th	188.4
19th	152	4th	160	7th	178.1	11th	188.5
2nd	152.1	5th	161	1st	178.2	12th ¹	188.5
5th	153	2nd	162	13th	179	10th	188.5.1
13th	154	2nd	163	6th	179.1	11th ¹	188.5.1
5th	154.1	2nd	164	7th ¹	179.1	6th	188.6
4th	155	2nd	165	12th	180	2nd	188.6.1
10th	156	2nd	166	1st	180.1	2nd	189
5th	157	2nd	167	8th	181	2nd	190
9th	158	2nd	168	3rd	181.1	2nd	191
		2nd	169	10th	182	1st	191.1
		2nd	170	6th	183	1st	191.2
				19th	184	2nd	192
				4th	184.1	2nd	193
						2nd	194

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

WITHDRAWN
 02/09/2009

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	11th ¹	156	2nd	166	6th	183
6th ²	145	5th	157	2nd	167	19th	184
7th ¹	145	6th ¹	157	2nd	168	4th	184.1
4th	146	9th	158	2nd	169	3rd	185
5th ¹	146	10th ¹	158	2nd	170	5th	186
4th	147	9th	158.1	2nd	171	5th	187
5th ¹	147	10th ¹	158.1	2nd	172	5th	188
2nd	148	Original	158.1.1	2nd	173	5th	188.1
3rd ¹	148	1st ¹	158.1.1	2nd	174	20th	188.2
3rd	149	1st	158.1.2	2nd	175	3rd	188.3
1st	150	2nd ¹	158.1.2	21st	176	8th	188.4
2nd ¹	150	6th	158.2	14th	177	12th	188.5
5th	151	5th	158.3	17th	178	11th	188.5.1
19th	152	3rd	158.4	7th	178.1	6th	188.6
20th ¹	152	4th ¹	158.4	1st	178.2	2nd	188.6.1
2nd	152.1	8th	159	13th	179	2nd	189
3rd ¹	152.1	4th	159.1	6th	179.1	2nd	190
5th	153	5th ¹	159.1	7th ¹	179.1	2nd	191
13th	154	4th	160	12th	180	1st	191.1
14th ¹	154	5th	161	1st	180.1	1st	191.2
5th	154.1	2nd	162	8th	181	2nd	192
6th ¹	154.1	2nd	163	3rd	181.1	2nd	193
4th	155	2nd	164	10th	182	2nd	194
10th	156	2nd	165				

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	11th ³	156	2nd	166	6th	183
6th ²	145	5th	157	2nd	167	19th	184
7th ³	145	6th ³	157	2nd	168	4th	184.1
4th	146	9th	158	2nd	169	3rd	185
5th ³	146	10th ³	158	2nd	170	5th	186
4th	147	9th	158.1	2nd	171	5th	187
5th ³	147	10th ³	158.1	2nd	172	5th	188
2nd	148	Original	158.1.1	2nd	173	5th	188.1
3rd ³	148	1st ³	158.1.1	2nd	174	20th	188.2
3rd	149	1st	158.1.2	2nd	175	3rd	188.3
1st	150	2nd ³	158.1.2	21st	176	8th	188.4
2nd ³	150	6th	158.2	14th	177	12th	188.5
5th	151	5th	158.3	17th	178	13th ¹	188.5
19th	152	3rd	158.4	7th	178.1	11th	188.5.1
20th ³	152	4th ³	158.4	1st	178.2	12th ¹	188.5.1
2nd	152.1	8th	159	13th	179	6th	188.6
3rd ³	152.1	4th	159.1	6th	179.1	2nd	188.6.1
5th	153	5th ³	159.1	7th ³	179.1	2nd	189
13th	154	4th	160	12th	180	2nd	190
14th ³	154	5th	161	1st	180.1	2nd	191
5th	154.1	2nd	162	8th	181	1st	191.1
6th ³	154.1	2nd	163	3rd	181.1	1st	191.2
4th	155	2nd	164	10th	182	2nd	192
10th	156	2nd	165			2nd	193
						2nd	194

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
5th	145	11th ³	156	2nd	166	6th	183
6th ²	145	5th	157	2nd	167	19th	184
7th ³	145	6th ³	157	2nd	168	4th	184.1
4th	146	9th	158	2nd	169	3rd	185
5th ³	146	10th ³	158	2nd	170	5th	186
4th	147	9th	158.1	2nd	171	5th	187
5th ³	147	10th ³	158.1	2nd	172	5th	188
2nd	148	Original	158.1.1	2nd	173	5th	188.1
3rd ³	148	1st ³	158.1.1	2nd	174	20th	188.2
3rd	149	1st	158.1.2	2nd	175	3rd	188.3
1st	150	2nd ³	158.1.2	21st	176	8th	188.4
2nd ³	150	6th	158.2	14th	177	13th	188.5
5th	151	5th	158.3	17th	178	12th	188.5.1
19th	152	3rd	158.4	7th	178.1	13th ¹	188.5.1
20th ³	152	4th ³	158.4	1st	178.2	6th	188.6
2nd	152.1	8th	159	13th	179	2nd	188.6.1
3rd ³	152.1	4th	159.1	6th	179.1	2nd	189
5th	153	5th ³	159.1	7th ³	179.1	2nd	190
13th	154	4th	160	12th	180	2nd	191
14th ³	154	5th	161	1st	180.1	1st	191.1
5th	154.1	2nd	162	8th	181	1st	191.2
6th ³	154.1	2nd	163	3rd	181.1	2nd	192
4th	155	2nd	164	10th	182	2nd	193
10th	156	2nd	165			2nd	194

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
5th	145	11th ³	156	2nd	166	6th	183
6th ²	145	5th	157	2nd	167	19th	184
7th ³	145	6th ³	157	2nd	168	4th	184.1
4th	146	9th	158	2nd	169	3rd	185
5th ³	146	10th ³	158	2nd	170	5th	186
4th	147	11th ¹	158	2nd	171	5th	187
5th ³	147	9th	158.1	2nd	172	5th	188
2nd	148	10th ³	158.1	2nd	173	5th	188.1
3rd ³	148	11th ¹	158.1	2nd	174	20th	188.2
3rd	149	Original	158.1.1	2nd	175	3rd	188.3
1st	150	1st ³	158.1.1	21st	176	8th	188.4
2nd ³	150	2nd ¹	158.1.1	14th	177	13th	188.5
5th	151	1st	158.1.2	17th	178	13th	188.5.1
19th	152	2nd ³	158.1.2	7th	178.1	6th	188.6
20th ³	152	3rd ¹	158.1.2	1st	178.2	2nd	188.6.1
2nd	152.1	6th	158.2	13th	179	2nd	189
3rd ³	152.1	7th ¹	158.2	6th	179.1	2nd	190
5th	153	5th	158.3	7th ³	179.1	2nd	191
13th	154	6th ¹	158.3	12th	180	1st	191.1
14th ³	154	3rd	158.4	1st	180.1	1st	191.2
5th	154.1	4th ³	158.4	8th	181	2nd	192
6th ³	154.1	5th ¹	158.4	3rd	181.1	2nd	193
4th	155	8th	159	10th	182	2nd	194
10th	156	4th	159.1				
		5th ³	159.1				
		4th	160				
		5th	161				
		2nd	162				
		2nd	163				
		2nd	164				
		2nd	165				

NOTE 1: Issued

NOTE 2: Advice Letter No. 19976 withdrawn August 12, 1999.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
1st	195	1st	211	5th	228	Original	244
Original	195.1	7th ¹	212	5th	228.1	Original	245
Original	195.2	9th ¹	213	3rd	228.2	1st	246
Original	195.3	1st	213.1	5th	228.3	1st	247
Original	195.4	1st	213.2	5th	228.4	1st	248
2nd	196	2nd	214	3rd	228.5	1st	249
2nd	197	1st	215	2nd	228.6	1st	250
2nd	198	4th	216	4th	228.7	1st	251
2nd	199	4th	217	4th	228.8	1st	252
1st	200	3rd	218	6th	229	1st	253
1st	201	3rd	219	6th	230	1st	254
1st	202	1st	220	6th	230.1	1st	255
4th ¹	202.1	1st	221	3rd	230.2	1st	256
Original	202.1.1	Original	222	Original	231	Original	257
5th ¹	203	4th	223	Original	232	Original	257.1
2nd ¹	203.1	Original	223.1	1st	233	Original	257.2
5th	204	4th	224	Original	234	1st	258
1st	204.1	Original	224.1	1st	235	1st	259
5th	205	Original	224.2	1st	236	1st	260
2nd	205.1	Original	224.3	1st	237	1st	261
3rd	206	Original	224.4	Original	238	Original	262
Original	206.1	Original	224.5	Original	239	2nd	263
Original	206.2	Original	224.6	2nd	239.1	Original	264
Original	206.3	Original	224.7	Original	239.2	Original	265
3rd ¹	207	Original	224.8	Original	240	Original	266
2nd	208	Original	225	1st	241	Original	267
1st	209	Original	226	1st	242	1st	268
1st	210	Original	227	1st	243	1st	269
						3rd ¹	270

NOTE 1: Issued

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>						
1st	195	1st	202	1st	211	Original	223.1
2nd ¹	195	2nd ¹	202	2nd	211	1st ¹	223.1
Original	195.1	4th	202.1	7th	212	4th	224
1st ¹	195.1	5th ¹	202.1	9th	213	5th ¹	224
Original	195.2	Original	202.1.1	1st	213.1	Original	224.1
1st ¹	195.2	1st ¹	202.1.1	1st	213.2	1st ¹	224.1
Original	195.3	5th	203	2nd	214	Original	224.2
1st ¹	195.3	2nd	203.1	1st	215	1st ¹	224.2
Original	195.4	5th	204	2nd ¹	215	Original	224.3
1st ¹	195.4	1st	204.1	4th	216	1st ¹	224.3
2nd	196	5th	205	5th ¹	216	Original	224.4
3rd ¹	196	2nd	205.1	4th	217	1st ¹	224.4
2nd	197	3rd	206	5th ¹	217	Original	224.5
3rd ¹	197	Original	206.1	3rd	218	1st ¹	224.5
2nd	198	1st ¹	206.1	4th ¹	218	Original	224.6
3rd ¹	198	Original	206.2	3rd	219	1st ¹	224.6
2nd	199	Original	206.3	1st	220	Original	224.7
3rd ¹	199	3rd	207	1st	221	1st ¹	224.7
1st	200	2nd	208	Original	222	Original	224.8
2nd ¹	200	1st	209	1st ¹	222	1st ¹	224.8
1st	201	2nd ¹	209	4th	223	Original	225
2nd ¹	201	1st	210	5th ¹	223	Original	226
		2nd ¹	210			Original	227

NOTE 1: Issued

Material omitted now located on Check Sheet D.1.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
2nd	195	2nd	202	2nd	211	1st	223.1
1st	195.1	5th	202.1	7th	212	5th	224
1st	195.2	1st	202.1.1	8th ¹	212	1st	224.1
1st	195.3	5th	203	9th	213	1st	224.2
1st	195.4	2nd	203.1	1st	213.1	1st	224.3
3rd	196	5th	204	1st	213.2	1st	224.4
3rd	197	1st	204.1	2nd	214	1st	224.5
3rd	198	5th	205	2nd	215	1st	224.6
3rd	199	2nd	205.1	5th	216	1st	224.7
2nd	200	3rd	206	5th	217	1st	224.8
2nd	201	1st	206.1	4th	218	Original	225
		Original	206.2	3rd	219	Original	226
		Original	206.3	1st	220	Original	227
		3rd	207	1st	221		
		2nd	208	1st	222		
		2nd	209	5th	223		
		2nd	210				

NOTE 1: Issued

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>							
5th	228	1st	233	Original	244	Original	257	(L)
6th ¹	228	2nd ¹	233	1st ¹	244	Original	257.1	
5th	228.1	Original	234	Original	245	Original	257.2	
6th ¹	228.1	1st ¹	234	1st ¹	245	1st	258	
3rd	228.2	1st	235	1st	246	1st	259	
5th	228.3	2nd ¹	235	2nd ¹	246	1st	260	
5th	228.4	1st	236	1st	247	1st	261	
3rd	228.5	1st	237	2nd ¹	247	Original	262	
2nd	228.6	Original	238	1st	248	2nd	263	
4th	228.7	Original	239	2nd ¹	248	Original	264	
4th	228.8	2nd	239.1	1st	249	1st ¹	264	
6th	229	Original	239.2	2nd ¹	249	Original	265	
6th	230	Original	240	1st	250	1st ¹	265	
7th ¹	230	1st ¹	240	1st	251	Original	266	
6th	230.1	1st	241	1st	252	1st ¹	266	
7th ¹	230.1	2nd ¹	241	1st	253	Original	267	
3rd	230.2	1st	242	1st	254	1st ¹	267	
4th ¹	230.2	2nd ¹	242	1st	255	1st	268	
Original	231	1st	243	1st	256	1st	269	
1st ¹	231	2nd ¹	243			3rd	270	
Original	232							
1st ¹	232							

NOTE 1: Issued

(L) Material formerly located on Check Sheet D.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
6th	228	2nd	233	1st	244	Original	257
6th	228.1	1st	234	1st	245	Original	257.1
3rd	228.2	2nd	235	2nd	246	Original	257.2
5th	228.3	1st	236	2nd	247	1st	258
5th	228.4	1st	237	2nd	248	1st	259
3rd	228.5	Original	238	2nd	249	1st	260
2nd	228.6	Original	239	1st	250	1st	261
4th	228.7	2nd	239.1	1st	251	Original	262
4th	228.8	Original	239.2	1st	252	2nd	263
6th	229	1st	240	1st	253	1st	264
7th	230	2nd	241	1st	254	1st	265
7th	230.1	2nd	242	1st	255	1st	266
4th	230.2	2nd	243	1st	256	1st	267
1st	231					1st	268
2nd ¹	231					1st	269
1st	232					3rd	270

NOTE 1: Issued

(D)

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
Original	271	Original	289.2.7	9th ¹	289.27
Original	272	Original	289.2.8	7th ¹	289.28
Original	273	Original	289.2.9	2nd	289.29
Original	274	Original	289.2.10	5th	289.30
4th	274.1	2nd	289.2.11	5th	289.31
2nd	274.2	1st	289.3	6th	289.31.1
2nd	274.3	Original	289.4	11th	289.31.2
1st	274.4	1st	289.5	6th	289.31.3
Original	275	Original	289.6	1st	289.31.4
2nd	276	7th	289.7	6th	289.31.5
2nd	277	6th	289.8	7th ³	289.32
Original	278	4th	289.9	Original ²	289.33
Original	279	4th	289.10	Original ²	289.34
3rd	280	Original	289.11	2nd	290
2nd	281	Original	289.12	3rd	291
1st	281.1	12th ¹	289.13	3rd	292
1st	281.2	11th ¹	289.14	3rd	293
1st	281.3	11th	289.15	3rd	294
1st	281.4	5th ¹	289.15.1	3rd	295
1st	281.5	12th	289.16	3rd	296
1st	281.6	5th	289.16.1	1st	296.1
1st	281.7	16th ¹	289.17	1st	296.2
Original	282	8th ¹	289.17.1	1st	296.3
3rd	283	4th	289.17.2	Original	296.3.1
2nd	284	14th ¹	289.18	Original	296.3.2
2nd	285	11th	289.19	1st	296.3.3
2nd	286	9th	289.20	1st	296.4
1st	287	8th ¹	289.20.1	Original	296.5
2nd	288	11th	289.21	Original	296.6
2nd	289	2nd	289.21.1	1st	297
3rd	289.1	13th ¹	289.22	3rd	298
3rd	289.2	12th	289.22.1	2nd	299
1st	289.2.1	6th ¹	289.22.2	1st	300
1st	289.2.2	9th	289.23	2nd	301
1st	289.2.3	9th ¹	289.24	2nd	302
1st	289.2.4	5th	289.24.1	2nd	303
Original	289.2.5	10th	289.25	2nd	304
1st	289.2.6	2nd	289.25.1	2nd	305
		13th ¹	289.26		

NOTE 1: Issued

NOTE 2: Advice Letter No. 15608 withdrawn October 3, 1990.

NOTE 3: Advice Letter No. 17807 withdrawn November 27, 1995.

(D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
Original	271	Original	278	3rd	289.2
1st ¹	271	Original	279	4th ¹	289.2
Original	272	3rd	280	1st	289.2.1
1st ¹	272	2nd	281	1st	289.2.2
Original	273	1st	281.1	1st	289.2.3
1st ¹	273	1st	281.2	1st	289.2.4
Original	274	1st	281.3	Original	289.2.5
1st ¹	274	1st	281.4	1st	289.2.6
4th	274.1	1st	281.5	Original	289.2.7
5th ¹	247.1	1st	281.6	1st ¹	289.2.7
2nd	274.2	1st	281.7	Original	289.2.8
3rd ¹	274.2	Original	282	1st ¹	289.2.8
2nd	274.3	1st ¹	282	Original	289.2.9
3rd ¹	274.3	3rd	283	1st ¹	289.2.9
1st	274.4	2nd	284	Original	289.2.10
Original	275	2nd	285	1st ¹	289.2.10
1st ¹	275	2nd	286	2nd	289.2.11
2nd	276	1st	287	3rd ¹	289.2.11
3rd ¹	276	2nd	288	1st	289.3
2nd	277	2nd	289	Original	289.4
3rd ¹	277	3rd	289.1	1st	289.5
		4th ¹	289.1	Original	289.6

NOTE 1: Issued

Material omitted now located on Check Sheet F.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>		
7th	289.7	9th	289.20	Original ²	289.33	(L)	
8th ¹	289.7	10th ¹	289.20	Original ²	289.34		
6th	289.8	8th	289.20.1	2nd	290		
7th ¹	289.8	11th	289.21	3rd	291		
4th	289.9	2nd	289.21.1	3rd	292		
5th ¹	289.9	13th	289.22	3rd	293		
4th	289.10	12th	289.22.1	3rd	294		
5th ¹	289.10	6th	289.22.2	3rd	295		
Original	289.11	9th	289.23	3rd	296		
1st ¹	289.11	9th	289.24	1st	296.1		
Original	289.12	5th	289.24.1	1st	296.2		
1st ¹	289.12	10th	289.25	1st	296.3		
12th	289.13	2nd	289.25.1	Original	296.3.1		
11th	289.14	3rd ¹	289.25.1	Original	296.3.2		
11th	289.15	13th	289.26	1st	296.3.3		
12th ¹	289.15	9th	289.27	1st	296.4		
5th	289.15.1	7th	289.28	Original	296.5		
6th ¹	289.15.1	2nd	289.29	Original	296.6		
12th	289.16	5th	289.30	1st	297		
5th	289.16.1	5th	289.31	3rd	298		
16th	289.17	6th	289.31.1	2nd	299		
8th	289.17.1	11th	289.31.2	1st	300		
4th	289.17.2	6th	289.31.3	2nd	301		
14th	289.18	1st	289.31.4	2nd	302		
11th	289.19	6th	289.31.5	2nd	303		
12th ¹	289.19	7th ³	289.32	2nd	304		
				2nd	305		(L)

NOTE 1: Issued

NOTE 2: Advice Letter No. 15608 withdrawn October 3, 1990.

NOTE 3: Advice Letter No. 17807 withdrawn November 27, 1995.

(L) Material formerly located on Check Sheet E.

(L)

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(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

		<u>Sheet No.</u>
2.1	RULES	
2.1.1	RULE NO. 1 - DEFINITION OF TERMS	1
	SALES AGENCY PROGRAM	23.1
2.1.2	RULE NO. 2 - DESCRIPTION OF SERVICE	32
2.1.3	RULE NO. 3 - APPLICATION FOR SERVICE	39
2.1.4	RULE NO. 4 - CONTRACTS	46
2.1.5	RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS	47
2.1.6	RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT	50
2.1.7	RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS	59
2.1.8	RULE NO. 8 - NOTICES	62
2.1.9	RULE NO. 9 - RENDERING AND PAYMENT OF BILLS	63
2.1.10	RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES	72
2.1.11	RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE	74
2.1.12	RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC	84
2.1.13	RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES	85
2.1.14	RULE NO. 14 - LIMITATION OF LIABILITY	87
2.1.15	RULE NO. 15 - LINE EXTENSIONS	95
2.1.16	RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES	101
2.1.17	RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS	116
2.1.18	RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/ RESALE OF SERVICES	117
2.1.19	RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES	118
2.1.20	RULE NO. 20 - DEMARCATION POINT	118.1
2.1.21	RULE NO. 21 - LIMIT OF CONVERSATION	119
2.1.22	RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE	120
2.1.23	RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEURE OF SERVICE AND CHANGE IN BILLING	123
2.1.24	RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS	124.1
2.1.25	RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY"	125
2.1.26	RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES	125.1
2.1.27	RULE NO. 27 - RESERVED	126 (T)
2.1.28	RULE NO. 28 - CANCELLED	
2.1.29	RULE NO. 29 - CANCELLED	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>
2.1 RULES (Cont'd)	
2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS	127
2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE	129
2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES	132
2.1.33 RULE NO. 33 - BILLING SURCHARGES	135
2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION .	136
2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF	141
2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES....	144
2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE	151
2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE	152
2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE	154
2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT	156
2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVCIES	158
A. AVAILABILITY	158
B. FUNCTIONAL EQUIVALENTS	158.2
C. BILLING	158.3
D. SPECIAL CONDITIONS	158.4 (N)
2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE	159
2.2 RESERVED	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

		<u>Sheet No.</u>	
2.1	RULES (Cont'd)		
2.1.30	RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS	127	
2.1.31	RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE	129	
2.1.32	RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES	132	
2.1.33	RULE NO. 33 - BILLING SURCHARGES	135	
2.1.34	RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION .	136	
2.1.35	RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF	141	
2.1.36	RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES....	144	
2.1.37	RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE	151	
2.1.38	RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE	152	
2.1.39	RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE	154	
2.1.40	RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT	156	
2.1.41	RULE NO. 41 - DISCOUNTS ON ADVANCED SERVCIES	158	
	A. AVAILABILITY	158	
	B. FUNCTIONAL EQUIVALENTS	158.2	
	C. BILLING	158.3	
	D. SPECIAL CONDITIONS	158.4	
2.1.42	RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE	159	
2.1.43	RULE NO. 43 - GENERAL TERM NO. 1 - APPLICATION OF SURCHARGES.	161	(N) z
2.1.44	RULE NO. 44 - PINE MOUNTAIN LEARNING CENTER LINE EXTENSION GRANT PROJECT.....	162	(N) (N)
2.2	RESERVED		

z Correction - inadvertently omitted from Advice Letter No. 40039.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>	
2.1		RULES (Cont'd)
2.1.30	127	RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS
2.1.31	129	RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE
2.1.32	132	RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES
2.1.33	135	RULE NO. 33 - RESERVED.....
2.1.34	136	RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION .
2.1.35	141	RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF
2.1.36	144	RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES....
2.1.37	151	RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE
2.1.38	152	RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE
2.1.39	154	RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE
2.1.40	156	RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT
2.1.41	158	RULE NO. 41 - DISCOUNTS ON ADVANCED SERVCIES
	158	A. AVAILABILITY
	158.2	B. FUNCTIONAL EQUIVALENTS
	158.3	C. BILLING
	158.4	D. SPECIAL CONDITIONS
2.1.42	159	RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE
2.1.43	161	RULE NO. 43 - GENERAL TERM NO. 1 - APPLICATION OF SURCHARGES.
2.1.44	162	RULE NO. 44 - PINE MOUNTAIN LEARNING CENTER LINE EXTENSION GRANT PROJECT.....
2.2		RESERVED

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES

2.1.1 RULE NO. 1 - DEFINITION OF TERMS

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

Terms used in a section governed by D.04-05-057 shall have the meaning set forth in D.04-05-057 as it may be amended over time.

(N)

ACCESS LINE

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, an Access Line is defined as a telephone line that is voice-grade or equivalent or has the capacity of not more than 64 kilobits per second that connects a customer premises to the Utility's serving wire.

(N)

ACCESSIBLE SERVICES

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

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Utility and which are independent of and not coupled acoustically or electrically, either directly or inductively, to the communications path of the exchange or toll network.

ACCOUNT

Each separate service, or combined services, or each portion of a service, for which a separate bill is rendered. A customer may have more than one account.

ACTIVATION (Line)

To make access line functional. Work performed usually to the Standard Network Interface (SNI), Protector (usually does not require premise visit).

ACTIVATION (Jack)

An untariffed installation activity to connect or tie down existing network facilities to the Standard Network Interface (SNI) for the purpose of making existing jack(s) functional, if no relocation of the jack is required.

All existing jacks may be activated to an existing line. Additional untariffed installation charges will apply to any newly installed jacks.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES

2.1.1 RULE NO. 1 - DEFINITION OF TERMS

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

Terms used in a section governed by D.04-05-057 shall have the meaning set forth in D.04-05-057 as it may be amended over time.

ACCESS LINE

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, an Access Line is defined as a telephone line that is voice-grade or equivalent or has the capacity of not more than 64 kilobits per second that connects a customer premises to the Company's serving wire.

(T)

(D)

(D)

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of and not coupled acoustically or electrically, either directly or inductively, to the communications path of the exchange or toll network.

(T)

ACCOUNT

Each separate service, or combined services, or each portion of a service, for which a separate bill is rendered. A customer may have more than one account.

ACTIVATION (Line)

To make access line functional. Work performed usually to the Standard Network Interface (SNI), Protector (usually does not require premise visit).

ACTIVATION (Jack)

An untariffed installation activity to connect or tie down existing network facilities to the Standard Network Interface (SNI) for the purpose of making existing jack(s) functional, if no relocation of the jack is required.

All existing jacks may be activated to an existing line. Additional untariffed installation charges will apply to any newly installed jacks.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

AIRLINE MILE

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

ADVANCED SERVICES - Services such as OPT-E-MAN® and CUSTOMIZED SWITCHED (N)
ETRO ETHERNET (CSME) SERVICE - See Guidebook, Part (N)
6, Section 9

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|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

AIRPORT INTERCOMMUNICATING SERVICE

An extended measured rate exchange telephone service providing communication between lines furnished the same or different eligible customers, also referred to as AIS.

The term "primary station line" as used in connection with AIS denotes a mechanized station service line (excluding extension stations) connected to a specific telephone number terminal and capable of receiving direct in-dialed calls, capable of originating direct out-dialed calls and capable of intercommunicating with other stations of the same AIS.

The term "primary restricted station line" as used in connection with AIS denotes a station capable of intercommunication only with other stations furnished the same or different customers of the same AIS.

APPLICANT

An individual or concern making application to the Utility for new or additional telephone service or installation of facilities or for moves or changes of existing service.

APPLICATION CANCELLED, MODIFIED OR DEFERRED

Any act or omission by an applicant or customer to cancel, modify, postpone, suspend, defer or delay either the installation of new or additional service or a move or change ordered by the applicant or customer.

APPLICATION FOR SERVICE

Request by an applicant or customer for new or additional service or facilities or a move, change or rearrangement of existing service or facilities.

AUTHORIZED EQUIPMENT

Registered or grandfathered Utility or customer-provided telephone equipment authorized for connection to exchange or message toll service in accordance with the provisions of the Federal Communications Commission's Registration Program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

(D)

APPLICANT

An individual or concern making application to the Company for new or additional telephone service or installation of facilities or for moves or changes of existing service.

(T)

APPLICATION CANCELLED, MODIFIED OR DEFERRED

Any act or omission by an applicant or customer to cancel, modify, postpone, suspend, defer or delay either the installation of new or additional service or a move or change ordered by the applicant or customer.

APPLICATION FOR SERVICE

Request by an applicant or customer for new or additional service or facilities or a move, change or rearrangement of existing service or facilities.

AUTHORIZED EQUIPMENT

Registered or grandfathered Company or customer-provided telephone equipment authorized for connection to exchange or message toll service in accordance with the provisions of the Federal Communications Commission's Registration Program.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

AUTHORIZED REPRESENTATIVE (AGENT)

An individual or concern designated by the applicant/customer that represents such applicant/customer regarding telephone service including Intrabuilding Network Cable. The notice received by the Utility must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage, or adherence to other Rules set forth in the tariff. (See Property Owner/Landlord/Agent).

AUTHORIZED SALES REPRESENTATIVE (ASR)

A Utility approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized tariff rates, charges and regulations as set forth in the Utility's schedules. An Authorized Sales Representative may be a CPE vendor or a vendor of telecommunications or telecommunications-related products and services. (N)
(N)

AUTOMATIC TELEPHONE SERVICE

See Dial Telephone Service.

AUXILIARY LINE

An additional individual access line from the same central office to the same premises as the main individual access line and associated therewith.

BASE RATE AREA

A more closely built up section of the exchange area in which the base rates apply without mileage charges.

BASIC EXCHANGE SERVICE (A Primary Service)

A telecommunications service for business and residence customers furnished by central office lines in a specified geographical area for local calling on either a flat rate or measured rate basis, and for network access to message toll service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

AUTHORIZED REPRESENTATIVE (AGENT)

An individual or concern designated by the applicant/customer that represents such applicant/customer regarding telephone service including Intrabuilding Network Cable. The notice received by the Company must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage, or adherence to other Rules set forth in the tariff or Guidebook. (See Property Owner/Landlord/Agent). (T) (N)

AUTHORIZED SALES REPRESENTATIVE (ASR)

A Company approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized rates, charges and regulations as set forth in the Company's tariff schedules and/or Guidebook. An Authorized Sales Representative may be a CPE vendor or a vendor of telecommunications or telecommunications-related products and services. (T) (N) (N)

AUTOMATIC TELEPHONE SERVICE

See Dial Telephone Service.

AUXILIARY LINE

An additional individual access line from the same central office to the same premises as the main individual access line and associated therewith.

BASE RATE AREA

A more closely built up section of the exchange area in which the base rates apply without mileage charges.

BASIC EXCHANGE SERVICE (A Primary Service)

A telecommunications service for business and residence customers furnished by central office lines in a specified geographical area for local calling on either a flat rate or measured rate basis, and for network access to message toll service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

BUILDING USAGE

(N)

Residential:

Single Family: Multi-story or Single story, but not Multi-unit: A dwelling entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretakers' quarters, and other locations such as private laundries, patios, garden houses, and private swimming pools that are part of the family's domestic establishment and used as part of the single family residence are considered part of the premises where located on the same Continuous Property.

Multi-Family: Multi-unit and Multi-story or Single story: A building occupied by more than one family or more than one individual functioning as one domestic household. (e.g., apartments, condominiums, townhouses, and duplexes)

Commercial:

Single Tenant Commercial: A Multi-story or Single story, but not Multi-unit. A building entirely occupied by one business customer.

Multi-Tenant Commercial: A Multi-unit and Multi-story or Single story. A building occupied by more than one business customer.

Mixed Residential and Commercial:

Multi-unit and Multi-story or Single story. A building occupied by both residential and business customers.

(N)

BURIED CABLE/WIRE

(T) (L)

A cable/wire designed for use in underground construction that is used to extend the Utility's telephone plant.

(T)

(T)

BUSINESS SERVICE

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

(L)

(L) Material formerly on Sheet 4.
Material omitted now on Sheet 4.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

BUILDING USAGE

Residential:

Single Family: Multi-story or Single story, but not Multi-unit: A dwelling entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretakers' quarters, and other locations such as private laundries, patios, garden houses, and private swimming pools that are part of the family's domestic establishment and used as part of the single family residence are considered part of the premises where located on the same Continuous Property.

Multi-Family: Multi-unit and Multi-story or Single story: A building occupied by more than one family or more than one individual functioning as one domestic household. (e.g., apartments, condominiums, townhouses, and duplexes)

Commercial:

Single Tenant Commercial: A Multi-story or Single story, but not Multi-unit. A building entirely occupied by one business customer.

Multi-Tenant Commercial: A Multi-unit and Multi-story or Single story. A building occupied by more than one business customer.

Mixed Residential and Commercial:

Multi-unit and Multi-story or Single story. A building occupied by both residential and business customers.

BURIED CABLE/WIRE

A cable/wire designed for use in underground construction that is used to extend the Company's telephone plant. (T)

BUSINESS SERVICE

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

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

CABLE LOCATION MAP

Cable location maps are charts/diagrams (i.e., cable location maps) that provide the location, age, configuration, size, length, and type of INC cable facilities in buildings/property.

(N)
|
(N)

CALIFORNIA RELAY SERVICE

A dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

CALIFORNIA 976

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

CALLING RECORDS

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records and pen registers are examples of calling records.

CAMPUS ARRANGEMENT

(See Continuous Property)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CABLE LOCATION MAP

Cable location maps are charts/diagrams (i.e., cable location maps) that provide the location, age, configuration, size, length, and type of INC cable facilities in buildings/property.

CALIFORNIA RELAY SERVICE

A dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

(D)

(D)

CALLING RECORDS

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records and pen registers are examples of calling records.

CAMPUS ARRANGEMENT

(See Continuous Property)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

CENTRAL OFFICE

A Utility's electromechanical or electronic switching office which provides a central office line to a customer by means of related switching office equipment. It also provides the switching equipment by which one central office line is switched to another. More than one central office may be located in the same building.

CENTRAL OFFICE LINE

A Utility-provided line from the central office to the customer premises to furnish basic exchange service of the class, type and grade ordered by a customer or applicant.

CENTREX SERVICE

The term "primary station" as used in connection with Centrex Service denotes a mechanized station (excluding extension stations) capable of receiving direct in-dialed calls and capable of direct out-dialing of calls.

The term "primary station - dormitory" as used in connection with Centrex Service denotes a "primary station" designated for use in the living quarters of a residence hall, dormitory, faculty or other employee residence and other similar living quarters, which are owned or leased and operated by a school, college or university.

The term "primary station - restricted" as used in connection with Centrex Service denotes a station having direct intra-organization dialing capabilities only, and having no capability of completing calls through the attendant positions.

The term "extension station" as used in connection with Centrex Service denotes a station connected to the raMe telephone number terminal as the primary station with which it is associated.

COMPETITIVE LOCAL CARRIER

A Competitive Local Carrier is a common carrier that has been issued a Certificate of Public Convenience and Necessity (CPCN) to provide local exchange telecommunications service for a geographic area specified by such carrier.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

CENTRAL OFFICE

A Company's electromechanical or electronic switching office which provides a central office line to a customer by means of related switching office equipment. It also provides the switching equipment by which one central office line is switched to another. More than one central office may be located in the same building. (T)

CENTRAL OFFICE LINE

A Company-provided line from the central office to the customer premises to furnish basic exchange service of the class, type and grade ordered by a customer or applicant. (T)

(D)

(D)

COMPETITIVE LOCAL CARRIER

A Competitive Local Carrier is a common carrier that has been issued a Certificate of Public Convenience and Necessity (CPCN) to provide local exchange telecommunications service for a geographic area specified by such carrier. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

CENTREX SERVICE (Cont'd)

The term "extension station - dormitory" as used in connection with Centrex Service denotes a station connected to the same telephone number terminal as the "primary station - dormitory" with which it is associated.

The term "Telephone Company premises" or "Utility premises" as used in connection with Centrex Service denotes space which is owned or leased by the Telephone Company or Utility and where the Centrex switching equipment is located. (T)
(N)

The term "subscriber location" or "customer location" as used in connection with Centrex Service denotes space occupied by the customer in a building or buildings located on the customer's continuous property.

The term "subscriber primary location" or "customer primary location" as used in connection with Centrex Service denotes a location designated by the customer as the primary service location, which meets the description of "subscriber location" above. (T)
(T)
(N)

(D)

(D)

Incoming Directory Number Traffic may be received by an attendant position when one is provided or routed to a suitable answering line when no attendant position is furnished.

CHANGE IN BILLING

A rearrangement in billing of an account where whole or partial responsibility for payment of service remains with the same customer and with no interruption of service and no change in service or facilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

CHANGE IN BILLING

A rearrangement in billing of an account where whole or partial responsibility for payment of service remains with the same customer and with no interruption of service and no change in service or facilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

COIN SERVICE

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

COMMSTAR I

An optional telephone service arrangement of central office features furnished to individual line business and residence customers. See Schedule Cal.P.U.C. No. A5.4.8.

COMMSTAR II

An optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine two exchange access lines or up to thirty exchange access lines. See Schedule Cal.P.U.C. No. A5.4.9.

COMMUNICATIONS CONTROL PROGRAM

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

COMPLETED CALL OR TELEPHONIC COMMUNICATION

A call or telephonic communication originated by a person or mechanical/ electrical device from a station to another station which is answered by a person or mechanical/electrical device. The stations may be any distance apart and the communication may consist of voice or data, or the combination of both, and may be for any duration of time.

COMPLEX INSIDE WIRE

Complex inside wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of Complex Inside Wire to the telephone network is governed by Part 68.215 or Subpart C, of the FCC's Rules and Regulations.

(N)

(N)

COMPLEX SERVICE

Service used and associated with common control equipment.

(T)

(D)

Material omitted now on Sheet 8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COIN SERVICE

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

COMMSTAR I

An optional telephone service arrangement of central office features furnished to individual line business and residence customers. See Schedule Cal.P.U.C. No. A5.4.8.

COMMSTAR II

An optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine two exchange access lines or up to thirty exchange access lines. See Schedule Cal.P.U.C. No. A5.4.9. (T)

COMMUNICATIONS CONTROL PROGRAM

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

COMPANY (the Company) (N)

Utility; AT&T California (N)

COMPLETED CALL OR TELEPHONIC COMMUNICATION

A call or telephonic communication originated by a person or mechanical/electrical device from a station to another station which is answered by a person or mechanical/electrical device. The stations may be any distance apart and the communication may consist of voice or data, or the combination of both, and may be for any duration of time.

COMPLEX INSIDE WIRE

Complex inside wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of Complex Inside Wire to the telephone network is governed by Part 68.215 or Subpart C, of the FCC's Rules and Regulations.

COMPLEX SERVICE

Service used and associated with common control equipment.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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(D)
(D)
|
(D)
(D)

COMPANY (the Company)

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

(N)

COMPLETED CALL OR TELEPHONIC COMMUNICATION

A call or telephonic communication originated by a person or mechanical/ electrical device from a station to another station which is answered by a person or mechanical/electrical device. The stations may be any distance apart and the communication may consist of voice or data, or the combination of both, and may be for any duration of time.

COMPLEX INSIDE WIRE

Complex inside wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of Complex Inside Wire to the telephone network is governed by Part 68.215 or Subpart C, of the FCC's Rules and Regulations.

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CONNECTING ARRANGEMENT

Denotes the equipment provided by the Utility to accomplish the direct electrical connection of customer provided facilities with facilities of the Utility. Such connection will be made through a standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations.

CONSUMER

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, Consumer means any individual or small business which purchases or subscribes to any product or service provided or billed by the Utility.

(N)
|
(N)

CONTINUOUS PROPERTY

1. Continuous Property is land which is

- (a) wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
- (b) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.

2. There are three basic types of Continuous Properties:

- (a) Single-tenant commercial in which one owner or tenant occupies all buildings.
- (b) Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.
- (c) Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common³ do not constitute Continuous Property.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

NOTE 2: For the purpose of Continuous Property, a "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

NOTE 3: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

(D)

CONSUMER

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, Consumer means any individual or small business which purchases or subscribes to any product or service provided or billed by the Utility.

CONTINUOUS PROPERTY

1. Continuous Property is land which is

- (a) wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
- (b) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.

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- (a) Single-tenant commercial in which one owner or tenant occupies all buildings.
- (b) Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.
- (c) Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

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NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

NOTE 2: For the purpose of Continuous Property, a "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

NOTE 3: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COORDINATOR SALE AND PURCHASE OF WIRE (CSPW)

A Utility employee assigned the responsibility of coordinating, pricing and preparing forms for all sales and purchases of Intrabuilding Network Cable and associated terminals and hardware.

CREDIT INFORMATION

A customer's credit information is the information contained in the customer's Utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer's credit information for purposes of Schedule Cal.P.U.C. No. A2.1.35 are: nonpublished customer information or customer's name, address and telephone number as listed in the telephone directory.

CROSS-CONNECT

A wire commonly referred to as a "jumper" which is used to make connections, between binding posts, or from one part of a circuit to another.

(N)
|
(N)

CURRENTLY OFFERED EQUIPMENT AND INSTRUMENTALITIES

Those items which are currently being manufactured and regularly offered for new installations.

Material omitted now on Sheet 8.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COORDINATOR SALE AND PURCHASE OF WIRE (CSPW)

A Company employee assigned the responsibility of coordinating, pricing and preparing forms for all sales and purchases of Intrabuilding Network Cable and associated terminals and hardware. (T)

CREDIT INFORMATION

A customer's credit information is the information contained in the customer's Company account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer's credit information for purposes of Schedule Cal.P.U.C. No. A2.1.35 are: nonpublished customer information or customer's name, address and telephone number as listed in the telephone directory. (T)

CROSS-CONNECT

A wire commonly referred to as a "jumper" which is used to make connections, between binding posts, or from one part of a circuit to another.

CURRENTLY OFFERED EQUIPMENT AND INSTRUMENTALITIES

Those items which are currently being manufactured and regularly offered for new installations.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER

(L)

Refers to the person, firm, or corporation responsible for ordering telecommunications services, for paying charges, and for complying with the rules and regulations of the Utility. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under this tariff.

(L)

CUSTOM CONVENIENCE BLOCK (CCB)

(N)

A customer provided termination point which is located between the customer's inside wire and the cross-connect at the local loop demarcation point (LLDP) or INC Demarcation point.

(N)

CUSTOMER-OWNED PAY TELEPHONE (COPT) SERVICE

(L)

Individual line service connected through a Network Interface to an authorized customer provided instrument implemented coin telephone on a customer premises for use by the customer and the public. See Schedule Cal.P.U.C. No. A5.5.3.

(L)

(L) Formerly on Sheet 8.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER

Refers to the person, firm, or corporation responsible for ordering telecommunications services, for paying charges, and for complying with the rules and regulations of the Company. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under this tariff or the Guidebook. (T)
(N)

CUSTOM CONVENIENCE BLOCK (CCB)

A customer provided termination point which is located between the customer's inside wire and the cross-connect at the local loop demarcation point (LLDP) or INC Demarcation point.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER PROVIDED COMMUNICATION SYSTEMS

Denotes channels and other facilities not subject to Part 68 of the Federal Communications Commission's Rules and Regulations that are capable, where not connected to telecommunications services, of two-way communications between customer provided terminal equipment or Utility stations. A typical example would be a customer provided private microwave system.

CUSTOMER PROVIDED PREMISES TERMINAL EQUIPMENT

Denotes communications devices and apparatus with their associated wiring provided by a customer or authorized user that does not constitute a communications system.

CUSTOMER SELF-CERTIFICATION (CSC)¹

The process by which a new basic residential telephone customer will certify to its basic service provider whether the new basic residential service telephone line to the residence is the customer's primary residential telephone service, for the purposes of claiming the appropriate subsidies from the California High Cost Fund - B.

DATA ACCESS ARRANGEMENT

Denotes a protective arrangement for use with the network control signaling unit.

DATA PACKET NETWORK (DPN)²

Data Packet Network (DPN) denotes the switch defined by Nortel to provision packet switching.

DATE OF PRESENTATION

The date upon which a bill or other written notice is properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative. The date of presentation is also called the date of mailing. If the customer requests the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the bill or notice is hand delivered to the customer, or the customer's representative, or the current billing address, at an earlier date, that delivery date becomes the "Date of Presentation."

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

NOTE 2: Frozen/Grandfathered Service, with the exception of B Channel Packet (N)
that does not connect to the DPN Switch, effective October 12, 2004. (N)
See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER PROVIDED COMMUNICATION SYSTEMS

Denotes channels and other facilities not subject to Part 68 of the Federal Communications Commission's Rules and Regulations that are capable, where not connected to telecommunications services, of two-way communications between customer provided terminal equipment or Company stations. A typical example (T) would be a customer provided private microwave system.

CUSTOMER PROVIDED PREMISES TERMINAL EQUIPMENT

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CUSTOMER SELF-CERTIFICATION (CSC)¹

The process by which a new basic residential telephone customer will certify to its basic service provider whether the new basic residential service telephone line to the residence is the customer's primary residential telephone service, for the purposes of claiming the appropriate subsidies from the California High Cost Fund - B.

DATA ACCESS ARRANGEMENT

Denotes a protective arrangement for use with the network control signaling unit.

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DATE OF PRESENTATION

The date upon which a bill or other written notice is properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative. The date of presentation is also called the date of mailing. If the customer requests the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the bill or notice is hand delivered to the customer, or the customer's representative, or the current billing address, at an earlier date, that delivery date becomes the "Date of Presentation." (T)

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station is equipped with a dial for use in originating calls therefrom.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS

Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's telephone service.

DISTRIBUTION AREA

Specific geographical boundaries established by the Utility for the purpose of planned administration of distribution facilities entering and serving all the Utility's subscribers located within such geographical boundaries.

DISTRIBUTION CABLE FACILITY (T)

Cable and associated structures located in/on streets or easements (T)
extending from the serving central office to the point of connection with the
Utility's service connection facilities. On continuous property, these (T)
facilities include the Utility's cable and associated apparatus directly or (N)
indirectly routed to the minimum point of entry in a building or buildings. (N)

DISTRICT AREA

A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL ELEMENT CHARGES

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station is equipped with a dial for use in originating calls therefrom.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS

Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's telephone service.

DISTRIBUTION AREA

Specific geographical boundaries established by the Company for the purpose of planned administration of distribution facilities entering and serving all the Company's subscribers located within such geographical boundaries. (T)

DISTRIBUTION CABLE FACILITY

Cable and associated structures located in/on streets or easements extending from the serving central office to the point of connection with the Company's service connection facilities. On continuous property, these facilities include the Company's cable and associated apparatus directly or indirectly routed to the minimum point of entry in a building or buildings. (T)

DISTRICT AREA

A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL ELEMENT CHARGES

Dual Element Charges are service and labor charges which apply to new or existing access lines for residence and business exchange services. The charges apply to terminations, reterminations, moves, changes, rearrangements and enhancements of such lines. See Guidebook, Part 3, Section 1. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

DUAL PARTY RELAY SYSTEM - See California Relay Service.

ELECTION SERVICE

New or additional service or facilities for use in connection with a Federal, State or local election campaign for political office, including fund raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

(L)

(L)

Material formerly on Sheet 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DUAL PARTY RELAY SYSTEM - See California Relay Service.

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

EMERGENCY

A situation which exists when serious sickness or public safety or necessity is involved.

EQUIPMENT

Relays, apparatus, mechanical equipment, other associated devices, and telephone instruments, used as a part of or in connection with telephone service.

EQUIPMENT-TO-EQUIPMENT CONNECTION

See description in Schedule Cal.P.U.C. No. A8.

EXCHANGE

A telephone system providing service within a specified area within which communications are considered exchange messages, except those messages, between toll points.

EXCHANGE AREA

An area within which the Utility holds itself out to render exchange telephone service from one or more central offices serving that area.

EXCHANGE SERVICE (Also Exchange Telephone Service)

A general term used for Basic Exchange service and other services which are identified in the tariff schedules as exchange service or exchange telephone service, as opposed to Private Line, Message Toll, and other special services.

EXTENDED SERVICE

An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EMERGENCY

A situation which exists when serious sickness or public safety or necessity is involved.

EQUIPMENT

Relays, apparatus, mechanical equipment, other associated devices, and telephone instruments, used as a part of or in connection with telephone service.

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EXCHANGE

A telephone system providing service within a specified area within which communications are considered exchange messages, except those messages, between toll points.

EXCHANGE AREA

An area within which the Company holds itself out to render exchange telephone service from one or more central offices serving that area.

(T)

EXCHANGE SERVICE (Also Exchange Telephone Service)

A general term used for Basic Exchange service and other services which are identified in the tariff schedules and/or Guidebook as exchange service or exchange telephone service, as opposed to Private Line, Message Toll, and other special services.

(N)

EXTENDED SERVICE

An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs and/or Guidebook.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EXTENSION BELL

A bell connected to the same circuit and operated with the bell on the primary or private branch exchange station.

EXTENSION LINE

An extension service without a Utility provided telephone.

EXTENSION SERVICE

An exchange service connected in addition to a primary station set or working service point on the same service or line in connection with an authorized customer provided telephone or terminal equipment, and consisting of interior wire and standard jack or equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. Also called an extension line.

FACILITIES

The elements of plant involved in providing a telecommunications service, such as: service connection facilities, radio facilities, OCC facilities, central office equipment, etc.

FARMER LINE SERVICE

An exchange service furnished in the suburban area of an exchange by use of lines provided, owned and maintained in part by customers to the service. (T)
Such lines usually connect to the Utility's facilities at the boundary of the base rate area or a suitable point as determined by the Utility. Switching (T)
service is performed by the Utility at its central office. The customers own the telephones and batteries used in their services and maintain the facilities and instrumentalities owned by them.

FICTITIOUS NAME

A name under which a concern conducts its business or desires to be known to the public, other than the actual name of a person or corporation conducting the business concerned.

FLAT RATE SERVICE

Exchange service furnished for a fixed periodic charge.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EXTENSION BELL

A bell connected to the same circuit and operated with the bell on the primary or private branch exchange station.

EXTENSION LINE

An extension service without a Company provided telephone. (T)

EXTENSION SERVICE

An exchange service connected in addition to a primary station set or working service point on the same service or line in connection with an authorized customer provided telephone or terminal equipment, and consisting of interior wire and standard jack or equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. Also called an extension line.

FACILITIES

The elements of plant involved in providing a telecommunications service, such as: service connection facilities, radio facilities, OCC facilities, central office equipment, etc.

(D)

(D)

(D)

FICTITIOUS NAME

A name under which a concern conducts its business or desires to be known to the public, other than the actual name of a person or corporation conducting the business concerned.

FLAT RATE SERVICE

Exchange service furnished for a fixed periodic charge.

Continued

NETWORK AND EXCHANGE SERVICES

~~A2. GENERAL REGULATIONS~~

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

FOREIGN DISTRICT AREA SERVICE

Service for a district area of an exchange divided into district areas other than the district area of the same exchange in which the primary station is located.

FOREIGN EXCHANGE SERVICE

Service of an exchange or district area other than the exchange or district area in which the customer's primary station is located, or extension service in an exchange or district area other than that in which the primary station is located.

FROZEN/GRANDFATHERED SERVICE

The term "frozen/grandfathered service" applies to an obsolete and/or outdated service the Utility no longer wishes to provide. The freezing/grandfathering of a service is the Utility's method of managing a tariff for this service prior to ultimately discontinuing the service, or change existing tariff regulations without discontinuing certain rights, privileges or conditions of the service to existing customers.

(N)

(N)

FULLY RENOVATED BUILDINGS

Fully renovated buildings are those buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining "fully renovated" status is the date of Notice of Occupancy issued by the appropriate local agencies.

FOREIGN PREFIX SERVICE

Service of a prefix furnished within an exchange or district area from a central office other than the central office normally serving the area in which the primary station is located.

GROUND START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by placing a ground on one side of the telephone line. When the signal is received, a ground is placed on the other side of the telephone line at the central office to signal the terminal equipment.

Material omitted now on Sheet 13.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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FROZEN/GRANDFATHERED SERVICE

The term "frozen/grandfathered service" applies to an obsolete and/or outdated service the Company no longer wishes to provide. The freezing/grandfathering of a service is the Company's method of managing a tariff for this service prior to ultimately discontinuing the service, or change existing tariff regulations without discontinuing certain rights, privileges or conditions of the service to existing customers.

(T)

(T)

FULLY RENOVATED BUILDINGS

Fully renovated buildings are those buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining "fully renovated" status is the date of Notice of Occupancy issued by the appropriate local agencies.

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GROUND START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by placing a ground on one side of the telephone line. When the signal is received, a ground is placed on the other side of the telephone line at the central office to signal the terminal equipment.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2. GENERAL REGULATIONS~~

2.1 RULES (Cont'd)
2.1.1 Rule No. 1 - DEFINITION OF TERMS (Cont'd)

HOUSEHOLD¹

Shall be considered the members of a residence for the purposes of claiming the appropriate subsidies from the CHCF-B.

(N)

(N)

HUNTING SERVICE

An arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call. Multiline Hunt Group allows a number of lines to be grouped together to share common translation data.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

Continued

(N)

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 Rule No. 1 - DEFINITION OF TERMS (Cont'd)

GUIDEBOOK (Guidebooks)

(N)

Those documents that contain the standard descriptions, pricing, and other terms and conditions for services offered on a detariffed basis pursuant to D.07-09-018. Also known as (The) AT&T Guidebook or AT&T California Guidebook.

(N)

HOUSEHOLD¹

Shall be considered the members of a residence for the purposes of claiming the appropriate subsidies from the CHCF-B.

HUNTING SERVICE

An arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call. Multiline Hunt Group allows a number of lines to be grouped together to share common translation data.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

IN PROXIMITY TO

Shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas.

INDIVIDUAL ACCESS LINE SERVICE (ALSO SHOWN AS INDIVIDUAL LINE SERVICE)

Basic exchange service furnished by means of a central office line to which one customer is assigned.

INDIVIDUAL OR SMALL BUSINESS

(N)

(See Small Business or Individual)

(N)

INSIDE WIRE (ALSO KNOWN AS SIMPLE WIRE)

Refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include customer premises equipment.

INSTALLATION

Utility provided Inside Wire Installation Service. Placement of inside wire and jack(s), activation of inside wire and jack(s) and removal of inside wire and jack(s) (charged in addition to regulated Network Installation charge).

INSTALLATION CHARGE

A one-time charge made under certain conditions to cover all or a portion of the cost of installing telephone facilities and service offerings.

Material omitted now on Sheet 15.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

IN PROXIMITY TO

Shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas.

INDIVIDUAL ACCESS LINE SERVICE (ALSO SHOWN AS INDIVIDUAL LINE SERVICE)

Basic exchange service furnished by means of a central office line to which one customer is assigned.

INDIVIDUAL OR SMALL BUSINESS

(See Small Business or Individual)

INSIDE WIRE (ALSO KNOWN AS SIMPLE WIRE)

Refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the Company's local loop demarcation point. Inside wire does not include customer premises equipment. (T)

INSTALLATION

Utility provided Inside Wire Installation Service. Placement of inside wire and jack(s), activation of inside wire and jack(s) and removal of inside wire and jack(s) (charged in addition to regulated Network Installation charge).

INSTALLATION CHARGE

A one-time charge made under certain conditions to cover all or a portion of the cost of installing telephone facilities and service offerings.

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

INSTRUMENTALITIES

The telephone instruments located on an applicant's or customer's premises (excluding interior wiring and protective apparatus). In private branch exchange service the instrumentalities include the attendant position.

(L)

INTERCOM CALL

The term "intercom call" as it relates to Primary Rate IS denotes end user to end user calling within a Primary Rate interface customer defined serving arrangement.

INTERFACE (SEE STANDARD NETWORK INTERFACE)

(L)

INTRABUILDING NETWORK CABLE (INC CABLE)

INC Cable is located on the customer's side of the Utility's local loop demarcation point. INC Cable connects the end of the Utility's local loop at the Minimum Point Of Entry (MPOE) to the INC demarcation point at the floor terminal(s) within a customer's building or to another building on a customer's continuous property. The purpose of INC Cable is to provide the communications path from the Utility's service entrance facility to the end-user's service location.

INTRASYSTEM WIRE (SEE COMPLEX INSIDE WIRE)

JOB SCHEDULE

This schedule establishes the activity dates associated with a job. Start and completion dates for each major work activity are normally provided.

JOINT USER

An individual or concern authorized by the Utility and the customer to share in the use of a customer's Business Telephone Service.

Landlord (See Property Owner/Landlord/Agent)

(L) Formerly on Sheet 14.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

INSTRUMENTALITIES

The telephone instruments located on an applicant's or customer's premises (excluding interior wiring and protective apparatus). In private branch exchange service the instrumentalities include the attendant position.

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INTERFACE (SEE STANDARD NETWORK INTERFACE)

INTRABUILDING NETWORK CABLE (INC CABLE)

INC Cable is located on the customer's side of the Company's local loop demarcation point. INC Cable connects the end of the Company's local loop at the Minimum Point Of Entry (MPOE) to the INC demarcation point at the floor terminal(s) within a customer's building or to another building on a customer's continuous property. The purpose of INC Cable is to provide the communications path from the Company's service entrance facility to the end-user's service location.

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(T)

(T)

INTRASYSTEM WIRE (SEE COMPLEX INSIDE WIRE)

JOB SCHEDULE

This schedule establishes the activity dates associated with a job. Start and completion dates for each major work activity are normally provided.

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(D)

LANDLORD See Property Owner/Landlord/Agent)

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

LATE PAYMENT CHARGE (ALSO SEE SCHEDULE CAL.P.U.C. NO. A3.)

A charge applicable to an unpaid balance not received at the Utility or one of its authorized payment locations by the late payment date printed on the bill. (T)

LINE EXTENSION

Line extensions consist of overhead or underground extensions of existing distribution facilities to new service connection facilities, and exclude additions to plant along existing telephone facilities. (See also Distribution Facility and Service Connection Facility.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access and Transport Area" denotes a geographic area established by the Utility for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes. The Utility will offer services to customers within a LATA only.

LOCAL CALL

A completed call or telephonic communication between a calling station and any other station within the local service area of the calling station.

LOCAL LOOP DEMARCATION POINT (SEE SCHEDULE CAL.P.U.C. NO. A2.1.20.)

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Utility, building/property owner/landlord/agent, and the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Utility is responsible for the installation and maintenance of its facilities up to and including those located at the Utility's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). Installation and maintenance of facilities and equipment beyond the Utility's local loop demarcation point is the responsibility of the building/property owner/landlord/agent, or end-user customer. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

LATE PAYMENT CHARGE (Also See Guidebook Part 3, Section 1) (N)

A charge applicable to an unpaid balance not received at the Company or one of its authorized payment locations by the late payment date printed on the bill.

LINE EXTENSION

Line extensions consist of overhead or underground extensions of existing distribution facilities to new service connection facilities, and exclude additions to plant along existing telephone facilities. (See also Distribution Facility and Service Connection Facility.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access and Transport Area" denotes a geographic area established by the Company for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes. The Company will offer services to customers within a LATA only. (T)

LOCAL CALL

A completed call or telephonic communication between a calling station and any other station within the local service area of the calling station.

LOCAL LOOP DEMARCATION POINT (SEE SCHEDULE CAL.P.U.C. NO. A2.1.20.)

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Company, building/property owner/landlord/agent, and the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Company is responsible for the installation and maintenance of its facilities up to and including those located at the Company 's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). Installation and maintenance of facilities and equipment beyond the Company 's local loop demarcation point is the responsibility of the building/property owner/landlord/agent, or end-user customer. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

LOCAL SERVICE

An exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or a part of an exchange area, or parts of all of two or more exchange areas.

LOOP START SIGNALLING

A method of signaling the central office that a telephone call is being initiated by electrically bridging both wires of the telephone line.

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

MANAGEMENT INFORMATION SYSTEM

A system that is designed to provide statistical data for the purpose of administering work force and trunk requirements.

MANUAL TELEPHONE SERVICE

A service in which the switching of one line into connection with another for purposes of telephonic communication is performed manually by operators.

MEASURED RATE SERVICE

A telephone service with local service charges based upon the number of outgoing timed or untimed local messages or Zone Usage Measurement Service Zone 1 and Zone 2 messages.

MEDIA TRIGGERS

Public Notification of events that result in high volume, targeted, number specific calling patterns to the publicized representative of the event.

(N)
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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

LOCAL SERVICE

An exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs or (N) Guidebook. The local service area may include the whole or a part of an (N) exchange area, or parts of all of two or more exchange areas.

LOOP START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by electrically bridging both wires of the telephone line.

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

(D)

(D)

(D)

MANUAL TELEPHONE SERVICE

A service in which the switching of one line into connection with another for purposes of telephonic communication is performed manually by operators.

MEASURED RATE SERVICE

A telephone service with local service charges based upon the number of outgoing timed or untimed local messages or Zone Usage Measurement Service Zone 1 and Zone 2 messages.

(D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
~~A2. GENERAL REGULATIONS~~

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MILEAGE CHARGES

The additional charges for exchange telephone service furnished outside the base rate area and for lines of greater than prescribed length based upon distance measurement. z

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

MOBILEHOME PARKS

Mobilehome Parks, as defined below, shall not be considered Continuous Property. Instead, the utility shall provide service to mobilehome parks in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A "mobilehome park" is any area or tract of land

- (1) where two or more mobilehome lots accommodate manufactured homes or mobilehomes and
- (2) which is subject to the permit to operate requirements under the Mobilehome Park Act (Health and Safety Code Section 18200, et. seq.) or
- (3) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park" unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act. z

MODIFICATION

Any applicant/customer request for an alteration in an existing service which requires a new design, or a movement or physical alteration of facilities or equipment.

z Correction - To remove obsolete material and modify a reference.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MILEAGE CHARGES

The additional charges for exchange telephone service furnished outside the base rate area and for lines of greater than prescribed length based upon distance measurement.

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

MOBILEHOME PARKS

Mobilehome Parks, as defined below, shall not be considered Continuous Property. Instead, the Company shall provide service to mobilehome parks (T) in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A "mobilehome park" is any area or tract of land

- (1) where two or more mobilehome lots accommodate manufactured homes or mobilehomes and
- (2) which is subject to the permit to operate requirements under the Mobilehome Park Act (Health and Safety Code Section 18200, et. seq.) or
- (3) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park" unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

MODIFICATION

Any applicant/customer request for an alteration in an existing service which requires a new design, or a movement or physical alteration of facilities or equipment.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MOVE

A change of location of service or facilities within the customer's premises being served.

MULTILINE TERMINATING SYSTEM

The term "Multiline Terminating System" denotes switching equipment (e.g., PBX, Centrex, ACD, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, private line service or communications system. (T)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MOVE

A change of location of service or facilities within the customer's premises being served.

(D)

(D)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network that perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network. (T)

NETWORK CONTROL SIGNALING UNIT

Denotes the terminal equipment furnished, installed and maintained by the Utility for the provision of network control signaling.

NETWORK INTERFACE (NI)

(See Standard Network Interface)

(T)

(D)

(D)

(T)

NETWORK TERMINATING WIRE (NTW)

Wire between the distribution terminal and the network interface NTW includes wire that connects the building entrance terminal to the Utility placed network access termination. This wire connection is called a "cross connect".

(N)

(N)

NONPUBLISHED SERVICE

Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Schedule Cal.P.U.C. No. A2.1.34 established for the release of nonpublished information. (L) Material formerly on Sheet 18.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network that perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network.

NETWORK CONTROL SIGNALING UNIT

Denotes the terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling. (T)

NETWORK INTERFACE (NI)

(See Standard Network Interface)

NETWORK TERMINATING WIRE (NTW)

Wire between the distribution terminal and the network interface NTW includes wire that connects the building entrance terminal to the Company placed network access termination. This wire connection is called a "cross connect". (T)

NONPUBLISHED SERVICE

Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Schedule Cal.P.U.C. No. A2.1.34 established for the release of nonpublished information. (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

NONRECURRING CHARGE

A one-time charge designed to cover miscellaneous expenses applicable to certain Utility provided services and facilities. (T)

OFFICE

A place where business is transacted or a service is supplied, such as consulting, record keeping, clerical work, etc.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

NONRECURRING CHARGE

A one-time charge designed to cover miscellaneous expenses applicable to certain Company provided services and facilities. (T)

OFFICE

A place where business is transacted or a service is supplied, such as consulting, record keeping, clerical work, etc.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

OFF-PREMISES LOCATION

A premises of a customer other than the primary location (or on-premises location).

OTHER COMMON CARRIER

The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network telephone services.

PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S (FCC'S) RULES AND REGULATIONS (N)

A codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government. Part 68, Subpart F, of the FCC's Rules and Regulations are Rules and Regulations to provide for uniform standards for the protection of the telephone network from harms caused by the connection of terminal equipment and associated wiring. (N)

PARTY LINE SERVICE

Basic exchange service furnished by means of a central office line to which two or more customers may be assigned.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used for the service are made available for use for another service.

PREMIERE COMMUNICATIONS SYSTEM SERVICE

An optional ESS central office provided service of basic and optional line and group features for residence and/or business customers wishing to combine two to six individual access lines into a Premiere group. See Schedule Cal.P.U.C. No. A5.4.5.

PREMISES; BUSINESS, RESIDENCE (SEE BUILDING USAGE, BUSINESS SERVICE AND RESIDENCE SERVICE) (T)

(N)
(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

OFF-PREMISES LOCATION

A premises of a customer other than the primary location (or on-premises location).

OTHER COMMON CARRIER

The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network telephone services.

PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S (FCC'S) RULES AND REGULATIONS

A codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government. Part 68, Subpart F, of the FCC's Rules and Regulations are Rules and Regulations to provide for uniform standards for the protection of the telephone network from harms caused by the connection of terminal equipment and associated wiring.

PARTY LINE SERVICE

Basic exchange service furnished by means of a central office line to which two or more customers may be assigned.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used for the service are made available for use for another service.

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(D)

PREMISES; BUSINESS, RESIDENCE (See Building Usage, Business Service and Residence Service)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

PREMISES, RESIDENCE, BUSINESS (See Building Usage, Business Service and Residence Service)

PREMISES WIRE

Customer provided wire between the INC demarcation point and the inside wire demarcation point. Where there is no INC cable, it is that wire between the Utility's local loop demarcation point and the inside wire demarcation point. Premises wire can be either inside wire or intrasystem wire depending on the terminating services and facilities.

PRIMARY LINE¹

For the purposes of the CHCF-B, "primary line" is the first line to household.

(N)
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(N)

PRIMARY LOCATION

The customer premises location of the primary service as opposed to off premises locations. The primary station set or working service point in lieu of a primary station set is located at the primary location.

PRIMARY RATE AREA

See Base Rate Area.

PRIMARY RATE INTERFACE (PRI)

The term "Primary Rate Interface" denotes the connection of a HCDS circuit to the serving Central Office switch based upon ISDN Primary Rate IS standards. Software in the Central Office switch defines 24 channels within the High Capacity Systems circuit's 1.544 Mbps bandwidth. The 24 channels are divided into either 23 B-channels plus 1 D-channel or 24 B-channels.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin on November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

(N)
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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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PREMISES WIRE

Customer provided wire between the INC demarcation point and the inside wire demarcation point. Where there is no INC cable, it is that wire between the Company's local loop demarcation point and the inside wire demarcation point. Premises wire can be either inside wire or intrasystem wire depending on the terminating services and facilities. (T)

PRIMARY LINE¹

For the purposes of the CHCF-B, "primary line" is the first line to household.

PRIMARY LOCATION

The customer premises location of the primary service as opposed to off premises locations. The primary station set or working service point in lieu of a primary station set is located at the primary location.

PRIMARY RATE AREA

See Base Rate Area.

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(D)

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin on November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

PRIMARY RATE IS SERVICE ARRANGEMENT)

The term "Primary Rate IS Service Arrangement" denotes one or more Primary Rate Interfaces arranged together to provide one single service for the customer. Primary Rate Service Arrangements are a Centrex "like" service allowing interconnection of private line and exchange services.

PRIMARY SERVICE

Basic exchange service (as opposed to extension service) provided at the primary location.

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

The working service point at the primary location is used in lieu of the "primary station set" where all telephones are customer-provided. Extension services are charged to connections in addition to the working service point at the primary location. For authorized customer-provided key equipment and PBX systems the working service point is used in lieu of the "primary station".

PRIVATE LINE

A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

PRIVATE SCHOOLS

Private schools eligible to participate in the "Education First Program" are those schools that are not under direct Federal or public supervision or control, provide K-12 Educational Curriculum and have one-hundred (100) plus student enrollment and have a Private School Affidavit on file with the California State Department of Education. In addition, the private school must be a nonprofit agency, organization or institution whose net earnings do not benefit and cannot lawfully benefit, any private shareholder, owner or entity.

(N)
|
(N)

PROGRAMMING

The term "programming" when used in conjunction with Primary Rate IS, denotes operating commands used by a Central Office switch or CPE used to control features and functions.

(L) Material omitted now shown on Sheet 22.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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(D)

PRIMARY SERVICE

Basic exchange service (as opposed to extension service) provided at the primary location.

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

The working service point at the primary location is used in lieu of the "primary station set" where all telephones are customer-provided. Extension services are charged to connections in addition to the working service point at the primary location. For authorized customer-provided key equipment and PBX systems the working service point is used in lieu of the "primary station".

PRIVATE LINE

A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

PRIVATE SCHOOLS

Private schools eligible to participate in the "Education First Program" are those schools that are not under direct Federal or public supervision or control, provide K-12 Educational Curriculum and have one-hundred (100) plus student enrollment and have a Private School Affidavit on file with the California State Department of Education. In addition, the private school must be a nonprofit agency, organization or institution whose net earnings do not benefit and cannot lawfully benefit, any private shareholder, owner or entity.

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

PROPERTY OWNER/LANDLORD/AGENT

The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.

PUBLIC TELEPHONE STATION

A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Utility.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

PROPERTY OWNER/LANDLORD/AGENT

The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.

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(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

QUICKSERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE)

Quickservice is an interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the Business Office at any time.

RATE CENTER

The term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of interexchange and interdistrict mileage rates. Also refer to Schedule Cal.P.U.C. No. A6.2.

REMOTE ISLAND AREA

A specified geographical area surrounded by unfiled territory that is served and rated from and is considered a part of a designated exchange.

RESIDENCE¹

For the purposes of the California High Cost Fund B (CHCF-B) a residence (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied entirely by a single family or individual functioning as one domestic establishment.

A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit for the application of CHCF-B.

(N)
|
(N)

RESIDENCE SERVICE

Services furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RESIDING

The term "residing" as it applies to Primary Rate IS denotes a service in a switch when it is provisioned using the hardware and software of that switch.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997, for Resale and for Retail, December 10, 1997 for So. California and December 12, 1997 for No. California.

(N)
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(N)

(L) Material omitted now on Sheet 23.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

QUICKSERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE)

Quickservice is an interactive system that provides residential customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the Business Office at any time. (N)

RATE CENTER

The term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of interexchange and interdistrict mileage rates. Also refer to Guidebook Part 9, Section 1.

REMOTE ISLAND AREA

A specified geographical area surrounded by unfiled territory that is served and rated from and is considered a part of a designated exchange.

RESIDENCE¹

For the purposes of the California High Cost Fund B (CHCF-B) a residence (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied entirely by a single family or individual functioning as one domestic establishment.

A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit for the application of CHCF-B.

RESIDENCE SERVICE

Services furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

(D)

(D)

(D)

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997, for Resale and for Retail, December 10, 1997 for So. California and December 12, 1997 for No. California.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

RIGHT OF WAY

Denotes legal permission granted the Utility by the property owner to allow the Utility to install, maintain, and repair intra/interbuilding network cable and any associated plant facilities on a property. This permission is usually in writing and is recorded as an easement against the property.

ROOM

Space in a building surrounded by walls or closed partitions provided the opening between the top of such walls or closed partition and the ceiling is less than two feet.

SALES AGENCY PROGRAM

The Sales Agency Program allows a Utility Authorized Sales Representative to market, on a commission basis, within geographical areas designated by the Utility, Network and Exchange Services at rates, charges and regulations as set forth in the Utility's Schedules. A Utility Authorized Sales Representative may also be compensated for sale of the Utility Services under the G.O. 96-A contract process.

Each Authorized Sales Representative must sign a Network Services Marketing Agreement. The Authorized Sales Representative shall meet all requirements and standards as set forth in the agreement and failure to do so shall result in termination of the vendor from the plan at the option of the Utility.

Purchase of Utility services through an Authorized Sales Representative does not remove the responsibility of the applicant/customer for payment of service, usage or adherence to other Rules set forth in the Utility's Schedules.

A customer who is represented by an Authorized Sales Representative shall retain the same remedial rights against the Utility as if the services were subscribed to directly from the Utility.

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Utility.

(L) Material formerly on Sheet 23.
Continued

(L)
|
(L)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

RIGHT OF WAY

Denotes legal permission granted the Company by the property owner to (T)
allow the Company to install, maintain, and repair intra/interbuilding (T)
network cable and any associated plant facilities on a property. This
permission is usually in writing and is recorded as an easement against
the property.

ROOM

Space in a building surrounded by walls or closed partitions provided the
opening between the top of such walls or closed partition and the ceiling
is less than two feet.

SALES AGENCY PROGRAM

The Sales Agency Program allows a Company Authorized Sales Representative (T)
to market, on a commission basis, within geographical areas designated by
the Company, Network and Exchange Services at rates, charges and (T)
regulations as set forth in the Company's Schedules. A Company (T)
Authorized Sales Representative may also be compensated for sale of the
Company Services under the G.O. 96-A contract process. (T)

Each Authorized Sales Representative must sign a Network Services
Marketing Agreement. The Authorized Sales Representative shall meet all
requirements and standards as set forth in the agreement and failure to
do so shall result in termination of the vendor from the plan at the
option of the Company. (T)

Purchase of Company services through an Authorized Sales Representative (T)
does not remove the responsibility of the applicant/customer for payment
of service, usage or adherence to other Rules set forth in the Company's (T)
Tariff Schedules and Guidebook. (N)

A customer who is represented by an Authorized Sales Representative shall
retain the same remedial rights against the Company as if the services (T)
were subscribed to directly from the Company. (T)

Authorized Sales Representatives will receive compensation for the
marketing of Network and Exchange Services as specified by the Company. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

SEMIPUBLIC SERVICE

A customer telephone service designed for use of a customer and the public in locations somewhat public in character.

SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

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

SERVICE CONNECTION FACILITY

Denotes wire/cable, either aerial or buried, used as the entrance facility (T)
and the building entrance terminal located up to and including the (T)
Utility's local loop demarcation point. (N)

SERVICE DATE

The date the Utility will complete all INC cable installation and test activities.

(N)
|
(N)

SERVICE ESTABLISHMENT CHARGE:

A Service Establishment Charge (SEC) is a nonrecurring charge designed to recover the costs of preparing a communications control program. The SEC, when shown in the Charges and Rates section of certain schedules, applies when service is established. (T)

SERVICE OBSERVING EQUIPMENT

Any equipment or arrangement specifically designed and furnished a customer to overhear or observe a telephone conversation to which they are not a party. Such equipment or arrangement is furnished with an automatic tone warning device which produces a distinct audible signal that is repeated at regular intervals on the telephone line and heard by all parties to the conversation being observed.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

(D)

SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

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

SERVICE CONNECTION FACILITY

Denotes wire/cable, either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's local loop demarcation point.

SERVICE DATE

The date the Company will complete all INC cable installation and test activities. (T)

(D)

(D)

(D)

SERVICE OBSERVING EQUIPMENT

Any equipment or arrangement specifically designed and furnished a customer to overhear or observe a telephone conversation to which they are not a party. Such equipment or arrangement is furnished with an automatic tone warning device which produces a distinct audible signal that is repeated at regular intervals on the telephone line and heard by all parties to the conversation being observed.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SERVICE STATION LINES

Denotes the telephone facilities provided by the customer in isolated and sparsely developed areas where it is not practicable for the Utility to make such facilities available.

SERVING CENTRAL OFFICE SWITCH

The term "serving central office switch" denotes a specific switching system that provides Primary Rate IS service. A Primary Rate IS serving switch provides features timing, and control of the service.

SHORT DURATION SERVICE

Service established, at the customer's request, for a continuous period of 24 hours or less. The service is provided only where all facilities necessary for furnishing the service are available.

SIMPLE SERVICE

Line termination associated with non-key and non-switching system services.

SIMPLE WIRE

(See Inside Wire)

Material omitted now Sheet 25.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SERVICE STATION LINES

Denotes the telephone facilities provided by the customer in isolated and sparsely developed areas where it is not practicable for the Company to make such facilities available. (T)

(D)

(D)

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(D)

SHORT DURATION SERVICE

Service established, at the customer's request, for a continuous period of 24 hours or less. The service is provided only where all facilities necessary for furnishing the service are available.

SIMPLE SERVICE

Line termination associated with non-key and non-switching system services.

SIMPLE WIRE

(See Inside Wire)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SMALL BUSINESS OR INDIVIDUAL

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly to not more than twenty access lines or one T-1 from the Utility for business use or combination business and personal use. Any business or individual subscribing to more than twenty telephone access lines or more than one T-1 line will not be considered a small business customer. For purposes of these rules, all entities other than individuals (e.g., government and quasi-governmental agencies, associations, etc.) meeting the twenty-access or one T-1 line limit are treated identically with small businesses. A business is defined by a billed account.

A billed account may consist of one or more billing telephone numbers associated by a unique identifier assigned by the Utility.

(N)

SPECIAL ARRANGEMENT OF EQUIPMENT

(L)

An equipment configuration of tariff service, facilities or equipment which constitutes a special offering suitable for one or a limited number of customers.

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (EXCEPT AS SET FORTH IN SCHEDULE CAL.P.U.C. NO. A4.3 AND A2.1.13, 15, 16 AND 32 OF THIS SCHEDULE).

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Schedule Cal.P.U.C. No. A2.1.36 for detail.

(L)

(L) Formerly on Sheet 25.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SMALL BUSINESS OR INDIVIDUAL

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly to not more than twenty access lines or one T-1 from the Utility for business use or combination business and personal use. Any business or individual subscribing to more than twenty telephone access lines or more than one T-1 line will not be considered a small business customer. For purposes of these rules, all entities other than individuals (e.g., government and quasi-governmental agencies, associations, etc.) meeting the twenty-access or one T-1 line limit are treated identically with small businesses. A business is defined by a billed account.

A billed account may consist of one or more billing telephone numbers associated by a unique identifier assigned by the Utility.

SPECIAL ARRANGEMENT OF EQUIPMENT

An equipment configuration of tariff or Guidebook service, facilities or equipment which constitutes a special offering suitable for one or a limited number of customers. (N)

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (EXCEPT AS SET FORTH IN A2.1.13, 15, 16 AND 32 OF THIS SCHEDULE AND GUIDEBOOK PART 4, SECTION 5). (T)
(N)

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Guidebook Part 2, Section 5 for details. (T)
(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

SPECULATIVE PROJECTS AND RISK SERVICES

Projects and risk services involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, election or sales campaigns, resorts and business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects and risk services which present more than the usual risk or liability of loss.

STANDARD NETWORK INTERFACE

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Utility's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Utility's local loop demarcation point and will be maintained by the Utility at the rates and charges specified in Schedule Cal.P.U.C. No. A8.2.1.

(N)

(N)

START OF INSTALLATION

An installation of service and equipment or a move, change or rearrangement applied for by an applicant or customer, is considered to have started when the Utility performs any work or incurs any expense in connection therewith, or in preparation therefor, which would not otherwise have been performed or incurred, provided:

- (1) The applicant or customer has advised the Utility to proceed with the installation, and
- (2) The Utility has advised the applicant or customer that, in accordance with their order, it is commencing the installation, and
- (3) The Utility has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified or delayed order, and
- (4) That a copy of such written notice, signed by the Utility and the applicant/customer, is on file with the Utility at the time of the cancellation, modification or delay.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SPECULATIVE PROJECTS AND RISK SERVICES

Projects and risk services involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, election or sales campaigns, resorts and business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects and risk services which present more than the usual risk or liability of loss.

STANDARD NETWORK INTERFACE

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Company's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Company's local loop demarcation point and will be maintained by the Company at the rates and charges specified in Guidebook Part 8, Section 8. (T)

START OF INSTALLATION

An installation of service and equipment or a move, change or rearrangement applied for by an applicant or customer, is considered to have started when the Company performs any work or incurs any expense in connection therewith, or in preparation therefor, which would not otherwise have been performed or incurred, provided:

- (1) The applicant or customer has advised the Company to proceed with the installation, and (T)
- (2) The Company has advised the applicant or customer that, in accordance with their order, it is commencing the installation, and (T)
- (3) The Company has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified or delayed order, and (T)
- (4) That a copy of such written notice, signed by the Company and the applicant/customer, is on file with the Company at the time of the cancellation, modification or delay. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

STATION

A telephone or other terminal equipment connected to a Utility telecommunications service at the customer premises which enables the customer to establish the communications connections and to effect communications through such connections.

(L)

(L)

The term "Station" includes but is not limited to software programming and/or devices located in the Utility's central office that provide distribution, queuing, routing or interactive capability for incoming calls that may be sent to or retrieved from a customer premises. This type of station may be used for, but is not limited to, such services as Centrex Uniform Call Distribution and other services which offer central office queuing capability of incoming calls or the other capabilities as stated above.

(N)

(N)

(L) Material formerly on Sheet 26.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

STATION

A telephone or other terminal equipment connected to a Company
telecommunications service at the customer premises which enables the
customer to establish the communications connections and to effect
communications through such connections. (T)

The term "Station" includes but is not limited to software programming
and/or devices located in the Company's central office that provide
distribution, queuing, routing or interactive capability for incoming
calls that may be sent to or retrieved from a customer premises. This
type of station may be used for, but is not limited to, such services as
Centrex Uniform Call Distribution and other services which offer central
office queuing capability of incoming calls or the other capabilities as
stated above. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SUBDIVISION

Improved or unimproved land under a definite plan of development with the property subdivided into individual lots, that are identified by filed and approved subdivision plans, where it can be shown that there are reasonable prospects within the next three years for five or more permanent telephone line terminations, at a density of at least one line per acre.

SUBPART F (SEE PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S Rules and Regulations.)

SUBSCRIBED SERVICES

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

SUBSCRIBER

(See Customer)

SUBURBAN AREA

The portion of the exchange area located outside of the base rate area.

SUPERSEDURE

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in eligible service or facilities.

T-1

As defined in D.04-05-057, and in conjunction with the definition of Small Business Customer, a T-1 provides the capacity equivalent of 24 switched voice-grade access lines and has the capacity of 1.544 Mbps.

(N)
|
(N)

TELEPHONE

A unit of equipment consisting of a transmitter, receiver and associated apparatus.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SUBDIVISION

Improved or unimproved land under a definite plan of development with the property subdivided into individual lots, that are identified by filed and approved subdivision plans, where it can be shown that there are reasonable prospects within the next three years for five or more permanent telephone line terminations, at a density of at least one line per acre.

SUBPART F (SEE PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S Rules and Regulations.)

(D)

(D)

(D)

SUBSCRIBER

(See Customer)

SUBURBAN AREA

The portion of the exchange area located outside of the base rate area.

SUPERSEDURE

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in eligible service or facilities.

T-1

As defined in D.04-05-057, and in conjunction with the definition of Small Business Customer, a T-1 provides the capacity equivalent of 24 switched voice-grade access lines and has the capacity of 1.544 Mbps.

TELEPHONE

A unit of equipment consisting of a transmitter, receiver and associated apparatus.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TELEPHONE CENTER

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

TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

A temporary discontinuance without termination of the service, made at the request of the customer or on the initiative of the Utility.

TEMPORARY SERVICE

A service required temporarily (excluding Short Duration Service), such as that furnished to contractors for use during a construction project, service to a convention, circus, resort, guests at resorts, election service or other service of a similar nature where it is definitely known that service will not be permanent.

TENANT

A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

(N)

(N)

TERMINAL EQUIPMENT

Terminal equipment includes devices or apparatus and their associated wiring provided by a customer or authorized user that do not constitute a multiline terminating system and that where connected to the communication path of the telecommunications network are connected either electrically, acoustically or inductively. Terminal equipment includes telephones, data equipment and ancillary equipment.

(T)

(T)

Material omitted now on Sheet 29.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

(D)

TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

A temporary discontinuance without termination of the service, made at the request of the customer or on the initiative of the Company.

(T)

TEMPORARY SERVICE

A service required temporarily (excluding Short Duration Service), such as that furnished to contractors for use during a construction project, service to a convention, circus, resort, guests at resorts, election service or other service of a similar nature where it is definitely known that service will not be permanent.

TENANT

A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

TERMINAL EQUIPMENT

Terminal equipment includes devices or apparatus and their associated wiring provided by a customer or authorized user that do not constitute a multiline terminating system and that where connected to the communication path of the telecommunications network are connected either electrically, acoustically or inductively. Terminal equipment includes telephones, data equipment and ancillary equipment.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TIE LINE

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

TOLL MESSAGE

A completed call or telephonic communication between two exchange stations located in different local service areas, between toll stations, or between a toll station and an exchange station to which rates are applicable in accordance with the provisions of the toll rate tariff.

TOLL RESTRICTION1

An exchange service that prohibits the completion of billable toll calls.
(See description in Schedule Cal.P.U.C. No. A2.1.2.J.)

(N)
|
(N)

TOUCH-TONE CALLING SERVICE

A service arrangement permitting the use of dual tone multi-frequency signalling to originate calls.

TRACT

See Subdivision

TRADE NAME

See Fictitious Name

TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switchboard.

NOTE 1: Toll Restriction will not be available (implemented) until
December 4, 1995.

(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

(D)

(D)

(D)

TOLL MESSAGE

A completed call or telephonic communication between two exchange stations located in different local service areas, between toll stations, or between a toll station and an exchange station to which rates are applicable in accordance with the provisions of the Guidebook toll rates.

(T)

TOLL RESTRICTION¹

An exchange service that prohibits the completion of billable toll calls. (See description in Schedule Cal.P.U.C. No. A2.1.2.J.)

TOUCH-TONE CALLING SERVICE

A service arrangement permitting the use of dual tone multi-frequency signaling to originate calls.

(z)

TRACT

See Subdivision

(D)

(D)

TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switchboard.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRUNK LINE

A telephone circuit from one central office unit to another.

TRUNK LINE SERVICE

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

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes and pull boxes where and as required plus trenching costs as defined in Trenching Costs preceding.

UNIVERSITIES AND COLLEGES

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

(N)
|
(N)

UNPAID LIVE BALANCE

The total amount of the previous month's bill less payments and adjustments.

UTILITY

Pacific Bell.

VIRTUAL

The term "virtual" is controlled and/or defined software as opposed to having an identifiable physical, hard-wired connection.

VISIBLE FROM

Shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

(D)

(D)

(D)

(D)

|
(D)

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes and pull boxes where and as required plus trenching costs as defined in Trenching Costs preceding.

(D)

(D)

|
(D)

UNPAID LIVE BALANCE

The total amount of the previous month's bill less payments and adjustments.

UTILITY

Pacific Bell.

VIRTUAL

The term "virtual" is controlled and/or defined software as opposed to having an identifiable physical, hard-wired connection.

VISIBLE FROM

Shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

WALL SET

Combined wall telephone handset with bell-in-base. A telephone designed to be fastened (or mounted with modular jack) to the wall of a room or building.

WIRE CENTER

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services and Private Line Services, are located.

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

A portion of an exchange area, as shown on maps filed in these tariff schedules.

ZONE USAGE MEASUREMENT SERVICE (ZUM)

A method for rating calls for the services and in the exchange calling areas as outlined in Schedule Cal.P.U.C. No. A5.2.

Included in the calling areas are three Zones: 1, 2 and 3. Zone 1 and 2 applies to calls within a local service area and Zone 3 to calls between exchanges or district areas in the 13 - 16 rate mileage band.

The service includes four rating elements applicable to calls: frequency, duration, distance and time of day (discounts are available during off-peak hours).

976

(See California 976)

z Correction - Material should have been reflected in Advice Letter No. 15927, effective June 1, 1991.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

WALL SET

Combined wall telephone handset with bell-in-base. A telephone designed to be fastened (or mounted with modular jack) to the wall of a room or building.

WIRE CENTER

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services and Private Line Services, are located.

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

A portion of an exchange area, as shown on maps filed herein. (T)

ZONE USAGE MEASUREMENT SERVICE (ZUM)

A method for rating calls for the services and in the exchange calling areas as outlined in Schedule Cal.P.U.C. No. A5.2.

Included in the calling areas are three Zones: 1, 2 and 3. Zone 1 and 2 applies to calls within a local service area and Zone 3 to calls between exchanges or district areas in the 13 - 16 rate mileage band.

The service includes four rating elements applicable to calls: frequency, duration, distance and time of day (discounts are available during off-peak hours).

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

1. Exchange service is available through facilities owned and maintained according to the Utility's standards and in single office exchanges or single office district areas of an exchange or in multioffice exchanges or /ultioffice district areas of an exchange, is operated from the dial central office designated by the Utility.
 - a. When a central office in the exchange or district areas in which the premises of the customer are located is not equipped to provide a service or service enhancement desired by a customer (other than local or extended service), the Utility may designate a central office located in another exchange or district area to serve the customer. The additional facilities required to extend the service or service enhancement from the exchange or district area to the exchange or district area in which the customer is located will be furnished at the charges and rates specified in the schedule under which the service or service enhancement is offered.
 - b. When a central office in the exchange or district area in which the premises of the customer are located is equipped by the Utility to provide the service or feature, the Utility may, at its option, provide the service or feature to the customer from this central office and discontinue providing the service or feature from the other exchange or district area. At that time, the charges and rates for the additional facilities will be discontinued.
 - c. The exchange is generally divided into a base rate area and a suburban area.
 - d. Residence primary access line will not be provided on a business premises. When business primary access line is provided in a residential dwelling with residence primary service, a separate premises for residence service and for business service must be designated as set forth in Schedule Cal.P.U.C. No. A2.1.1 Definition of Terms.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

1. Exchange service is available through facilities owned and maintained according to the Company's standards and in single office exchanges or single office district areas of an exchange or in multioffice exchanges or /ultioffice district areas of an exchange, is operated from the dial central office designated by the Company. (T)
- a. When a central office in the exchange or district areas in which the premises of the customer are located is not equipped to provide a service or service enhancement desired by a customer (other than local or extended service), the Company may designate a central office located in another exchange or district area to serve the customer. The additional facilities required to extend the service or service enhancement from the exchange or district area to the exchange or district area in which the customer is located will be furnished at the charges and rates specified in the tariff or Guidebook schedule under which the service or service enhancement is offered. (N)
- b. When a central office in the exchange or district area in which the premises of the customer are located is equipped by the Company to provide the service or feature, the Company may, at its option, provide the service or feature to the customer from this central office and discontinue providing the service or feature from the other exchange or district area. At that time, the charges and rates for the additional facilities will be discontinued. (T)
- c. The exchange is generally divided into a base rate area and a suburban area.
- d. Residence primary access line will not be provided on a business premises. When business primary access line is provided in a residential dwelling with residence primary service, a separate premises for residence service and for business service must be designated as set forth in Schedule Cal.P.U.C. No. A2.1.1 Definition of Terms. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

A. GENERAL (Cont'd)

2. Primary Access Lines and Extension Line Services

- a. Individual and trunk access line and extension line service will be furnished at a customer's premises terminated on a Network Interface.
- b. Primary access lines and extension line services furnished in connection with exchange services will be provided through facilities owned and maintained according to the Utility's standards.
- c. A Utility-provided telephone will be included in the rate for an individual access line semi-public service.
- d. Except as otherwise shown extension line services will be provided by the Utility on noncontinuous property.

3. Mileage Measurements

Except as otherwise provided, airline mileage measurements, used in the determination of charges, are made on base rate and exchange area maps contained in Schedule Cal.P.U.C. No. A5.1 Exchange Areas and are based on a statute mile of 5,280 feet.

4. Frozen/Grandfather Services¹

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

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

Note 1: Existing service arrangements will be maintained up to and including the Utility's local loop demarcation point. Work activity beyond the Utility's local loop demarcation point is the responsibility of the customer at the customer's expense.

Continued

(N)
|
(N)
|
(N)
|
(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

A. GENERAL (Cont'd)

2. Primary Access Lines (D)

a. Individual access line service will be furnished at a customer's premises terminated on a Network Interface. (D)

b. Primary access lines furnished in connection with exchange services will be provided through facilities owned and maintained according to the Company's standards. (D)
(T)

c. A Company-provided telephone will be included in the rate for an individual access line semi-public service. (T)

d. Except as otherwise shown extension line services will be provided by the Company on noncontinuous property. (T)

3. Mileage Measurements

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

4. Frozen/Grandfather Services¹

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

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

Note 1: Existing service arrangements will be maintained up to and including the Company's local loop demarcation point. Work activity beyond the Company's local loop demarcation point is the responsibility of the customer at the customer's expense.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

The Utility renders access line service within the exchange area under its effective rate schedules, as follows:

1. Class of Service

The following classes of service are furnished:

- a. Business
- b. Residence

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate¹
- c. Coin

NOTE 1: Business organizations which transmit messages for the deaf may subscribe to one untimed measured rate business individual access line or trunk up to the number of teletype machines in service at each business location equipped for this purpose. Such businesses must furnish evidence acceptable to the Utility of furnishing this service for the deaf in order to qualify for untimed service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

The Company renders access line service within the exchange area under its (T) effective rate schedules, as follows:

1. Class of Service

The following classes of service are furnished:

- a. Business² (N)
- b. Residence

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate¹
- c. Coin² (N)

NOTE 1: Business organizations which transmit messages for the deaf may subscribe to one untimed measured rate business individual access line or trunk up to the number of teletype machines in service at each business location equipped for this purpose. Such businesses must furnish evidence acceptable to the Company of furnishing this service for the deaf in order to qualify for untimed service. (T)

NOTE 2: This service is detariffed. (N)
See Guidebook at att.com/servicepublications (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (Cont'd)

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable</u> ¹
Individual Access Line Service	BRA, RIA and SA
Trunk Line Service for:	
Private Branch Exchange	BRA, RIA and SA
Telephone Answering Service	BRA, RIA and SA
Mechanized Switching System Service	BRA, RIA and SA
Airport Intercommunicating Service	
Mechanized Station Service	BRA
Automatic Call Distributing Service	BRA, RIA and SA
Centrex Service	BRA, RIA and SA
800 service	BRA, RIA and SA (D)
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA
Individual Line COPT Service	BRA, and SA
Public Telephone Service	BRA, RIA and SA

Individual and Trunk access line business and residence service are rendered in the suburban area under rates for that service applicable in the base rate area.

Enhanced services are furnished by the Utility under its schedule of rates.

Service is furnished at the base rates shown in the applicable schedules to Exchange Telephone Service at the primary location of the primary service.

NOTE 1: BRA - Base Rate Area
 RIA - Remote Island Area
 SA - Suburban Area

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (Cont'd)

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable¹</u>	
Individual Access Line Service	BRA, RIA and SA	
Trunk Line Service ² for:		(N)
Private Branch Exchange	BRA, RIA and SA	
Telephone Answering Service	BRA, RIA and SA	
Mechanized Switching System Service	BRA, RIA and SA	
Airport Intercommunicating Service		
Mechanized Station Service	BRA	
Automatic Call Distributing Service	BRA, RIA and SA	
Centrex Service	BRA, RIA and SA	
800 service	BRA, RIA and SA	
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA	
Individual Line COPT Service	BRA, and SA	
Public Telephone Service	BRA, RIA and SA	

Individual and Trunk access line business² and residence service are rendered in the suburban area under rates for that service applicable in the base rate area. (N)

Enhanced services are furnished by the Company under its schedule of rates. (T)

Service is furnished at the base rates, shown in the applicable tariff schedules or Guidebook, to Exchange Telephone Service at the primary location of the primary service. (N)
(N)
(T)

NOTE 1: BRA - Base Rate Area
 RIA - Remote Island Area
 SA - Suburban Area

NOTE 2: See Guidebook at att.com/servicepublications (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (CONT'D)

3. GRADE OF SERVICE (CONT'D)

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

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

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

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (Cont'd)

3. Grade Of Service (Cont'd)

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

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

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES

Extension services will be installed from the Utility's local loop demarcation point at the main service location to the Utility's demarcation point at the off premises location in accordance with the following: (T)

1. Same Customer:

An off-premises extension line service will be installed on an off-premises location of the same customer. However:

- a. A residence extension service will not be installed on a business premises except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service.

2. Joint Users or Different Customers:

An off-premises line extension service, including secretarial line service, will be installed on an off-premises location of a party other than the customer only when the occupant of the off-premises location is a joint user of the service or a customer to individual or trunk access line service. However:

- a. A residence extension line service will not be installed on an off-premises location of a different business customer, except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on an off-premises location of a different business customer when such lines terminate on a telephone answering service.

NOTE 1: Offering limited to services established prior to January 1, 1984.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES

Extension services will be installed from the Company's local loop demarcation point at the main service location to the Company's demarcation point at the off premises location in accordance with the following: (T)
(T)

1. Same Customer:

An off-premises extension line service will be installed on an off-premises location of the same customer. However:

- a. A residence extension service will not be installed on a business premises except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service.

2. Joint Users or Different Customers:

An off-premises line extension service, including secretarial line service, will be installed on an off-premises location of a party other than the customer only when the occupant of the off-premises location is a joint user of the service or a customer to individual or trunk access line service. However:

- a. A residence extension line service will not be installed on an off-premises location of a different business customer, except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on an off-premises location of a different business customer when such lines terminate on a telephone answering service.

NOTE 1: Offering limited to services established prior to January 1, 1984.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (CONT'D)

C. OFF-PREMISES EXTENSION LINE SERVICES (CONT'D)

- (D)
|
(D)
3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.
 4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.
 5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service.
 6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Utility's local loop demarcation point. (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES (cont'd)

3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.
4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.
5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service¹. (N)
6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Company's local loop demarcation point. (T)

NOTE 1: For Foreign Exchange Service, see Guidebook Part 4, Section 3. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

D. ADDITIONAL ACCESS LINES

Additional access lines will be provided up to and including the Utility's local loop demarcation point except as otherwise shown.

E. RESERVED

F. FARMER LINE SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A5.)

Farmer line service will be rendered in accordance with the tariff schedules outside the base rate area, but within the exchange area.

(D)
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(D)

G. TELEPHONE ANSWERING SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A9.)

Telephone answering service consists of telephone answering facilities and services furnished to customers engaged in the telephone answering service business and to other customers to telephone service who desire service arrangements whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.

An extension of an individual access line, trunk line, PBX station, Centrex primary station, Airport Intercommunicating Service mechanized primary station or night service equipment line terminating on telephone answering equipment is classified as a secretarial line service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

D. ADDITIONAL ACCESS LINES

Additional access lines will be provided up to and including the Company's (T) local loop demarcation point except as otherwise shown.

E. RESERVED

F. FARMER LINE SERVICE (REFER TO GUIDEBOOK PART 4, SECTION 2) (T)

Farmer line service will be rendered in accordance with the tariff schedules outside the base rate area, but within the exchange area.

G. TELEPHONE ANSWERING SERVICE (REFER TO GUIDEBOOK PART 6, SECTION 9) (T)

Telephone answering service consists of telephone answering facilities and services furnished to customers engaged in the telephone answering service business and to other customers to telephone service who desire service arrangements whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.

An extension of an individual access line, trunk line, PBX station, Centrex primary station, Airport Intercommunicating Service mechanized primary station or night service equipment line terminating on telephone answering equipment is classified as a secretarial line service.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

H. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)

Access Services include any activity or function performed by the Utility (T)
in connection with the origination or termination of interLATA
telecommunications/for an interLATA carrier, including but not limited to
the provision of network control signaling, answer supervision, automatic
calling number identification, carrier access codes, directory services,
testing and maintenance of facilities, and the provision of information
necessary for the interLATA carrier to bill their customers.

I. QUICK DIAL TONE (T)

Quick Dial Tone provides residential locations with basic access (T)
capability to the Utility's local loop demarcation point prior to a formal (T)
service request from a Customer¹. Access to outgoing calls is restricted (D)
except for calls to 9-1-1 emergency service². Quick Dial Tone is provided
at no charge where facilities and operating conditions permit.

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

NOTE 1: In locations with multiple access lines, the last line to disconnect
will be equipped with Quick Dial Tone.

NOTE 2: Collect and Billed to 3rd Party calls will be denied.

Material omitted now located on Sheet 38.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

H. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)

Access Services include any activity or function performed by the Company (T)
in connection with the origination or termination of interLATA
telecommunications/for an interLATA carrier, including but not limited to
the provision of network control signaling, answer supervision, automatic
calling number identification, carrier access codes, directory services,
testing and maintenance of facilities, and the provision of information
necessary for the interLATA carrier to bill their customers.

I. QUICK DIAL TONE

Quick Dial Tone provides residential locations with basic access (T)
capability to the Company's local loop demarcation point prior to a formal
service request from a Customer¹. Access to outgoing calls is restricted
except for calls to 9-1-1 emergency service². Quick Dial Tone is provided
at no charge where facilities and operating conditions permit.

The Company's liability to 9-1-1 customers and third parties using the (T)
9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

NOTE 1: In locations with multiple access lines, the last line to disconnect
will be equipped with Quick Dial Tone.

NOTE 2: Collect and Billed to 3rd Party calls will be denied.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

H. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)

Access Services include any activity or function performed by the Company in connection with the origination or termination of interLATA telecommunications/for an interLATA carrier, including but not limited to the provision of network control signaling, answer supervision, automatic calling number identification, carrier access codes, directory services, testing and maintenance of facilities, and the provision of information necessary for the interLATA carrier to bill their customers. 3 (T)

I. QUICK DIAL TONE

Quick Dial Tone provides residential locations with basic access capability to the Company's local loop demarcation point prior to a formal service request from a Customer¹ to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. Access to outgoing calls is restricted except for calls to 9-1-1 emergency service². Quick Dial Tone is provided at no charge. (N) (D) (D)

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14. 3 (T)

NOTE 1: In locations with multiple access lines, the last line to disconnect will be equipped with Quick Dial Tone.

NOTE 2: Collect and Billed to 3rd Party calls will be denied.

NOTE 3: Pending CPUC Approval of Advice Letter No. 33423. (N) 3 (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

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

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

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

K. PRODUCT GROUPING

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

(Group names will not be included in individual product tariffs.)

(D)
|
(D)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

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

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

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

K. PRODUCT GROUPING

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements. (T)

(Group names will not be included in individual product tariffs.)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

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

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

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

K. PRODUCT GROUPING

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

(Group names will not be included in individual product tariffs.)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a. Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900³ and 700 calls, 0-, 0+ and 0++ originating calls, collect (C) calls and third number billed calls.¹ The customer will not be able to use the Company's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California Lifeline and single line business service.

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

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

K. PRODUCT GROUPING

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

(Group names will not be included in individual product tariffs.)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

NOTE 3: California 900 and California 976 services withdrawn effective (N)
November 1, 2010. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

L. LIMITED DISCONNECT

(N)

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

(L)

(N)

(T)

(D)

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

(L)

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

(N)

(N)

(L) Formerly located on Sheet 38.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

L. LIMITED DISCONNECT

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Company's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit. (T)

Once telephone service is established or reinstated, if disconnected, in accordance with the Company's tariffed rules and regulations, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills. (T)

The Company's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

1. Applications for service covered by the filed schedule of rates will be accepted by the Utility. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs.
2. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s) and first name(s). The information may be verified by the Utility. The application will be considered complete (unless otherwise specified in Schedule Cal.P.U.C. No. A2.1.3) when at least one of the following valid identification items has been provided by the applicant(s):
 - a. California Driver's License number.
 - b. California Identification Card number.
 - c. Social Security Card number.
 - d. Immigration and Naturalization Service Identification number.
 - e. United States passport number.
 - f. Other item of identification acceptable to the Utility.

The Utility may request the applicant(s) to voluntarily provide their Social Security number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the utility will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; if the applicant voluntarily provides the SSN without even being asked to (do so, the following two points need not be covered. Otherwise, the Utility will inform the applicant that (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN.

The Utility may request an applicant(s) to visit an approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designed by the Utility. (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

1. Applications for service covered by the filed schedule of rates will be accepted by the Company. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs and Guidebook. (T)
2. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s) and first name(s). The information may be verified by the Company. The application will be considered complete (unless otherwise specified in Schedule Cal.P.U.C. No. A2.1.3) when at least one of the following valid identification items has been provided by the applicant(s): (T)
 - a. California Driver's License number.
 - b. California Identification Card number.
 - c. Social Security Card number.
 - d. Immigration and Naturalization Service Identification number.
 - e. United States passport number.
 - f. Other item of identification acceptable to the Company. (T)

The Company may request the applicant(s) to voluntarily provide their Social Security number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the Company will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; if the applicant voluntarily provides the SSN without even being asked to do so, the following two points need not be covered. Otherwise, the Company will inform the applicant that (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN. (T)

The Company may request an applicant(s) to visit an approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designed by the Company. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Utility shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Utility, as a condition precedent to the initial establishment of such service.

For nonelection services, the Utility may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Utility's telephone directory.

4. The Utility will accept an oral application from a customer for additions to or changes in the existing service of such customer, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.

5. Customers shall notify the Utility when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's directory listing. Charges as set forth in Schedule Cal.P.U.C. No. A3.1.6.q. shall apply.

6. In order to prevent the fraudulent establishment of business telephone service, the Utility may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.

(N)
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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Company shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Company, as a condition precedent to the initial establishment of such service. (T)

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory. (T)

4. The Company will accept an oral application from a customer for additions to or changes in the existing service of such customer, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested. (T)

5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply. (T)

6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location. (T)

7. In addition to the regulations contained in A., herein, the following applies to Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Service, Toll-Free Services and Voice-Based Information Services¹: (N)

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

NOTE 1: These services are found in the AT&T Guidebook. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Company shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Company, as a condition precedent to the initial establishment of such service.

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory.

4. The Company will accept an oral application from a customer for additions to or changes in the existing service of such customer, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.

5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply.

6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.

7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:
- (T)
|
(T)
(N)
(T)

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

(T)

NOTE 1: These services are found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Company shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Company, as a condition precedent to the initial establishment of such service.

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory.

4. The Company will generally accept oral application(s) from a customer for new service, transfers of service, additions to or changes in the existing service of such customer during normal business hours, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested. (C)

5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply.

6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.

7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:

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

NOTE 1: These services are found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Company shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Company, as a condition precedent to the initial establishment of such service.

For nonelection services, the Company may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Company's telephone directory.

4. The Company will generally accept oral application(s) from a customer for new service, transfers of service, additions to or changes in the existing service of such customer during normal business hours, except that third party authorization will be required where joint user service or directory listings in connection with business service are requested.
5. Customers shall notify the Company when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Company will update the customer's directory listing. Charges as set forth in Guidebook Part 3, Section 1 shall apply.
6. In order to prevent the fraudulent establishment of business telephone service, the Company may request an applicant for business service to provide proof of doing business at the service location and/or permission from the property owner for the applicant to establish a business telephone service at the location.
7. In addition to the regulations contained in A., herein, the following applies to OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service², (T) Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/ SBC Calling Service, Remote LAN (Local Area Network) Service, Toll-Free Services and Voice-Based Information Services¹:

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

NOTE 1: Services in this paragraph are found in the AT&T California Guidebook. (T)

NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. See AT&T (N)
California Guidebook, Part 20, Section 6. (N)

Continued

Advice Letter No. 47663

Issued by

Date Filed: November 30, 2018

Decision No.

Eric Batongbacal

Effective: November 30, 2018

Executive Director

Resolution No.



Adv

Dec

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

8. An application is merely a request for service and by itself does not (T)
bind the Company to provide service except under reasonable conditions, (T)
or bind the applicant to take service.

9. An application for service that extends into high voltage environments, (T)
such as power generating stations, co-generating stations, substations,
and switchyards, may require special high voltage protection equipment as
set forth in Guidebook, Part 8-Section 8 and Part 2, Section 7, to
protect against the effects of Ground Potential Rise (GPR) and/or
induction caused by faults in the customer's electric power system.

As a condition of service, the applicant for such service shall provide
the Company, in writing, the technical data needed to determine the (T)
special protection requirements as set forth under Regulations in (D)
Guidebook Part 8, Section 8 and Part 2, Section 7 at the time of (T)
application for initial service or where additions or changes are made to (T)
existing service. (T)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT

When an applicant/customer cancels, modifies or defers an order for service
or facilities before the service is connected, a charge applies to allow (T)
the Company to recover the nonrecoverable costs of engineering, labor,
material, equipment and other related expenses. The applicant/customer
must be notified in writing at the time the initial order is taken that
should the applicant/customer cancel, modify or delay the order, charges
will apply.

Unless otherwise provided, the following conditions apply to applications
for exchange, intrastate private line and other special services such as:
IOD, Farmer Line, Billing Services, etc., except service and facilities as (T)
set forth in A2.1.13, A2.1.15¹, A2.1.16² and A2.1.32 of this schedule and (T)
Guidebook, Part 4, Section 5 and Part 8, Section 8. These conditions apply (T)
to installation of new or additional service, equipment or facilities
and/or moves, changes or rearrangements of existing service, equipment or
facilities.

NOTE 1: See A2.1.15,D. following.

NOTE 2: See A2.1.16,A.5. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

1. Cancellation or modification by an applicant/customer of an application for new or additional service, equipment or facilities.

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1): No charge.

b. Between start and completion of installation:

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, equipment and facilities ordered.

c. After completion of installation but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

- 1) All regularly applicable service connection and nonrecurring charges and
 - (2) All regularly applicable basic termination charges in full, and
 - (3) All regularly applicable minimum service charges, and
 - (4) Such other amounts as may be specified in the schedules covering the items involved, and
 - (5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and
 - (6) Such charges, as set forth in Schedule Cal.P.U.C. No. A2.1.36 Special Construction of Exchange Facilities.¹
- d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the customer/applicant changed the original order.

NOTE 1: For purposes of applying this rule, charges shall be applied as set forth in 4. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

1. Cancellation or modification by an applicant/customer of an application for new or additional service, equipment or facilities.

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1): No charge.

b. Between start and completion of installation:

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, equipment and facilities ordered.

c. After completion of installation but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

1) All regularly applicable service connection and nonrecurring charges and

(2) All regularly applicable basic termination charges in full, and

(3) All regularly applicable minimum service charges, and

(4) Such other amounts as may be specified in the schedules covering the items involved, and

(5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and

(6) Such charges, as set forth for tariffed services in Schedule Cal.P.U.C. (N) No. A2.1.36 Special Construction of Exchange Facilities.¹ (T)
For detariffed services, see Guidebook, Part 2, Section 5. (N)

d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the customer/applicant changed the original order.

NOTE 1: For purposes of applying this rule, charges shall be applied as set forth in 4. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

2. Cancellation or modification by an applicant/customer of an application for a move, change or rearrangement of existing service:

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1): No charge.

b. Between start and completion of installation:

Charge the estimated cost of the partially completed move, change or rearrangement ordered by the applicant/customer, not to exceed the charges applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

See 1.c. preceding for regulations and charges that are applicable.

d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.

3. Deferral by an applicant/customer of an application for new or additional service, equipment or facilities; or an application for a move, change or rearrangement of existing service, equipment or facilities: An application may be deferred for one or more periods totalling, in all, not more than six (6) months beyond the in-service date last established prior to start of installation, after which time it shall be either completed for service and regular rates and charges applied or considered as cancelled and treated in accordance with items 1. and 2. preceding:

For deferments of up to six (6) months beyond the in-service date last established upon prior to "start of installation", the following applies:¹

a. Prior to "start of installation": No charge.

NOTE 1: An extension of time beyond the six (6) month period when requested by the applicant/customer may be allowed at the discretion of the Utility in writing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

2. Cancellation or modification by an applicant/customer of an application for a move, change or rearrangement of existing service:

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1 See Definition of Terms): No charge.

b. Between start and completion of installation:

Charge the estimated cost of the partially completed move, change or rearrangement ordered by the applicant/customer, not to exceed the charges applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

See 1.c. preceding for regulations and charges that are applicable.

d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.

3. Deferral by an applicant/customer of an application for new or additional service, equipment or facilities; or an application for a move, change or rearrangement of existing service, equipment or facilities: An application may be deferred for one or more periods totalling, in all, not more than six (6) months beyond the in-service date last established prior to start of installation, after which time it shall be either completed for service and regular rates and charges applied or considered as cancelled and treated in accordance with items 1. and 2. preceding:

For deferments of up to six (6) months beyond the in-service date last established upon prior to "start of installation", the following applies:¹

a. Prior to "start of installation": No charge.

NOTE 1: An extension of time beyond the six (6) month period when requested by the applicant/customer may be allowed at the discretion of the Company in writing. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT (CONT'D)

3. (Cont'd)

b. Between start and completion of installation:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, charge all estimated costs incurred due to the deferment, not to exceed the total of charges and rates applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, apply charges according to 1.c. preceding.

4. Charges based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders and any other costs incurred by the Utility following the "start of installation (as defined in Schedule Cal.P.U.C. No. A2.1.1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

5. Application Cancelled by Utility

If the applicant/customer refuses to comply with Utility's rules prior to the "start of installation", as defined in Schedule Cal.P.U.C. No. A2.1.1, the Utility may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Utility cancels the application after a six (6) month deferral, or, after the "start of installation", because of the applicant's/customer's refusal to comply with Utility's rules, the charges as set forth in 1.b. or c. preceding, shall apply.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. (Cont'd)

b. Between start and completion of installation:

- (1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.
- (2) For deferments totaling, in all, more than one hundred and twenty (120) days, charge all estimated costs incurred due to the deferment, not to exceed the total of charges and rates applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

- (1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.
- (2) For deferments totaling, in all, more than one hundred and twenty (120) days, apply charges according to 1.c. preceding.

4. Charges based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders and any other costs incurred by the Company following the "start of installation (as defined in Schedule Cal.P.U.C. No. A2.1.1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

5. Application Cancelled by Company (T)

If the applicant/customer refuses to comply with Company's rules prior to the "start of installation", as defined in Schedule Cal.P.U.C. No. A2.1.1, the Company may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Company cancels the application after a six (6) month deferral, or, after the "start of installation", because of the applicant's/customer's refusal to comply with Company's rules, the charges as set forth in 1.b. or c. preceding, shall apply. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

C. SPECIAL SERVICE ARRANGEMENTS

Special arrangements or special assemblies of equipment and facilities or specially furnished equipment will be provided to the customer by the Utility subject to an Agreement filed under Sections IX and X of General (T) Order No. 96-A and/or the Tariff Schedules of the Utility.

1. When an applicant/customer cancels, modifies or defers a special arrangement or a special assembly of equipment, facilities or specially furnished equipment they shall be liable for developmental costs incurred by the Utility at the time of cancellation, modification or delay, as agreed to by the Utility and the customer in Agreement form number M 1470 shown in Schedule Cal.P.U.C. No. A2.3.1, provided that the following conditions have been met:
 - a. The applicant or customer has requested Utility to proceed with the development of equipment and/or facilities.
 - b. The Utility has advised the applicant or customer that, in accordance with their request, the Utility is ready to proceed with the development of equipment and/or facilities.
 - c. The Utility has advised the applicant/customer that estimated developmental charges will be applicable in the event of a cancellation, modification or delay prior to the acceptance of final rates and charges and agreed upon in-service date.
 - d. A copy of Agreement form M 1470, signed by the Utility and by the applicant or the customer, is on file with the Utility at the time of cancellation.
2. For the purposes of Agreement form M 1470, estimated developmental costs shall include (when incurred) the recurring and nonrecurring costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges and any other costs incurred by the Utility prior to applicant/customer acceptance of the final charges and rates. Estimated developmental costs shall not exceed 100% of the nonrecoverables included in the final charges and rates.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

C. SPECIAL SERVICE ARRANGEMENTS

Special arrangements or special assemblies of equipment and facilities or specially furnished equipment will be provided to the customer by the Company subject to an Agreement filed under Sections IX and X of General Order No. 96-A and/or the Tariff Schedules of the Company. (T)

1. When an applicant/customer cancels, modifies or defers a special arrangement or a special assembly of equipment, facilities or specially furnished equipment they shall be liable for developmental costs incurred by the Company at the time of cancellation, modification or delay, as agreed to by the Company and the customer in Agreement form number M 1470 shown in Schedule Cal.P.U.C. No. A2.3.1, provided that the following conditions have been met:
 - a. The applicant or customer has requested Company to proceed with the development of equipment and/or facilities. (T)
 - b. The Company has advised the applicant or customer that, in accordance with their request, the Company is ready to proceed with the development of equipment and/or facilities. (T)
 - c. The Company has advised the applicant/customer that estimated developmental charges will be applicable in the event of a cancellation, modification or delay prior to the acceptance of final rates and charges and agreed upon in-service date. (T)
 - d. A copy of Agreement form M 1470, signed by the Company and by the applicant or the customer, is on file with the Company at the time of cancellation. (T)
2. For the purposes of Agreement form M 1470, estimated developmental costs shall include (when incurred) the recurring and nonrecurring costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges and any other costs incurred by the Company prior to applicant/customer acceptance of the final charges and rates. Estimated developmental costs shall not exceed 100% of the nonrecoverables included in the final charges and rates. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

D. SPECIAL CONSTRUCTION OF FACILITIES

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable are specified in Schedule Cal.P.U.C. Nos. A2.1.13 Temporary Service¹; A2.1.15 Line Extensions¹; A2.1.16 Service Connection Facilities¹; A2.1.36 Special Construction of Exchange Facilities; A2.1.32 Replacement of Aerial With Underground Facilities; A4.3 Line Extensions in Suburban Areas; and Schedule Cal.P.U.C. No. B2 for Private Line Services.

When the required facilities are not available and the Utility constructs temporary underground facilities to provide service for the period during which the permanent facilities are under construction, at the request of the applicant or customer, provisions of Schedule Cal.P.U.C. No. A2.1.15, I. General, Paragraph 10. and/or A2.1.16, Part 1, A. General, Paragraph J; are applicable.

When special construction is required to provide temporary service¹ or speculative projects and risk services¹ conditions outlined in Schedule Cal.P.U.C. No. A2.1.6 apply in addition to A2.1.15 and A2.1.16.

Unless otherwise provided, when orders for special construction of facilities are cancelled, modified or deferred Schedule Cal.P.U.C. No. A2.2.1.3.B. is applicable.

1. Income Tax

Contributions in Aid of Construction have been made taxable to the Utility by the Tax Reform Act of 1986 for Federal purposes and conformed to by the Franchise Tax Board for purposes of California Corporate Franchise Tax. Therefore, the Utility shall bill an additional fee to the customer to cover the cost of additional income taxes that have resulted from payments that defray the cost of construction, other contributions, and the fair market value of property contributions received in aid of construction, and the prior nonrecurring rates which will remain in effect.

NOTE 1: As defined in A2.1.1 in this schedule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable for tariffed (N) services are specified in Schedule Cal.P.U.C. Nos. A2.1.13 Temporary Service¹; A2.1.15 Line Extensions¹; A2.1.16 Service Connection Facilities¹; A2.1.36 Special Construction of Exchange Facilities; A2.1.32 Replacement of Aerial With Underground Facilities; and Guidebook, Part 4, (N) Section 5 for Line Extensions in Suburban Areas; and Schedule Cal.P.U.C. (N) No. B2 for Private Line Services.

When the required facilities are not available and the Company constructs (T) temporary underground facilities to provide service for the period during which the permanent facilities are under construction, at the request of the applicant or customer, provisions of Schedule Cal.P.U.C. No. A2.1.15, I. General, Paragraph 10. and/or A2.1.16, Part 1, A. General, Paragraph J; are applicable.

When special construction is required to provide temporary service¹ or speculative projects and risk services¹ conditions outlined in Schedule Cal.P.U.C. No. A2.1.6 apply in addition to A2.1.15 and A2.1.16.

Unless otherwise provided, when orders for special construction of facilities are cancelled, modified or deferred Schedule Cal.P.U.C. No. A2.2.1.3.B. is applicable.

1. Income Tax

Contributions in Aid of Construction have been made taxable to the Company by the Tax Reform Act of 1986 for Federal purposes and conformed (T) to by the Franchise Tax Board for purposes of California Corporate Franchise Tax. Therefore, the Company shall bill an additional fee to the (T) customer to cover the cost of additional income taxes that have resulted from payments that defray the cost of construction, other contributions, and the fair market value of property contributions received in aid of construction, and the prior nonrecurring rates which will remain in effect.

NOTE 1: As defined in A2.1.1 in this schedule.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Utility. The value of all contributions shall be based on the Utility's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Utility, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning September 10, 2003. This rate is effective through December 31, 2004, as a result of enacted legislation. The Utility elects to extend the tax factor of 0.21 an additional thirteen months to January 31, 2006, at which time the rate reverts back to the previous rate of 0.33. (The tax factor for 1992 through September 9, 2003, was 0.33). If new legislation is introduced to extend the current legislation termination date of December 31, 2004, the Utility will append the thirteen month, 0.21 rate to the end of the new legislated termination date.

(N)
|
(N)

The Utility will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Utility. The value of all contributions shall be based on the Utility's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Utility, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning April 1, 2008. This (C)
rate is effective through December 31, 2008, as a result of enacted (C)
legislation. The Utility elects to extend the tax factor of 0.21 an (C)
additional one month to January 31, 2009, at which time the rate reverts (C)
back to the previous rate of 0.33. (D)

If new legislation is introduced to extend (D)
the current legislation termination date of December 31, 2008, the (C)
Utility will append the one month, 0.21 rate to the end of the new (C)
legislated termination date.

The Utility will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows: (T)

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project. (T)

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning April 1, 2008. This rate is effective through December 31, 2008, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 an additional one month to January 31, 2009, at which time the rate reverts back to the previous rate of 0.33. (T)

If new legislation is introduced to extend the current legislation termination date of December 31, 2008, the Company will append the one month, 0.21 rate to the end of the new legislated termination date. (T)

The Company will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more. (T)

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Utility. The value of all contributions shall be based on the Utility's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Utility, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning March 20, 2009. This (C)
rate is effective through December 31, 2009, as a result of enacted (C)
legislation. The Utility elects to extend the tax factor of 0.21 to (T)
March 31, 2010, at which time the rate reverts back to the previous rate (C)
of 0.33. If new legislation is introduced to extend the current (T)
legislation termination date of December 31, 2009, the Utility will (C)
append the 0.21 rate to the end of the new legislated termination date. (T)

The Utility will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows: (T)

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project. (T)

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning March 20, 2009. This rate is effective through December 31, 2009, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 to March 31, 2010, at which time the rate reverts back to the previous rate of 0.33. If new legislation is introduced to extend the current legislation termination date of December 31, 2009, the Company will append the 0.21 rate to the end of the new legislated termination date. (T)

The Company will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more. (T)

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning November 8, 2010. This rate is effective through December 31, 2010, as a result of enacted legislation. The Company elects to extend the tax factor of 0.21 to November 30, 2011, at which time the rate reverts back to the previous rate of 0.33. If new legislation is introduced to extend the current legislation termination date of December 31, 2010, the Company will append the 11-month extension of the 0.21 rate to the end of the new legislated termination date.

(C)
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(C)

The Company will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning June 1, 2013. The tax factor from February 15, 2011, through May 31, 2013 was 0.00.

(C)
(N)
(D)
|
(D)

The Company will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

4. Applicability: The ITCC shall apply to Contributions under the tariffs, (N)
including but not limited to Schedule Cal.P.U.C. Nos. A2.1.4, A2.1.13,
A2.1.15, A2.1.16, A2.1.32., A2.1.36, A2.3, A4. and B4.

5. State Taxes: Should any California state tax be imposed on
Contributions in aid of Construction or other Contributions, it shall be
collected in accordance with Ordering Paragraph 6 of Decision
No. 87-09-026.

6. Internal Revenue Service: The Utility shall recover through rates and
penalties, interest, or taxes incurred if the Internal Revenue Service
deems the method of tax collection authorized by Decision No. 87-09-026
a violation of the tax normalization rules and imposes additional taxes,
penalties and interest.

7. Government Agencies: The Utility may accept a contractual promise to pay
the ITCC, including interest thereon, (using an agreement form filed with
and approved by the Commission) from a government agency required to make
a Contribution pursuant to the tariffs where its project:

a. Provides public benefit as defined above, or

b. Results from condemnation of the Utility's facilities, or the threat or
imminence thereof, which is supported by evidence provided by the
government agency which is acceptable to the Utility.

Unless a determination acceptable to the Utility is issued by the
Internal Revenue Service (IRS) that there is no tax liability to the
Utility on the Contribution for which the promise to pay was made, the
ITCC, including interest thereon, shall be due and payable no later than
September 10, 1989. If the IRS makes a determination that the
Contribution (or a contribution of that type) is taxable prior to
September 10, 1989, the payment becomes due at that time.

The government agency shall also pay, upon the Utility's demand, any
expense associated with, or incurred by the Utility related to the
promise to pay, such as, but not limited to, administrative and legal
costs and/or IRS penalties.

In the event that the Utility sustains a loss due to failure of a
government agency to pay an ITCC and Interest pursuant to a contractual
promise to pay, such a loss may be recovered in rates by using method 3
as set forth in Decision No. 87-09-026. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

4. Applicability: The ITCC shall apply to Contributions under the tariffs, and Guidebook including but not limited to Schedule Cal.P.U.C. Nos. A2.1.4, A2.1.13, A2.1.15, A2.1.16, A2.1.32., A2.1.36, A2.3, B4, and Guidebook, Part 4, Section 5. (N)

5. State Taxes: Should any California state tax be imposed on Contributions in aid of Construction or other Contributions, it shall be collected in accordance with Ordering Paragraph 6 of Decision No. 87-09-026. (T)

6. Internal Revenue Service: The Company shall recover through rates and penalties, interest, or taxes incurred if the Internal Revenue Service deems the method of tax collection authorized by Decision No. 87-09-026 a violation of the tax normalization rules and imposes additional taxes, penalties and interest. (T)

7. Government Agencies: The Company may accept a contractual promise to pay the ITCC, including interest thereon, (using an agreement form filed with and approved by the Commission) from a government agency required to make a Contribution pursuant to the tariffs or Guidebook where its project: (N)

a. Provides public benefit as defined above, or

b. Results from condemnation of the Company's facilities, or the threat or imminence thereof, which is supported by evidence provided by the government agency which is acceptable to the Company. (T)

Unless a determination acceptable to the Company is issued by the Internal Revenue Service (IRS) that there is no tax liability to the Company on the Contribution for which the promise to pay was made, the ITCC, including interest thereon, shall be due and payable no later than September 10, 1989. If the IRS makes a determination that the Contribution (or a contribution of that type) is taxable prior to September 10, 1989, the payment becomes due at that time. (T)

The government agency shall also pay, upon the Company's demand, any expense associated with, or incurred by the Company related to the promise to pay, such as, but not limited to, administrative and legal costs and/or IRS penalties. (T)

In the event that the Company sustains a loss due to failure of a government agency to pay an ITCC and Interest pursuant to a contractual promise to pay, such a loss may be recovered in rates by using method 3 as set forth in Decision No. 87-09-026. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

8. When interest is payable under this part of the tariff by the contributor to the Utility, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication.

(N)

(N)

E. BILLING

After determination of the applicant/customer's liability and the appropriate charges for billing by the Utility, the bill will be rendered to the applicant/customer. The three (3) month limitation to back bill, as set forth in Schedule Cal.P.U.C. No. A2.1.9 for exchange services, because of the complexities involved, is not applicable to the recurring and nonrecurring charges incurred for Special Construction of Exchange Facilities, as set forth in Schedule Cal.P.U.C. No. A2.1.36 or to any applications for complex service which are cancelled, modified or deferred at the request of the applicant/customer under the provisions as set forth in B. preceding.

(L) X

(L) x

x Formerly on Sheet 45.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (CONT'D)

D. SPECIAL CONSTRUCTION OF FACILITIES (CONT'D)

8. When interest is payable under this part of the tariff by the contributor to the Company, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication. (T)

E. BILLING

After determination of the applicant/customer's liability and the appropriate charges for billing by the Company, the bill will be rendered to the applicant/customer. The three (3) month limitation to back bill, as set forth in Schedule Cal.P.U.C. No. A2.1.9 for exchange services, because of the complexities involved, is not applicable to the recurring and nonrecurring charges incurred for Special Construction of Exchange Facilities, as set forth in Schedule Cal.P.U.C. No. A2.1.36 or to any applications for complex service which are cancelled, modified or deferred at the request of the applicant/customer under the provisions as set forth in B. preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for telephone service will not be required as a special condition precedent to service except:¹ (T)

1. As may be required by regulations as set forth in the regular schedule of rates and rules approved or accepted by the Public Utilities Commission of the State of California.
2. In the case of line extensions, temporary service or service to speculative projects or risk services, in which case a contract may be required for a period not to exceed three years unless by special permission from the Public Utilities Commission of the State of California.
3. Each contract shall contain the following provision: This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise of its jurisdiction.

NOTE 1: Includes Federal Income Tax gross-up amount, as listed in Schedule (N)
Cal.P.U.C. No. A2.1.3,D. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for tariffed telephone service will not be required as a special (N) condition precedent to service except:¹

1. As may be required by regulations as set forth in the regular schedule of rates and rules approved or accepted by the Public Utilities Commission of the State of California.
2. In the case of line extensions, temporary service or service to speculative projects or risk services, in which case a contract may be required for a period not to exceed three years unless by special permission from the Public Utilities Commission of the State of California.
3. Each contract shall contain the following provision: This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise of its jurisdiction.

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

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract form for telephone service will contain substantially the following provisions:

This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise jurisdiction.

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

(T)

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

(D)
|
(D)

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment Center - Sacramento, CA 95887-001.

(T)

3. Reserved

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract form for tariffed telephone service will contain substantially the following provisions: (N)

This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise jurisdiction.

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment Center - Sacramento, CA 95887-001.

3. Reserved

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract form for tariffed telephone service will contain substantially the following provisions:

This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise jurisdiction.

B. BILLS

Each bill for telephone service will contain the following notations:

1. Prevent Disconnection

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to AT&T Payment Center - PO Box 5025, Carol Stream, IL 60197-5025.

(T)

3. Reserved

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB (N)
9039, South San Francisco, CA 94083; or Business Service, POB 78230,
San Francisco, CA 94107 or visit att.com. We will investigate and notify
you. If you have a complaint you cannot resolve with us, write the
California Public Utilities Commission at Consumer Affairs Branch, 505
Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call
1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns
interstate or international calling, write the FCC at Consumer
Complaints, 445 12th Street SW, Washington, D.C. 20554, or at
fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note:
The CPUC handles complaints of both interstate and intrastate
unauthorized carrier changes ("slamming"). The California consumer
protection rules are available online, at www.calphoneinfo.com.

5. Federal Surcharges

The Federal Universal Service Fee and the Federal Subscriber Line Charge
are charges imposed by action of the Federal Communications Commission.

6. Tariff Information

Call 1-888-319-8800 or visit www.sbc.com/public_affairs.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB 9039, South San Francisco, CA 94083; or Business Service, POB 78230, San Francisco, CA 94107 or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.calphoneinfo.com.

5. Federal Surcharges

The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

6. Tariff Information

Call 1-888-319-8800 or visit www.att.com/servicepublications. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

4. Billing Questions

Call us first at 1-800-288-2020 or write: Residence Svc, POB 9039, South San Francisco, CA 94083; or Business Service, 14575 Presidio Square, Room 100-CR, Houston, TX 77083 or visit att.com. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.calphoneinfo.com.

(T)
|
(T)

5. Federal Surcharges

The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

6. Tariff Information

Call 1-888-319-8800 or visit www.att.com/servicepublications.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

4. Billing Questions

BILLING QUESTIONS: Call us at 800.288.2020, or write to AT&T Residential (T)
Service, 2150 Webster Street, Room 401, Oakland, CA 94312; or AT&T
Business 14575 Presidio Square, Room CR, Houston, TX 77083; or visit
att.com. If you have a complaint you cannot resolve with us, contact the
California Public Utilities Commission (CPUC) at Consumer Affairs Branch,
505 Van Ness Ave, Room 2003, San Francisco, CA
94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The
CPUC's DDTP program offers assistance to individuals with hearing and
speaking limitations including California Relay Service available by
dialing 711, more information is available
at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns
interstate or international calling, write the FCC at Consumer Complaints,
445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY
888.835.5322. (T)

5. Federal Surcharges

The Federal Universal Service Fee and the Federal Subscriber Line Charge
are charges imposed by action of the Federal Communications Commission.

6. Tariff Information

Call 1-888-319-8800 or visit www.att.com/servicepublications.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

B. BILLS (Cont'd)

8. Late payment charges

a. For residential accounts:

If the unpaid balance on your bill is \$30.00 or more, a late payment charge of \$2.50 plus 2.0% on the unpaid balance, calculated monthly, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. (C)

b. For business accounts:

If the unpaid balance on your bill is \$30.00 or more, a late payment charge of 1.5% (calculated monthly) or \$10.00, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

B. BILLS (Cont'd)

8. Late payment charges¹ (N)

a. For residential accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of \$x.xx plus x.x% on the unpaid balance, calculated monthly, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. (T)
(T)

b. For business accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of x.x% (calculated monthly) or \$xx.xx, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance. (T)
(T)

NOTE 1: Late Payment Charges are found in Guidebook, Part 3, Section 1. (N)
Customer bills will contain the current rates consistent with the |
Guidebook. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

8. Late payment charges¹

a. For residential accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of \$x.xx will be assessed if your payment is not received by the "Amount After" date shown on the Payment Stub. (D)
(C)
(D)

b. For business accounts:

If the unpaid balance on your bill is \$xx.xx or more, a late payment charge of x.x% (calculated monthly) or \$xx.xx, whichever is greater, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5% per month, calculated daily, will be assessed on the total unpaid balance.

NOTE 1: Late Payment Charges are found in Guidebook, Part 3, Section 1. Customer bills will contain the current rates consistent with the Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (CONT'D)

C. DEPOSIT RECEIPTS

1. Each receipt for a deposit collected for the establishment of credit will contain the following notation:

The Utility will refund the deposit in accordance with the following:

- a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- b. When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A2.1.6, and upon the customer's request for return of the deposit with interest.
- c. Upon discontinuance of telephone service, the Utility will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- d. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.
- e. Interest on Deposits
 - (1) The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in (2) following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
 - (2) No interest will be paid if deposit is held less than full month increments.

(L)

(L)

(L) Material formerly on Sheet 49 in different form.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

C. DEPOSIT RECEIPTS

1. Each receipt for a deposit collected for the establishment of credit will contain the following notation:

The Company will refund the deposit in accordance with the following: (T)

- a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- b. When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A2.1.6, and upon the customer's request for return of the deposit with interest.
- c. Upon discontinuance of telephone service, the Company will refund, with (T) interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- d. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will (T) refund the deposit with interest.
- e. Interest on Deposits
 - (1) The Company will compute simple interest on deposits at the rate of (T) 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in (2) following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
 - (2) No interest will be paid if deposit is held less than full month increments.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1. RULES (CONT'D)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. BUSINESS SERVICE

1. Establishment of Credit for Business Service - Temporary Service, Speculative Projects and Risk Services

An applicant for temporary telephone service, speculative projects and risk services with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 before service is connected.

2. Establishment of Credit for Business Service - Other Business Applicants

Each applicant for telephone service shall be required to provide the full legal name(s) of the individual, partners, or corporation (Name of officers) applying for service and is required to pay any final business telephone bill over 60 days old. An applicant will not be required to (T) pay a deposit to establish service provided:

- a. Applicant is a customer or has been a customer of the Utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment or abandonment thereof, during the last twelve months of that service and where applicable, shall provide the telephone number and the disconnection date of a previous service.

Continued

Advice Letter No.

Issued by

Date Filed:

Decision No.

A.E. Swan

Effective:

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. BUSINESS SERVICE

1. Establishment of Credit for Business Service - Temporary Service, Speculative Projects and Risk Services

An applicant for temporary telephone service, speculative projects and risk services with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 before service is connected.

2. Establishment of Credit for Business Service - Other Business Applicants

Each applicant for telephone service shall be required to provide the full legal name(s) of the individual, partners, or corporation (Name of officers) applying for service and is required to pay any final business telephone bill over 60 days old. An applicant will not be required to pay a deposit to establish service provided:

- a. Applicant is a customer or has been a customer of the Company or any other telephone Company in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment or abandonment thereof, during the last twelve months of that service and where applicable, shall provide the telephone number and the disconnection date of a previous service. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

3. Reestablishment of Credit for Business Service - Temporary Services,
Speculative Projects and Risk Services (L)

- a. A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Utility for the premises for which service is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 and to pay a "Restoration - Reconnection Charge"¹ as shown in Schedule Cal.P.U.C. No. A2.1.11 before service is restored.
- b. An applicant for temporary telephone service, speculative projects and risk services with an unpaid bill from any previous service will be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 before service is connected.
- c. An applicant for temporary telephone service, speculative projects and risk services to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons. (L)

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services. (N)
(N)

Material formerly located on Sheet 52.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

3. Reestablishment of Credit for Business Service - Temporary Services,
Speculative Projects and Risk Services

- a. A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Company for the premises for which service is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 and to pay a "Restoration - Reconnection Charge"¹ as shown in Schedule Cal.P.U.C. No. A2.1.11 before service is restored. (T)
- b. An applicant for temporary telephone service, speculative projects and risk services with an unpaid bill from any previous service will be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 before service is connected.
- c. An applicant for temporary telephone service, speculative projects and risk services to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Utility for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B before service is restored, or (T)
4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2
Description of Service, while completing payment arrangements²
on any unpaid balance agreeable to the Utility and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise (N)
reestablished to the satisfaction of the Utility. (N)

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Material omitted now on Sheet 51.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Company for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Company.
- (T)
- (T)
- (T)

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services. (T)

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants (Cont'd)

b. An applicant who previously has been a customer of the Utility and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility and to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service while completing payment arrangements¹ on any unpaid balance agreeable to the Utility and/or in lieu of a deposit.

(T)

(T)

(D)

(D)

c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

(T)

(T)

(D)

(D)

5. Limit of Credit For Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Utility may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit.

(D)

(D)

(T)

NOTE 1: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants (Cont'd)

- b. An applicant who previously has been a customer of the Company and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company and to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service while completing payment arrangements¹ on any unpaid balance agreeable to the Company and/or in lieu of a deposit. (T)
- c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit. (T)

5. Limit of Credit For Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Company may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit. (T)

6. Establishment of Credit for Advanced Services (N)

For Advanced Services in AT&T Guidebook, Part 6, Section 9, Establishment of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.1 are applicable. (N)

NOTE 1: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants (Cont'd)

b. An applicant who previously has been a customer of the Company and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company and to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service while completing payment arrangements on any unpaid balance agreeable to the Company and/or in lieu of a deposit.

c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

5. Limit of Credit For Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Company may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit.

6. Establishment of Credit for OPT-E-MAN and Customized Switched Ethernet (CSME) Service (T)
(T)

For OPT-E-MAN and Customized Switched Ethernet (CSME) Service in AT&T Guidebook, Part 6, Section 9, Establishment of Credit regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.1 are applicable. (T)
|
(T)

NOTE 1: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (CONT'D)

B. RESIDENCE SERVICE

1. Each applicant will be required to furnish a complete application as specified in Schedule Cal.P.U.C. No. A2.1.3 "APPLICATION FOR SERVICE" and establish credit in one of the following ways:
 - a. Applicant is a customer of the Utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application and does not have an unpaid final bill over 60 days old. The applicant will provide the Utility with the verifiable telephone number of their other service. (T)
 - b. Applicant has been a customer of the Utility or any other telephone utility in California in the last two years, and during the last twelve consecutive months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Utility with the verifiable telephone number and disconnection date of their previous service.
 - c. Applicant's credit is otherwise established to the satisfaction of the Utility. (T)
 - d. Applicant pays the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7 "Advance Payments and Deposits". (T)

If it is determined that false information has been provided, correct information and a deposit as set forth in A2.1.7, B.2.a, will be required. (T)

(D)
|
(D)

Continued

Advice Letter No.

Issued by

Date Filed:

Decision No.

A.E. Swan

Effective:

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE

1. Each applicant will be required to furnish a complete application as specified in Schedule Cal.P.U.C. No. A2.1.3 "APPLICATION FOR SERVICE" and establish credit in one of the following ways:

- a. Applicant is a customer of the Company or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application and does not have an unpaid final bill over 60 days old. The applicant will provide the Company with the verifiable telephone number of their other service. (T)
- b. Applicant has been a customer of the Company or any other telephone utility in California in the last two years, and during the last twelve consecutive months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Company with the verifiable telephone number and disconnection date of their previous service. (T)
- c. Applicant's credit is otherwise established to the satisfaction of the Company. (T)
- d. Applicant pays the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7 "Advance Payments and Deposits".

If it is determined that false information has been provided, correct information and a deposit as set forth in A2.1.7,B.2.a, will be required.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Utility for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B. before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Utility and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Utility. (T)
(T)
(N)
|
(N)
- b. An applicant who previously has been a customer of the Utility and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.3 or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service while completing payment arrangements² on any unpaid balance agreeable to the Utility and/or in lieu of a deposit.

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Company for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B. before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Company. (T)
- b. An applicant who previously has been a customer of the Company and during the last twelve months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company and to reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.3 or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service while completing payment arrangements² on any unpaid balance agreeable to the Company and/or in lieu of a deposit. (T)

NOTE 1: Refer to Guidebook, Part 3, Section 1, Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants (Cont'd)

c. A customer or a previous customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, will be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

(T)
|
(T)
(D)
(D)

3. Limit of Credit for Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Utility may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants (Cont'd)

- c. A customer or a previous customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, will be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

3. Limit of Credit for Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Company may change the limit of credit applicable to a particular account and the customer shall be advised in writing of any reduction in the amount of credit. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (CONT'D)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹ (T)

Residence and business service accounts will be classified in one of the following account groups:

<u>Customer Class</u> ²	<u>Criteria</u>
R	Above Average Risk
M	Average Risk
L	Below Average Risk
U	Unknown

Applicants Known to Pacific Bell

Level of risk and Customer Class assignment will be determined primarily based upon the demonstrated Pacific Bell credit behavior of the applicant for a similar class of service.

Applicants Unknown to Pacific Bell

Applicants who have not had verifiable prior or concurrent residence telephone service with the Utility will be assigned to Customer Class R, M, or L according to an external credit bureau score indicating the risk level of extending credit to the applicant. Applicants who have no verifiable credit history with the Utility or an external credit bureau but provide positive identification will be assigned to Customer Class U.

NOTE 1: Account Credit Classification will not be available (implemented) (N)
until April 1, 1996. (N)

NOTE 2: A written explanation of any customer class determination or action (T)
will be provided to a customer upon request.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹

Residence and business service accounts will be classified in one of the following account groups:

<u>Customer Class</u> ²	<u>Criteria</u>
R	Above Average Risk
M	Average Risk
L	Below Average Risk
U	Unknown

Applicants Known to AT&T (T)

Level of risk and Customer Class assignment will be determined primarily based upon the demonstrated AT&T credit behavior of the applicant for a similar class of service. (T)

Applicants Unknown to AT&T (T)

Applicants who have not had verifiable prior or concurrent residence telephone service with the Company will be assigned to Customer Class R, M, or L according to an external credit bureau score indicating the risk level of extending credit to the applicant. Applicants who have no verifiable credit history with the Company or an external credit bureau but provide positive identification will be assigned to Customer Class U. (T)

NOTE 1: Account Credit Classification will not be available (implemented) until April 1, 1996.

NOTE 2: A written explanation of any customer class determination or action will be provided to a customer upon request.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

b. For Residence Customers Classes M and L the date payment is due ("Due-by-Date") will normally be the next regular bill date. For Residence Customers Classes R and U, "Due-by-Date" will normally be 15 days from date of presentation. For Business Customers, Classes R, M, L and U, the "Due-by-Date" will normally be 15 days from date of presentation.

(T)

An account will be considered delinquent if the payment is not received by the Utility by the "Due-by-Date" shown on the bill, except for residence and small business or individual accounts, the account will be considered delinquent if payment is not received within 22 days after presentation or by the Due-By-Date shown on the bill, whichever is later.

(T)

(N)

(N)

c. Where applicable, a temporary disconnection of service notice will be sent to the customer if the account is delinquent.

d. Special bill and payment notice.

A special bill and payment notice for excess message toll usage may be submitted to customers with a written notice for payment within 7 days from the date of presentation. The Utility may impose toll restriction if payment is not received by the Utility within 7 days or an alternative payment arrangement has not been accepted by the Utility.

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

- when toll exceeds \$100 in less than a full billing period

Business

- when toll exceeds \$200 in less than a full billing period

(2) Customer Class M

Residence

- when toll exceeds \$200 in less than a full billing period

Business

- when toll exceeds \$400 in less than a full billing period

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

- b. For Residence Customers Classes M and L the date payment is due ("Due-by-Date") will normally be the next regular bill date. For Residence Customers Classes R and U, "Due-by-Date" will normally be 15 days from date of presentation. For Business Customers, Classes R, M, L and U, the "Due-by-Date" will normally be 15 days from date of presentation.

An account will be considered delinquent if the payment is not received by the Company by the "Due-by-Date" shown on the bill, except for residence and small business or individual accounts, the account will be considered delinquent if payment is not received within 22 days after presentation or by the Due-By-Date shown on the bill, whichever is later. (T)

- c. Where applicable, a temporary disconnection of service notice will be sent to the customer if the account is delinquent.

- d. Special bill and payment notice.

A special bill and payment notice for excess message toll usage may be submitted to customers with a written notice for payment within 7 days from the date of presentation. The Company may impose toll restriction if payment is not received by the Company within 7 days or an alternative payment arrangement has not been accepted by the Company. (T)

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

- when toll exceeds \$100 in less than a full billing period

Business

- when toll exceeds \$200 in less than a full billing period

(2) Customer Class M

Residence

- when toll exceeds \$200 in less than a full billing period

Business

- when toll exceeds \$400 in less than a full billing period

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

d. Special bill and payment notice. (Cont'd)

Special bills may be rendered under the following conditions: (Cont'd)

(3) Customer Class L

Residence

- when toll exceeds \$300 in less than a full billing period

Business

- when toll exceeds \$600 in less than a full billing period

e. Toll and Long Distance Availability Limit Plan

(N)

The Toll and Long Distance Availability Limit Plan, which limits the amount of toll charges a customer may incur, will apply to residence customer classes R & U where facilities and/or operating conditions permit. Residence customers placed on the Toll and Long Distance Availability Limit Plan may receive notification prior to reaching their established toll and long distance limit. When the established toll and long distance limit has been reached, toll restriction will be imposed and any optional calling plan will be removed from the customer's account. When the residence customer makes payment to reduce the outstanding amount to at least \$50.00 below their established toll and long distance limit, toll restriction will be automatically removed and any optional calling plan that was removed will be restored.

(1) The Toll and Long Distance Availability Limit (The Plan) does not disconnect basic service as defined in D.96-10-066, Appendix B, and page 5. The customer will retain local dial tone as well as the ability to make emergency calls (911 service), 800 numbers and to contact local SBC numbers (411 & 611 services) even after toll and long distance service is restricted.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

d. Special bill and payment notice. (Cont'd)

Special bills may be rendered under the following conditions: (Cont'd)

(3) Customer Class L

Residence

- when toll exceeds \$300 in less than a full billing period

Business

- when toll exceeds \$600 in less than a full billing period

e. Toll and Long Distance Availability Limit Plan

The Toll and Long Distance Availability Limit Plan, which limits the amount of toll charges a customer may incur, will apply to residence customer classes R & U where facilities and/or operating conditions permit. Residence customers placed on the Toll and Long Distance Availability Limit Plan may receive notification prior to reaching their established toll and long distance limit. When the established toll and long distance limit has been reached, toll restriction will be imposed and any optional calling plan will be removed from the customer's account. When the residence customer makes payment to reduce the outstanding amount to at least \$50.00 below their established toll and long distance limit, toll restriction will be automatically removed and any optional calling plan that was removed will be restored.

(1)

The customer will retain local dial tone as well as the ability to make emergency calls (911 service), 800 numbers and to contact local SBC numbers (411 & 611 services) even after toll and long distance service is restricted.

(D)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

e. Toll and Long Distance Availability Limit Plan (Cont'd)

(2) The toll and long distance threshold limit is \$200 for residential customers in classes R and U. For the purposes of this plan, Pacific will first perform outside credit verification before assigning customers to credit class U.

(3) Customers will get advance notice informing them of their status when their toll usage reaches \$160. The Plan will give customers adequate notice per Commission requirements specified in Appendix C of Decision D.00-03-020.

(4) The Plan provides customers with an option to speak to representatives when notification is received and dispute unauthorized charges and possibly waive restriction. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year.

(5) The Plan is available to inter-exchange carriers willing to sign billing and collection agreements with Pacific. Toll services that can be restricted in the Plan are defined in Pacific's current tariff schedules A2.1.1, sheet 29 and A2.1.2.J.

(6) Toll restriction will not be imposed on inter-exchange carriers (IECs) who request exemption (opt out) on behalf of their customers identified by such IEC's PIC code. The exemption process will be automated and will not impose costs on inter-exchange carriers.

(7) The Plan will make available multilingual facilities to customers through notices, IVR announcements and multilingual CSRs.

f. Collect Call Blocking/Restriction

Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

e. Toll and Long Distance Availability Limit Plan (Cont'd)

(2) The toll and long distance threshold limit is \$200 for residential customers in classes R and U. For the purposes of this plan, Pacific will first perform outside credit verification before assigning customers to credit class U.

(3) Customers will get advance notice informing them of their status when their toll usage reaches \$160. The Plan will give customers adequate notice per Commission requirements specified in Appendix C of Decision D.00-03-020.

(4) The Plan provides customers with an option to speak to representatives when notification is received and dispute unauthorized charges and possibly waive restriction. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year.

(5) The Plan is available to inter-exchange carriers willing to sign billing and collection agreements with Pacific. Toll services that can be restricted in the Plan are defined in Pacific's current tariff schedules A2.1.1, sheet 29 and A2.1.2.J.

(6) Toll restriction will not be imposed on inter-exchange carriers (IECs) who request exemption (opt out) on behalf of their customers identified by such IEC's PIC code. The exemption process will be automated and will not impose costs on inter-exchange carriers.

(7) The Plan will make available multilingual facilities to customers through notices, IVR announcements and multilingual CSRs.

f. Collect Call Blocking/Restriction

Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered. (D)
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding. (D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered.
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.

For the following services, please see Advanced Payments and Deposits requirements listed in the Guidebook, Part 2, Section 2:

(N)

Advanced Services, Centrex, Electronic Information Services, Inside Wire Repair Services, Integrated Pathway Service, Message Telecommunications Service, Operator and Directory Services, Pacific Bell/SBC Calling Services and Voice-Base Information Services¹.

(N)

NOTE 1: Services may be found in the AT&T Guidebook.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered.

2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.

3. For the following services, please see Advanced Payments and Deposits requirements in the Guidebook, Part 2, Section 2, Rule No. 7: (T)
(N)

OPT-E-MAN, Customized Switched Ethernet (CSME) Service, Centrex, (T)
Electronic Information Services, Inside Wire Repair Services, Integrated
Pathway Service, Message Telecommunications Service, Operator and
Directory Services, Pacific Bell/SBC Calling Services, Voice-Based (T)
Information Services, Remote LAN (Local Area Network) Service, (N)
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service¹. (N)

NOTE 1: Services may be found in the AT&T Guidebook.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for service and equipment ordered.
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.
3. For the following services, please see Advanced Payments and Deposits requirements in the Guidebook, Part 2, Section 2, Rule No. 7:

OPT-E-MAN, Customized Switched Metro Ethernet (CSME) Service², Centrex, (T)
Electronic Information Services, Inside Wire Repair Services, Integrated
Pathway Service, Message Telecommunications Service, Operator and
Directory Services, Pacific Bell/SBC Calling Services, Voice-Based
Information Services, Remote LAN (Local Area Network) Service,
Asynchronous Transfer Mode (ATM) Service and Frame Relay Service¹.

NOTE 1: Services in this paragraph are found in the AT&T California Guidebook. (T)
NOTE 2: Effective November 30, 2018, CSME Service is grandfathered. See AT&T (N)
California Guidebook, Part 20, Section 6. (N)

Continued

Advice Letter No. 47663

Issued by

Date Filed: November 30, 2018

Decision No.

Eric Batongbacal

Effective: November 30, 2018

Executive Director

Resolution No.



Adv

Dec

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS

1. Collection of Deposits

The Company may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held. (T)

2. Amounts of Deposits to Establish or Reestablish Credit

a. For Residence Service¹ and Small Business or Individual

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service². The Company may require an additional deposit for additional services it provides. (T)

b. For Other Business Services

(1) To Establish Service

An amount equal to twice the estimated average monthly bill, but not less than \$25.00. Advance payments may also be required.

(2) To Reestablish Credit

An amount equal to twice the current bill or twice the average monthly bill for the last three months, when available.

In lieu of paying a deposit to re-establish credit a customer may choose to have their line equipped with Toll Restriction as set forth in Schedule Cal.P.U.C. No. A2.1.2 Description of Service.

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

NOTE 2: Basic Service as defined in D.04-05-057.

Continued (D)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS

1. Collection of Deposits

The Company may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held.

2. Amounts of Deposits to Establish or Reestablish Credit

a. For Residence Service

(D)

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges. The Company may require an additional deposit for additional services it provides.

(D)

b. For Business Service

(D)

(1) To Establish Service

An amount equal to twice the estimated average monthly bill, but not less than \$25.00. Advance payments may also be required.

(2) To Reestablish Credit

An amount equal to twice the current bill or twice the average monthly bill for the last three months, when available.

In lieu of paying a deposit to re-establish credit a customer may choose to have their line equipped with Toll Restriction as set forth in Schedule Cal.P.U.C. No. A2.1.2 Description of Service.

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amounts of Deposits to Establish or Reestablish Credit (Cont'd) (N)

(D)

c. Temporary Service, Speculative Projects and Risk Services. (T)

(1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Utility.

(2) If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Utility. If the additional deposit is not paid within seven days the service shall be temporarily discontinued without further notice.

d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (T)

(1) The Utility may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previously serving utility, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts; and

(2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.

(3) The Utility will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Utility within fifteen (15) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amounts of Deposits to Establish or Reestablish Credit (Cont'd)

c. Temporary Service, Speculative Projects and Risk Services.

(1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Company. (T)

(2) If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Company. If the additional deposit is not paid within seven days the service shall be temporarily discontinued without further notice. (T)

d. Balance Found Owing to a Previously Serving Company in California Participating in the Centralized Credit Check System (Residence Service only). (T)

(1) The Company may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previously serving utility, but not less than an amount equal to twice the average monthly billing for the Company's residence accounts; and (T)

(2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Company's residence accounts. (T)

(3) The Company will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Company within fifteen (15) days of the date notice is sent, the Company may discontinue non-basic service without further notification. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amount of Deposit to Establish or Reestablish Credit (Cont'd) (T)

d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (Cont'd)

(4) For those customers who have paid the initial deposit in (1) preceding within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Utility will send a seven (7) day written notice requesting the additional deposit. Where the Utility fails to receive the additional deposit within seven (7) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

3. Interest on Deposits (T)

a. The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in b. following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months. (T)

b. No interest will be paid if deposit is held less than full month increments.

4. Return of Deposits (T)

a. The Utility will refund the deposit in accordance with the following:

(1) Temporary Service

Deposits will be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.

(2) Speculative Projects and Risk Services

Deposits may be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills of the customer and the balance, if any, will be refunded.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amount of Deposit to Establish or Reestablish Credit (Cont'd)

- d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (Cont'd)

- (4) For those customers who have paid the initial deposit in (1) preceding within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Company will send (T) a seven (7) day written notice requesting the additional deposit. Where the Company fails to receive the additional deposit within seven (7) days (T) of the date notice is sent, the Company may discontinue non-basic (T) service without further notification.

3. Interest on Deposits

- a. The Company will compute simple interest on deposits at the rate of 7/12 (T) per cent per month (7% per year) for each full month deposits are held, except as mentioned in b. following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
- b. No interest will be paid if deposit is held less than full month increments.

4. Return of Deposits

- a. The Company will refund the deposit in accordance with the following: (T)

(1) Temporary Service

Deposits will be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.

(2) Speculative Projects and Risk Services

Deposits may be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills of the customer and the balance, if any, will be refunded.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

(T)

b. Deposits collected as set forth in B.2.d preceding may be retained by the Utility for twelve (12) consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service.

(T)

c. Other Service

(1) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.

(2) When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.

(T)

(3) Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised.

(4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

b. Deposits collected as set forth in B.2.d preceding may be retained by the Company for twelve (12) consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Company will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service. (T)

c. Other Service

(1) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff and/or Guidebook schedules and the excess portion of the deposit will be returned, and the applicant will be so advised. (N) (T) (T)

(2) When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.

(3) Upon discontinuance of telephone service, the Company will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised. (T)

(4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Company will refund the deposit with interest. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.8 RULE NO. 8 - NOTICES

Any notice the Utility may give to a customer supplied with telephone service by the Utility may be given orally, unless otherwise provided by these Rules or by a bill or other written notice properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative, or hand delivered to the customer or the customer's representative or to the current billing address.

Any notice from any customer to the Utility may be given orally, unless otherwise provided by these Rules, to the Utility by the customer, or any authorized representative, at the Utility's local Business Office where service is rendered to the customer, or by written notice properly addressed and mailed to the Utility

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.8 RULE NO. 8 - NOTICES

Any notice the Company may give to a customer supplied with telephone (T)
service by the Company may be given orally, unless otherwise provided by (T)
these Rules or by a bill or other written notice properly deposited in (T)
any United States Post Office, postage prepaid, in a sealed envelope
properly addressed to the customer, or the customer's authorized
representative, or hand delivered to the customer or the customer's
representative or to the current billing address.

Any notice from any customer to the Company may be given orally, unless (T)
otherwise provided by these Rules, to the Company by the customer, or (T)
any authorized representative, at the Company's local Business Office (T)
where service is rendered to the customer, or by written notice properly (T)
addressed and mailed to the Company. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

A. CUSTOMER RESPONSIBILITY

A customer for service shall be responsible for the payment of all exchange, toll and other charges applicable to their service made in accordance with the Utility's schedule of rates and regulations.

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

CUSTOMERS OF RECORD AND APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE ON FILE BEFORE JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

Business and Residence Service (except foreign exchange local services):

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

(2) San Francisco and East Bay Exchanges

Bills for measured rate exchange service will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

A. CUSTOMER RESPONSIBILITY

A customer for service shall be responsible for the payment of all exchange, toll and other charges applicable to their service made in accordance with the Company's schedule of rates and regulations. (T)

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

CUSTOMERS OF RECORD AND APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE ON FILE BEFORE JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

Business and Residence Service (except foreign exchange local services):

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

(2) San Francisco and East Bay Exchanges

Bills for measured rate exchange service will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

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

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

Bills for COPT exchange service will be rendered in advance.
Bills for messages will be rendered in arrears.

4. Toll Service

a. Toll Service in Conjunction with Flat Rate and Measured Rate Service.

Bills for toll service will be rendered in arrears and, in general, will be presented with the bills for exchange service.

5. Special Bills

The Utility may render a special toll bill or other special bill where it appears necessary or advisable that may be separate from and more frequent than the bill for exchange service.

6. Electronic Bill

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

(T)
(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

Bills for COPT exchange service will be rendered in advance.
Bills for messages will be rendered in arrears.

4. Toll Service

a. Toll Service in Conjunction with Flat Rate and Measured Rate Service.

Bills for toll service will be rendered in arrears and, in general, will be presented with the bills for exchange service.

5. Special Bills

The Company may render a special toll bill or other special bill (T)
where it appears necessary or advisable that may be separate from
and more frequent than the bill for exchange service.

6. Electronic Bill

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

Customers may receive a paper copy of their bill at no charge². Customers (N)
have the option of receiving their bills electronically, on disk or
magnetic tape as shown in 6. Electronic Bill, preceding and Schedule (T)
Cal.P.U.C. No. A10¹.

8. Rate Changes

Rate changes to individual products or services occur on the day during a
customer's billing period that a new rate becomes effective³. Rate
changes for packages occur on the first day of a customer's billing period
after a new rate becomes effective. Packages are tariffed products or
services that are comprised of two or more individual tariffed products or
services.

C. BILLING PERIOD

Bills for exchange and toll service will be rendered and coin boxes
opened as nearly as possible at regular intervals. Except where the
period specified in the rate schedule differs, the normal billing period
will be one month. Where it appears necessary or advisable, however,
bills may be rendered more frequently.

NOTE 1: Customers subscribing to services identified in Schedule Cal.P.U.C.
No. A10. may choose to discontinue receipt of their paper bill or
paper bill detail under the regulations shown therein.

NOTE 2: For reprints of paper bills already rendered, see Schedule Cal.P.U.C. (N)
No. A10.1.1 - Duplicate Bill Charge. (N)

NOTE 3: California Public Utilities Commission General Order 96-A, Section
IV.B defines the "effective" date as the date on which the rates,
charges, rules, and classifications stated in a utility's tariff
sheets first become effective.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

Customers may receive a paper copy of their bill at no charge². Customers have the option of receiving their bills electronically, on disk or magnetic tape as shown in 6. Electronic Bill, preceding and Guidebook, Part 8, Section 8¹. (T)
(T)

8. Rate Changes

Rate changes to individual products or services occur on the day during a customer's billing period that a new rate becomes effective³. Rate changes for packages occur on the first day of a customer's billing period after a new rate becomes effective. Packages are comprised of two or more individual tariffed and/or detariffed products or services. (D)
(N)

C. BILLING PERIOD

Bills for exchange and toll service will be rendered and coin boxes opened as nearly as possible at regular intervals. Except where the period specified in the rate schedule or Guidebook differs, the normal billing period will be one month. Where it appears necessary or advisable, however, bills may be rendered more frequently. (N)

NOTE 1: Customers subscribing to services identified in Guidebook, Part 8, Section 8, may choose to discontinue receipt of their paper bill or paper bill detail under the regulations shown therein. (T)
(T)

NOTE 2: For reprints of paper bills already rendered, see Guidebook, Part 8, Section 8 - Duplicate Bill Charge. (T)
(T)

NOTE 3: California Public Utilities Commission General Order 96-A, Section IV.B defines the "effective" date as the date on which the rates, charges, rules, and classifications stated in a utility's tariff sheets first become effective.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS

Bills are due and payable on date of presentation, including closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service.

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Utility. Regular business hours at the Utility's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. Payments received by the Utility after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Utility's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time Zone). Payments received after 4:00 p.m. (Central Time Zone) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

A Returned Check Charge, as set forth in Schedule Cal.P.U.C. No. A3. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

Late payment Charge - Also see Definition of Terms as shown in Schedule Cal.P.U.C. No. A2.1.1.

A Late Payment Charge as set forth in Schedule Cal.P.U.C. No. A3. is applicable if payment is not received at the Utility or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "LATE: After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Utility. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed. (T)

NOTE 1: If a late payment charge appears on a customer's bill even though the payment was received by the Utility or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS

Bills are due and payable on date of presentation, including closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service.

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Company. Regular business hours at the Company's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. Payments received by the Company after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Company's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time Zone). Payments received after 4:00 p.m. (Central Time Zone) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

A Returned Check Charge, as set forth in Guidebook, Part 3, Section 1. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

Late payment Charge - Also see Definition of Terms as shown in Schedule Cal.P.U.C. No. A2.1.1.

A Late Payment Charge as set forth in the Guidebook, Part 3, Section 1. is applicable if payment is not received at the Company or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "LATE: After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Company. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed.

NOTE 1: If a late payment charge appears on a customer's bill even though the payment was received by the Company or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS

Bills are due and payable on date of presentation, including closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service.

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Company. Regular business hours at the Company's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. (Central Time).

Payments received by the Company after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Company's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time). Payments received after 4:00 p.m. (Central Time) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

(T)
|
(T)

A Returned Check Charge, as set forth in Guidebook, Part 3, Section 1. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

Late payment Charge - Also see Definition of Terms as shown in Schedule Cal.P.U.C. No. A2.1.1.

A Late Payment Charge as set forth in the Guidebook, Part 3, Section 1. is applicable if payment is not received at the Company or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "LATE: After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Company. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed.

NOTE 1: If a late payment charge appears on a customer's bill even though the payment was received by the Company or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS (Cont'd)

Upon notification of disputed charges on the bill, the Utility will temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. If the Utility resolves the billing dispute in favor of the Utility and payment of the disputed amount has been withheld, the Utility will notify the customer and payment of the disputed amount is due by the due date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff. (T)

In the event the Utility determines that the customer's billing claim was made in bad faith, the Utility reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

Except as otherwise provided, service connection, in place connection, installation and nonrecurring charges are payable at the time application for the particular service and equipment is made. Charges for moves and changes are billed upon completion of the work. See Advance Payments in Schedule Cal.P.U.C. No. A2.1.7.

Deposits for the establishment or reestablishment of service are payable before service is installed or restored. A deposit may be collected from an existing customer. See Deposits in Schedule Cal.P.U.C. No. A2.1.7.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

D. PAYMENT OF BILLS (Cont'd)

Upon notification of disputed charges on the bill, the Company will temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Company resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. If the Company resolves the billing dispute in favor of the Company and payment of the disputed amount has been withheld, the Company will notify the customer and payment of the disputed amount is due by the due date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff. (T)

In the event the Company determines that the customer's billing claim was made in bad faith, the Company reserves the right to reinstate any appropriate late payment charge from the original late payment charge date. (T)

Except as otherwise provided, service connection, in place connection, installation and nonrecurring charges are payable at the time application for the particular service and equipment is made. Charges for moves and changes are billed upon completion of the work. See Advance Payments in Schedule Cal.P.U.C. No. A2.1.7.

Deposits for the establishment or reestablishment of service are payable before service is installed or restored. A deposit may be collected from an existing customer. See Deposits in Schedule Cal.P.U.C. No. A2.1.7.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

E. PRORATING OF BILLS

For the purpose of administering this Rule with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

1. Monthly Bills

Opening and closing bills, except those involving the minimum billing period, and monthly bills for telephone service normally furnished on a monthly basis, rendered for periods in excess of or less than a billing month, will be prorated on the basis of the number of days in the period in question to thirty (30) days in the billing month. In the case of measured rate service, the local message unit allowance or Zone Usage Measurement Service allowance for a fraction of a month will also be prorated as above.

2. Annual Bills

Bills for telephone service normally furnished on an annual basis, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service and for a fractional portion of a month on the same basis as for monthly billing.

3. Basic Termination Charges

If at any time during the specified period following the installation of equipment subject to a basic termination charge, such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Utility's applicable tariffs, the customer shall pay to the Utility, upon demand, the basic termination charge specified for said equipment, less a credit for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purposes of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed.

Basic termination charges for fractional portions of a month shall be prorated on the same basis as for monthly billing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

E. PRORATING OF BILLS

For the purpose of administering this Rule with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

1. Monthly Bills

Opening and closing bills, except those involving the minimum billing period, and monthly bills for telephone service normally furnished on a monthly basis, rendered for periods in excess of or less than a billing month, will be prorated on the basis of the number of days in the period in question to thirty (30) days in the billing month. In the case of measured rate service, the local message unit allowance or Zone Usage Measurement Service allowance for a fraction of a month will also be prorated as above.

2. Annual Bills

Bills for telephone service normally furnished on an annual basis, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service and for a fractional portion of a month on the same basis as for monthly billing.

3. Basic Termination Charges

If at any time during the specified period following the installation of equipment subject to a basic termination charge, such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Company's applicable tariff or Guidebook rules, the customer shall pay to the Company, upon demand, the basic termination charge specified for said equipment, less a credit for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purposes of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed. (T) (N)

Basic termination charges for fractional portions of a month shall be prorated on the same basis as for monthly billing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

H. CREDIT CARD BILLING

(T)

1. Payment with an authorized credit card is conditional.

(T)

If all or any portion of an amount to be paid by an authorized credit card of an applicant or customer is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the monthly telephone bill and will be subject to the provision for discontinuance of service as set forth in Schedule Cal.P.U.C. No. A2.1.11.

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account.

(T)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
4. When discrepancies exist between customer's service and Utility's billing for exchange service, such discrepancies shall be adjusted in accordance with the following:
- a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
- b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

H. CREDIT CARD BILLING

1. Payment with an authorized credit card is conditional.

If all or any portion of an amount to be paid by an authorized credit card of an applicant or customer is not honored, the Company may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the monthly telephone bill and will be subject to the provision for discontinuance of service as set forth in Schedule Cal.P.U.C. No. A2.1.11. (T)

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Company, such refund may be made at the Company's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account. (T)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
4. When discrepancies exist between customer's service and Company's billing for exchange service, such discrepancies shall be adjusted in accordance with the following: (T)
- a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
- b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill. z (N)

z Correction (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

I. UNDER AND OVERCHARGES (Cont'd)

4. When discrepancies exist between customer's service and Utility's billing for exchange service, such discrepancies shall be adjusted in accordance with the following: (Cont'd)

c. If the discrepancy results in undercharges, the customer will be billed the lesser of:

(1) The total net undercharge or (T)

(2) Monthly net undercharge for a period of three months preceding the date of the bill. (T)

d. Separate adjustments shall be made for each class of service separately served and billed.

5. The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a customer's bill. A bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, a bill may include charges for collect, calling card and third number calls placed within a period of five months preceding the date of the bill. (T)

6. Overcharge Penalty¹

a. Where a customer disputes a current bill or bills dated one month immediately preceding the date of the current bill, the Utility will apply a monthly 1.5% overcharge credit to the overcharged amount at the time the amount appears as a credit or is refunded pursuant to b. following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth in Schedule Cal.P.U.C. No. A2.1.9 and A3.1;

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

b. The Overcharge Penalty shall be credited to the customer's account, unless the customer requests that it be remitted by check. The customer shall be informed of this option promptly upon recognition of the error.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

I. UNDER AND OVERCHARGES (Cont'd)

4. When discrepancies exist between customer's service and Company's billing (T)
for exchange service, such discrepancies shall be adjusted in accordance
with the following: (Cont'd)

c. If the discrepancy results in undercharges, the customer will be billed
the lesser of:

(1) The total net undercharge or

(2) Monthly net undercharge for a period of three months preceding the
date of the bill.

d. Separate adjustments shall be made for each class of service separately
served and billed.

5. The correctness of message toll billing shall be determined separately for
each toll message. Each overcharged message shall be credited to a
customer's bill. A bill shall not include any charges for service
furnished prior to three months preceding the date of the bill; except, a
bill may include charges for collect, calling card and third number
calls placed within a period of five months preceding the date of the
bill.

6. Overcharge Penalty¹

a. Where a customer disputes a current bill or bills dated one month (T)
immediately preceding the date of the current bill, the Company will
apply a monthly 1.5% overcharge credit to the overcharged amount at the
time the amount appears as a credit or is refunded pursuant to b.
following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth (N)
in Schedule Cal.P.U.C. No. A2.1.9 and Guidebook Part 3, Section 1;

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

b. The Overcharge Penalty shall be credited to the customer's account,
unless the customer requests that it be remitted by check. The customer
shall be informed of this option promptly upon recognition of the error.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

I. UNDER AND OVERCHARGES (CONT'D)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Utility, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Utility.
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Utility under tariff Schedules A and B.
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6.
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a.
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Utility or, if this cannot be determined, the bill period of the Utility error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Utility at the time of the refund of the overpayment. The refund month shall be the month the Utility records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check.
- f. The Utility shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Utility.

(N)

(N)

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

I. UNDER AND OVERCHARGES (Cont'd)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Company, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Company. (T)
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Company under tariff Schedules A and B and for services in the Guidebook offered on a detariffed basis pursuant to Decision No. 07-09-018. (T)
(N)
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6. (N)
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a.
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Company or, if this cannot be determined, the bill period of the Company error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Company at the time of the refund of the overpayment. The refund month shall be the month the Company records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check. (T)
- f. The Company shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Company. (T)

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

J. INSTALLMENT BILLING

1. Residence services installment billing

(T)
(D)

a. Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Utility in three consecutive monthly installments without interest.

(T)

b. Personal ISDN

(T) (L)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6, and at the customer option, the nonrecurring charge as specified in Schedule Cal. P.U.C. A5.4.1., may be paid in six consecutive monthly installments without interest.

(T)
(L)

2. Business services installment billing

(T)

a. Simple Business

(N)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Schedule Cal.P.U.C. No. A3.1.4.h. will apply.

(N)

b. CENTREX Service

(N)

When credit has been established for CENTREX service as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in three consecutive monthly installments without interest.

(T)

(D)
(D)

NOTE 1: Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Schedule Cal.P.U.C. A3.

(N)

Material omitted now on Sheet 71.1.

(N)

(L) Formerly on Sheet 71.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. INSTALLMENT BILLING

1. Residence services installment billing

Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Company in three consecutive monthly installments without interest.

(D)

(D)

2. For special installment billing provisions for other services, see Guidebook Part 2, Section 2.

(T)

(N)

(D)

(D)

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

(N)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

(N)

c. Customer-Owned Pay Telephone (COPT) service

(T) (L)

(D)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment offered in Schedule Cal.P.U.C. No. A16.2. (T)

3. If a customer fails to pay any of the installments when due, the Utility may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11,A.2.

(L)

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.

2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.

3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs of the Utility.

Material omitted now on Sheets 71 and 71.1.1.
(L) Formerly on Sheet 71.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

c. Customer-Owned Pay Telephone (COPT) service

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment offered in Schedule Cal.P.U.C. No. A16.2.

3. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11,A.2.

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.

2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.

3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs and/or Guidebook of the Company. (N)
(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Utility using an authorized credit card or debit card that is accepted by the Utility. Transactions will be posted to the customer's account within two business days. (D)

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein. 1(T)

NOTE 1: Pending CPUC Approval of Advice Letter No. 25333. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Company using an authorized credit card (T) or debit card that is accepted by the Company. Transactions will be (T) posted to the customer's account within two business days.

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

M. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed service or any new contract or promotion for service within 30 calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

1. For service taken under a term plan agreement or other arrangement that requires the customer to keep the service for longer than one month in order to receive the benefit of discounts, e.g., waived installation charges or discounted rates, the customer shall pay:
 - a. All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective rate under the term plan or other agreement in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
2. For new tariffed service the customer shall pay:
 - a. All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the applicable effective rates for any actual usage.
3. For all services, the customer shall return any other benefits, credits, or discounts that may have been received.

An individual or small business seeking to disconnect service under this regulation must continuously meet the definitions and requirements from when the new service is installed until it is disconnected, whichever is shorter. Changing to or from a term plan for an existing service is not considered to be a new service for the purpose of this regulation.

When service is terminated under this regulation, other minimum period, promotion cancellation, or early termination regulations shall not apply.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

M. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed or Guidebook service or any new contract or promotion for service within 30(N) calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

1. For service taken under a term plan agreement or other arrangement that requires the customer to keep the service for longer than one month in order to receive the benefit of discounts, e.g., waived installation charges or discounted rates, the customer shall pay:
 - a. All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective rate under the term plan or other agreement in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
2. For new tariffed or Guidebook service the customer shall pay: (N)
 - a. All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the applicable effective rates for any actual usage.
3. For all services, the customer shall return any other benefits, credits, or discounts that may have been received.

An individual or small business seeking to disconnect service under this regulation must continuously meet the definitions and requirements from when the new service is installed until it is disconnected, whichever is shorter. Changing to or from a term plan for an existing service is not considered to be a new service for the purpose of this regulation.

When service is terminated under this regulation, other minimum period, promotion cancellation, or early termination regulations shall not apply.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. DISPUTED BILLS

In case of a dispute between the customer and the Utility as to the correct amount of a bill rendered by the Utility for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements:

1. First, the customer may make a request, and the Utility will comply with the request, for an investigation and review of the disputed amount. The Utility will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount.
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Utility has notified the customer by written notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11.
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission.
4. The Utility will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding.

(N)
|
(N)

NOTE 1: The address of the Commission is: California Public Utilities
Commission, Consumer Affairs Branch, 505 Van Ness Avenue,
Room 3210, San Francisco, California 94102.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. DISPUTED BILLS

In case of a dispute between the customer and the Company as to the correct amount of a bill rendered by the Company for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements: (T)

1. First, the customer may make a request, and the Company will comply with the request, for an investigation and review of the disputed amount. The Company will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount. (T)
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Company has notified the customer by written notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11. (T)
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Company, the customer may appeal to the CPUC¹ for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission. (T)
4. The Company will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding. (T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210, San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Utility, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount.

(N)
|
(N)

6. After the investigation and review are completed by the Utility and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

B. OTHER DISPUTES

In case of a dispute between the customer and the Utility which cannot be resolved with mutual satisfaction, the customer can make the following arrangements:

1. The customer may make a request to the Utility for an investigation and review of the disputed matter.

2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Utility notifies the customer that the investigation and review are completed.

3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11.

(T)
(T)

4. The Commission will review the claim and communicate the results of its review to the customer and the Utility.

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Company, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount. (T)

6. After the investigation and review are completed by the Company and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. (T)

B. OTHER DISPUTES

In case of a dispute between the customer and the Company which cannot be resolved with mutual satisfaction, the customer can make the following arrangements: (T)

1. The customer may make a request to the Company for an investigation and review of the disputed matter. (T)

2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Company, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Company notifies the customer that the investigation and review are completed. (T)

3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11. (T)

4. The Commission will review the claim and communicate the results of its review to the customer and the Company. (T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

The Utility will hold a customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the Utility discovered the removal.

z

2. Nonpayment of Bills

a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

(1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

(N)
|
(N)

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

(2) The Utility first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the customer to whom the service is billed, or delivered in person or delivered to the customer's billing address.

Further, the Utility will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.

(T)
|
(T)

z Correction

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Company will hold (T)
the customer responsible for payment of all bills for service furnished (T)
until the date specified by the customer.

The Company will hold a customer about to vacate premises responsible for (T)
all service rendered up to and including the date service is to be
discontinued, or the date the Company discovered the removal. (T)

2. Nonpayment of Bills

- a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

- (1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

- (2) The Company first gives notice of such delinquency and impending (T)
termination at least 7 calendar days prior to the proposed termination
by first class mail addressed to the customer to whom the service is
billed, or delivered in person or delivered to the customer's billing
address.

Further, the Company will not cause cessation of basic exchange (T)
service on any day service representatives are not available to assist
customers.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

b. Nonpayment of Bill for Local Exchange Carrier California 976 and/or
California 900 Service

(1) If an Information Provider (IP):

(a) Is not receiving billing and collection service from the Local
Exchange Carrier (LEC), and

(b) Fails to pay transport charges for California 976 and/or
California 900, service to the delinquent IP may be discontinued
for nonpayment of the bill.

(2) Bills shall be considered past due (delinquent) provided:

(a) The bill has not been paid by the "Due By Date" shown on the bill
or if not shown, by fifteen 15 calendar days after the date of
presentation of the monthly bills.¹ (T)

(b) The Utility first gives notice of such delinquency and impending
termination at least 7 calendar days prior to the proposed
termination by first class mail addressed to the Information
Provider to whom the service is billed, or delivered in person or
delivered to the Information Provider's address.

(3) The Utility will not cause cessation of basic exchange service on any
day service representatives are not available to assist customers. (T)

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

b. Reserved

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefor will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished for that customer at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service.

e. Joint-user Service

The Utility may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Utility for business telephone service previously furnished.

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

g. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

Material omitted now located on Sheet 75.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefore will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished for that customer at a location served by the Company, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service. (T)

e. Joint-user Service

The Company may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Company for business telephone service previously furnished. (T)

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

g. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

i. New Residence or Business Service

(L)

A customer's request for new residence or business telephone service may be denied, or if that service has been installed, may be temporarily or permanently discontinued where business or residence services were provided to:

(T)
(D)

(1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment or fraud; or

(L)
(N)

(2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following

(L)
(L)

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service¹

(D)

The Utility may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.)

The Utility may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided:

(a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

(b) The Utility secures evidence from an external source that a fraudulent pattern of nonpayment is probable.

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)
(D)

(L) Formerly located on Sheet 75.

Material omitted now located on Sheet 75.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

i. New Residence or Business Service

A customer's request for new residence or business telephone service may be denied, or if that service has been installed, may be temporarily or permanently discontinued where business or residence services were provided to:

- (1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment or fraud; or
- (2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service¹

The Company may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.) (T)

The Company may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided: (T)

(a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

(b) The Company secures evidence from an external source that a fraudulent pattern of nonpayment is probable. (T)

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Company by the previous customer and shall also be liable for a deposit. (T)

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service¹ (Cont'd)

(D) (L)

The Utility may not discontinue existing service or deny requests for new service at an address for new business or residence service where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies the same address or is affiliated with the newly connecting customer. (Except as provided in 5. following.)

(D) (L)

The Utility may require a written statement from a newly connecting customer stating that the former customer at that address no longer occupies the address and/or was and is not affiliated with their business.

In the event that the statement is falsified the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

(D)

(L) Formerly on Sheet 75.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service¹ (Cont'd)

The Company may not discontinue existing service or deny requests for new (T)
service at an address for new business or residence service where services
provided to a prior residence or business customer were disconnected for
nonpayment, except where it is found that the delinquent customer still
occupies the same address or is affiliated with the newly connecting
customer. (Except as provided in 5. following.)

The Company may require a written statement from a newly connecting (T)
customer stating that the former customer at that address no longer
occupies the address and/or was and is not affiliated with their
business.

In the event that the statement is falsified the new customer will (T)
be held liable for the entire delinquent bill owed the Company by
the previous customer and shall also be liable for a deposit.

NOTE 1: Service shall not be partially, temporarily or permanently
discontinued except upon written notification of at least
seven (7) days. See other applicable notice requirements in
D. following.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

- k. Basic Service will not be disconnected for non-payment of anything other than residential and single line business, Flat Rate and/or Measured Rate Service as defined in D.96-10-066, Appendix, B page 5. (T)
(T)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

3. Unsafe or Prohibited Facilities, Appliances or Apparatus

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe.

4. Interference With Telephone Service of Other Customers¹

The Utility will attempt to reach and resolve the matter with the customer who is causing the interference. When it is not possible to reach the offending customer by telephone or where the offending customer refuses to stop the interference, the Utility may disconnect without advance notice the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Schedule Cal.P.U.C. Nos. A5.4.3 and A5.4.4.

NOTE 1: Following disconnection of service or service arrangement, the Utility will take immediate steps to notify the customer thereof.

Material omitted now on Sheets 76.1 and 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

3. Unsafe or Prohibited Facilities, Appliances or Apparatus

The Company may refuse to furnish service on the premises of an applicant (T) for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe.

4. Interference With Telephone Service of Other Customers¹

The Company will attempt to reach and resolve the matter with the customer (T) who is causing the interference. When it is not possible to reach the offending customer by telephone or where the offending customer refuses to stop the interference, the Company may disconnect without advance notice (T) the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Guidebook Part 7, Section 4. (T)

(D)

NOTE 1: Following disconnection of service or service arrangement, the Company (T) will take immediate steps to notify the customer thereof.

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud

a. The Utility may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Utility.

(D)
(N)
(N)
(D)

b. The Utility may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts.

(D)
(N)
(N)

Material omitted now located on Sheets 76.2 and 76.2.2 in different form.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud

a. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Company. (T)

b. The Company may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Utility will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to fraud. If the Utility is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding.

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Utility's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding.

Material omitted now located on Sheet 76.2.2 in different format.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Company will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to fraud. If the Company is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. (T)

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Company's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

c. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:

- Abuse or fraudulent use of the telephone service or service arrangements.
- The fraudulent use of another's identity.
- The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
- Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
- Use of any fraudulent means or device whatsoever.

d. The Company will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to suspected fraud. If the Company is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. (T) (N)

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Company's Fraud Center, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7,B., preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

- e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Company finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Company. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. (T)
- f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service). (T)

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

- g. The Company will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: (T)

- Ascertain the validity of the customer's identity.
- Verify the credit information used to establish the account.
- Confirm the customer's payment history.
- Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
 - the volume of calls,
 - the methods used to place and receive calls,
 - the destination of the calls
 - the duration of the calls and
 - use of service arrangements.

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

e. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Company finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal.P.U.C. No. A2.1.7,B, preceding, may be required to rescind the action of the Company. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service. 1(T)

f. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service) to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service. (N)

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

g. The Company will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued: 1(T)

- Ascertain the validity of the customer's identity.
- Verify the credit information used to establish the account.
- Confirm the customer's payment history.
- Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
 - the volume of calls,
 - the methods used to place and receive calls,
 - the destination of the calls
 - the duration of the calls and
 - use of service arrangements.

NOTE 1: Pending CPUC Approval of Advice Letter No. 33423. (N)
1(D)
1(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

(D)

(D)

h. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.

(N) (L)

(D)

(N)

(D)

i. The Utility will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Utility's Fraud Center.

(T)

(N)

(T)

j. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section 5 of this Schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer.

(T)

(D)

(N)

(L)

(L) Formerly located on Sheet Nos. 76.1, 76.1.1, 76.2 and 76.2.2 in NOTE format.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud (Cont'd)

h. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.

i. The Company will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Company's Fraud Center. (T)

j. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section 5 of this Schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer. (T)

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit (L)

a. If, for any applicant's convenience, the Utility provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Utility may discontinue service but not sooner than 7 days after giving such notice.

b. The Utility may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (L)

(L) Formerly on Sheet 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit

- a. If, for any applicant's convenience, the Company provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Company may discontinue service but not sooner than 7 days after giving such notice. (T)
- b. The Company may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

7. Noncompliance with the Utility's Rules

The Utility may discontinue service if a customer fails to comply with any of the rules herein, or with the General Regulations in Schedule Cal.P.U.C. No. A8.1.1 provided such failure is not remedied within a reasonable time, after due written notice has been given, except as otherwise provided in such rules and regulations.

8. Revocation of Permission to Use Property

If the Utility's service facilities of the customer are installed on property other than the customer's property and the owner of such property revokes their permission to use it, the Utility shall have the right to discontinue service upon 10 days' written notice, without obligation or liability to the customer. If service is discontinued under these conditions, the customer may have service reestablished under the provisions of Schedule Cal.P.U.C. No. A2.1.16 or Schedule Cal.P.U.C. A4.3.

9. Service Not to be Immediately Used

The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Utility has provided service where high voltage protection is required as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7 but the (T)
required equipment has not been provided or the equipment that has been provided is nonfunctional or inadequate and the customer fails, upon written notice, to establish or reestablish the required special high voltage protection or apply for such protection with the Utility as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7, the Utility will (T)
disconnect service 120 days after giving such notice.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

7. Noncompliance with the Company's Rules (T)

The Company may discontinue service if a customer fails to comply with any (T)
of the rules herein, or with the regulations in Guidebook Part 8, Section (T)
8, provided such failure is not remedied within a reasonable time, after (T)
due written notice has been given, except as otherwise provided in such
rules and regulations.

8. Revocation of Permission to Use Property

If the Company's service facilities of the customer are installed on (T)
property other than the customer's property and the owner of such property (T)
revokes their permission to use it, the Company shall have the right to (T)
discontinue service upon 10 days' written notice, without obligation or
liability to the customer. If service is discontinued under these
conditions, the customer may have service reestablished under the (T)
provisions of Schedule Cal.P.U.C. No. A2.1.16 or Guidebook Part 4, (N)
Section 5.

9. Service Not to be Immediately Used

The Company may refuse the installation of service that is not to be used (T)
within a reasonable period after installation.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Company has provided service where high voltage protection is (T)
required as set forth in Guidebook Part 2, Section 7 and Part 8, Section 8 (T)
but the required equipment has not been provided or the equipment that has
been provided is nonfunctional or inadequate and the customer fails, upon
written notice, to establish or reestablish the required special high
voltage protection or apply for such protection with the Company as set (T)
forth in Guidebook Part 2, Section 7 and Part 8, Section 8, the Company |
will disconnect service 120 days after giving such notice. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

10. Telephone Calls with Intent to Annoy

- a. The Utility may discontinue service of any customer who, with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member.
- b. The Utility may discontinue service of any customer who, with intent to annoy, repeatedly telephones another without disclosing his true identity to the person answering the telephone, whether or not conversation ensues during the telephone calls.
- c. If the telephone calls described in Part 10.a. and b. preceding are placed to the Utility, the Utility shall not discontinue service, but shall make reasonable efforts to persuade the customer not to place such calls, including refusal to transact business with the customer except by written communication.

11. Discontinuance of Commstar II (T)

The Utility may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where (T) residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where (T) more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

10. Telephone Calls with Intent to Annoy

- a. The Company may discontinue service of any customer who, with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member. (T)
- b. The Company may discontinue service of any customer who, with intent to annoy, repeatedly telephones another without disclosing his true identity to the person answering the telephone, whether or not conversation ensues during the telephone calls. (T)
- c. If the telephone calls described in Part 10.a. and b. preceding are placed to the Company, the Company shall not discontinue service, but shall make reasonable efforts to persuade the customer not to place such calls, including refusal to transact business with the customer except by written communication. (T)

11. Discontinuance of Commstar II

The Company may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

12. Impairment of Service

- a. If a customer uses their service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Utility will notify in writing said customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Utility may discontinue the service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Utility switching office resulting in preventing, obstructing or delaying the telephone service of others.
- b. The Utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

12. Impairment of Service

a. If a customer uses their service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Company will notify in writing said (T) customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Company may discontinue the (T) service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Company switching (T) office resulting in preventing, obstructing or delaying the telephone service of others.

b. The Company has the right to refuse telephone service to any premises and (T) at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Company to transmit a message or to (T) locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

A. REASONS FOR DISCONTINUANCE OF SERVICE (CONT'D)

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Utility by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Schedule Cal.P.U.C. No. A3., will be added to the amount due.
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Schedule Cal.P.U.C. No. A3. will apply. A deposit may also be required. All charges must be paid before service will be reconnected.
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid or, if already connected, will be discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Schedule Cal.P.U.C. No. A3., is paid.
- e. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

Material omitted now on Sheet 80.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Company by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Guidebook Part 3, Section 1, will be added to the amount due. (T)
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Guidebook Part 3, Section 1 will apply. A deposit may also be required. All charges must be paid before service will be reconnected. (T)
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid or, if already connected, will be discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Guidebook Part 3, Section 1, is paid. (T)
- e. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

B. RESTORATION - RECONNECTION CHARGE

The Utility will collect a reconnection charge when restoring service which has been temporarily suspended or partially or temporarily discontinued. The applicable restoral charges are set forth in Schedule Cal.P.U.C. No. A3. Service Charges, for all exchange services. Charges as set forth in Schedule Cal.P.U.C. No. A3. will apply when restoring service which has been permanently discontinued in accordance with the provisions of this rule.¹

(L)

(T) (L)

NOTE 1: The Utility may collect the restoration charge before or after the service is restored.

(N)

(N)

(L) Formerly on Sheet 80.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

B. RESTORATION - RECONNECTION CHARGE

The Company will collect a reconnection charge when restoring service (T)
which has been temporarily suspended or partially or temporarily
discontinued. The applicable restoral charges are set forth in Guidebook (T)
Part 3, Section 1, Service Charges, for all exchange services. Charges as
set forth in Guidebook Part 3, Section 1 will apply when restoring service (T)
which has been permanently discontinued in accordance with the provisions
of this rule.¹

NOTE 1: The Company may collect the restoration charge before or after the (T)
service is restored.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:¹

a. (1) Storage capability of numbers to be called, or

(2) A random or sequential number generator that produces numbers to be called; and

(3) An ability to dial a call; and

b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

a. An ADAD may be used pursuant to a prior agreement from the called party that they desire to receive such telephone communication; or

b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or

c. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:

(1) States the nature and length in minutes of the recorded message; and

(2) Identifies by name the individual, business, group, or organization (T) calling including address and telephone number; and (T)

(3) Asks the called party whether they are willing to listen to the recorded message; and

(4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.

d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 p.m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Schedule Cal.P.U.C. No. A8. for information on Certification for Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:¹

- a. (1) Storage capability of numbers to be called, or
- (2) A random or sequential number generator that produces numbers to be called; and
- (3) An ability to dial a call; and
- b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

- a. An ADAD may be used pursuant to a prior agreement from the called party that they desire to receive such telephone communication; or
- b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or
- c. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:
 - (1) States the nature and length in minutes of the recorded message; and
 - (2) Identifies by name the individual, business, group, or organization calling including address and telephone number; and
 - (3) Asks the called party whether they are willing to listen to the recorded message; and
 - (4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.
- d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 p.m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Guidebook Part 8, Section 8. for information on Certification for (T) Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (CONT'D)

3. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone Utility in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message.

The telephone Utility shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Utility's facilities. If the Utility finds that a reasonable probability exists that the ADAD operation will overload its network, the Utility may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload.

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Utility may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Utility may disconnect the service with no prior notice.

The telephone customer who uses ADAD equipment shall notify the Utility in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume.

No ADAD shall be connected to the network until the telephone Utility has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Utility, by regulation or by statute, as customers who are not to receive ADAD calls.

4. The telephone Utility may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

3. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone Company in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message. (T)

The telephone Company shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Company's facilities. If the Company finds that a reasonable probability exists that the ADAD operation will overload its network, the Company may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload. (T)

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Company may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Company may disconnect the service with no prior notice. (T)

The telephone customer who uses ADAD equipment shall notify the Company in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume. (T)

No ADAD shall be connected to the network until the telephone Company has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Company, by regulation or by statute, as customers who are not to receive ADAD calls. (T)

4. The telephone Company may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (CONT'D)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (CONT'D)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.

6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Utility will not partially, temporarily or permanently discontinue telephone service to any customer except upon written notice of at least 5 days, advising the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. Such notice shall also advise the customer of the provisions of Schedule Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in a case of an emergency which renders the immediate discontinuance of service to the premises imperative. Denial of dial tone is a partial discontinuance of service under this Rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.
6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Company will not (T) partially, temporarily or permanently discontinue telephone service to any customer except upon written notice of at least 5 days, advising the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. Such notice shall also advise the customer of the provisions of Schedule Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Company. This notice may be waived in a case (T) of an emergency which renders the immediate discontinuance of service to the premises imperative. Denial of dial tone is a partial discontinuance of service under this Rule.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

(T)

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

(D)

(D)

In exchanges of the Utility where more than one Type (i.e. Flat Rate, Measured Rate) of basic exchange access service is offered, the Utility, or its authorized employees, must provide each new applicant for basic exchange access service, at the time application for service is made, with a full explanation of each type of basic exchange access service which is available in the exchange for which the applicant is requesting service. The disclosure of available residence exchange services shall always include an explanation of California Lifeline Telephone Service (Lifeline Telephone Service).

(T)

(T)

(T)

(T)

(T)

(D)

(D)

(D)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

Before the Utility's customer service representative offers a bundle to a customer requesting new telephone service, the Utility's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services.

(N)
|
(N)

The Utility, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California Lifeline Telephone Service (Lifeline Telephone Service).

(D)
(T)
(T)
(D)

The Utility shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer.

(L)
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(L)

The Utility shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Utility's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions.

(N)
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(N)

(L) Formerly located on Sheet 84.1.1.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

The rates and charges billed by and paid to the Company for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours. (T)

Before the Company's customer service representative offers a bundle to a customer requesting new telephone service, the Company's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services. (T)

The Company, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California Lifeline Telephone Service (Lifeline Telephone Service). (T)

The Company shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer. (T)

The Company shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Company's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions. (T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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

The rates and charges billed by and paid to the Company for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours.

Before the Company's customer service representative offers a bundle to a customer requesting new telephone service, the Company's customer service representative shall explain to the customer the difference between flat rate service and measured rate service and shall disclose to the customer the monthly charges for flat-rate and measured rate stand-alone telephone service, except where the customer specifically calls to inquire only about bundles or affiliate services.

The Company, or its authorized employees, must provide each new applicant requesting new telephone service at the time application for service is made, with a full explanation of California LifeLine. (T)
(D)

The Company shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each service designated by the customer.

The Company shall post on its website an explanation of the difference between flat rate service and measured rate service and the monthly charges for flat rate and measured rate stand-alone services. Such information shall be on the same web page as the descriptions of the Company's bundled service offering and shall be displayed no less prominently than the bundled service offering descriptions.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

For all inbound residential customer calls:

- a. Respond to Customer Request - On inbound residential calls, the Utility will address the customer's request first.
- b. Customer Proprietary Network Information (CPNI) - The Utility will ask the customer for permission to access CPNI as required by 47 CFR Section 64.2001 et seq.
- c. Inside Wire Repair - Whenever the Utility offers inside wire repair service to customers who identify themselves as tenants in response to inquiry by the Utility, the Utility will inform the customer that the landlord is responsible for repair and maintenance of inside wire to one jack per residence.
- d. Caller ID - The Utility shall inform customers regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This disclosure requirement also applies to existing customers when the Utility offers Selective Blocking versus Complete Blocking.
- e. Confirmation Letter - Within ten business days after taking a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Utility will mail, electronically by e-mail¹ or by postal service depending on the customer's request, a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring and non-recurring rates as set forth in the effective tariffs of the Utility which are applicable to the services ordered. In the event the customer placing the order provides notification in writing that a confirmation letter is not desired, the Utility will be relieved of this request.

(N)

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NOTE 1: E-mail confirmation will only apply where facilities and/or operating conditions permit.

(N)

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Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

For all inbound residential customer calls:

- a. Respond to Customer Request - On inbound residential calls, the Company will address the customer's request first. (T)
- b. Customer Proprietary Network Information (CPNI) - The Company will ask the customer for permission to access CPNI as required by 47 CFR Section 64.2001 et seq. (T)
- c. Inside Wire Repair - Whenever the Company offers inside wire repair service to customers who identify themselves as tenants in response to inquiry by the Company, the Company will inform the customer that the landlord is responsible for repair and maintenance of inside wire to one jack per residence. (T)
- d. Caller ID - The Company shall inform customers regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This disclosure requirement also applies to existing customers when the Company offers Selective Blocking versus Complete Blocking. (T)
- e. Confirmation Letter - Within ten business days after taking a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Company will mail, electronically by e-mail¹ or by postal service depending on the customer's request, a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring and non-recurring rates as set forth in the effective tariffs of the Company which are applicable to the services ordered. In the event the customer placing the order provides notification in writing that a confirmation letter is not desired, the Company will be relieved of this request. (T)

NOTE 1: E-mail confirmation will only apply where facilities and/or operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE
PROVIDED TO THE PUBLIC (Cont'd)

(T)

(D)

(D)

The Utility shall provide a quotation of the applicable recurring rates
and non-recurring charges applicable to each service designated by the
customer.

(T)

(D)

(D)

(D)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

(D)
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(D)

The Utility will inform its residence subscribers of their right to service connection or repair within a four-hour period during every service call when their presence is required in compliance with Section 1722 of the Civil Code.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC (Cont'd)

The Company will inform its residence subscribers of their right to service connection or repair within a four-hour period during every service call when their presence is required in compliance with Section 1722 of the Civil Code. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES

A. GENERAL

1. The Utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or services to speculative projects and risk services under the following conditions:

- a. The applicant shall pay in advance or otherwise as required by the Utility, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹
- b. The applicant shall establish or reestablish credit as required by Schedule Cal.P.U.C. No. A.2.1.6, A.1 or A.3 except that the amount of deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 shall not exceed the estimated bill for the duration of service.

2. Change to Permanent Status

- a. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule, the service shall be classified as permanent and the payment made in excess of that required for permanent service or under Schedule Cal.P.U.C. No. A4.3 for permanent service shall be refunded. Speculative and risk services, as defined in A2.1.1 of this schedule, will not be changed to permanent status.
- b. If at any time the character of a customer's operation changes so that in the opinion of the Utility the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.

3. Refunds

- a. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the charges shown in Schedule Cal.P.U.C. No. A4.3 in effect at the time temporary service was first rendered to the customer, or the present charges shown in Schedule Cal.P.U.C. No. A4.3, whichever is less restrictive to the customer.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

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