

COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

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CC: 5170

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Eric Batongbacal

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Executive Director

Resolution No.

COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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

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14th ¹	CS A
3rd	ToC A
4th	ToC B
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2.1 RULES

The following Rules for services in other LEC exchanges such as disputed bill procedure, deposit policies and procedures for termination service are described in the tariff schedule indicated next to that rule.

2.1.1 RULE NO. 1 - DEFINITIONS

All definitions relating to Pacific Bell services are described in Pacific's tariff schedule Cal.P.U.C. No. A2.1 and are applicable to this tariff schedule.

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICES IN OTHER LEC EXCHANGES

Description of services in other LEC exchanges are those services offered by the Utility as described in Section G3. following.

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2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

Applications for service will be accepted by Utility provided that the service is available and the Utility has no reason to believe applicant will not comply with the provisions of the tariff. Customers must complete and sign the Utilities standard service order form(s).

Services may be initiated based upon a written agreement between the Utility and the Customer. Prior to the agreement the Customer shall be informed of all rates and charges for the services the Customer has agreed upon. Rates and charges will appear on the Customer's first bill. Utility, on its sole discretion, shall offer services in locations where technical capabilities exist and market conditions warrant.

Additional requirements for application for service are as specified in Schedule Cal.P.U.C. No. A2.1.3,A.

Continued

COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES

The following Rules for services in other LEC exchanges such as disputed bill procedure, deposit policies and procedures for termination service are described in the tariff or Guidebook schedule indicated next to that rule. (N)

2.1.1 RULE NO. 1 - DEFINITIONS

All definitions relating to Pacific Bell services are described in Pacific's tariff schedule Cal.P.U.C. No. A2.1, or California Guidebook Part 2, Section 1 and are applicable to this tariff schedule. (N)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICES IN OTHER LEC EXCHANGES

Description of services in other LEC exchanges are those services offered by the Company as described in Section G3. following. (T)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

Applications for service 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 tariff. Customers must complete and sign the Company's standard service order form(s). (T)

Services may be initiated based upon a written agreement between the Company and the Customer. Prior to the agreement the Customer shall be informed of all rates and charges for the services the Customer has agreed upon. Rates and charges will appear on the Customer's first bill. Company, on its sole discretion, shall offer services in locations where technical capabilities exist and market conditions warrant. (T)

Additional requirements for application for service are as specified in Schedule Cal.P.U.C. No A2.1.3,A., and California Guidebook Part 2, Section 2. (N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF

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2.1 RULES

The following Rules for services in other LEC exchanges such as disputed bill procedure, deposit policies and procedures for termination service are described in the tariff or Guidebook schedule indicated next to that rule.

2.1.1 RULE NO. 1 - DEFINITIONS

Definitions relating to Pacific Bell services are described in (T)
Pacific's tariff Schedule Cal.P.U.C. Nos. A2.1.1, 175-T, Section 2.6 and (N)
California Guidebook Part 2, Section 2 are applicable to this tariff (T)
schedule.

Access Services or Special Access Services - For the purposes of the AT&T (N)
Out of Territory tariffs and Guidebook, "Access Services" or "Special
Access Services" will mean the following: Coordinated End-User Service
(CE-US), Voice Grade Services, High Capacity Service, Advanced Digital
Network, Optical Carrier Network (OCN) Point to Point Service, OC-3, OC-
12, OC-48 Dedicated SONET Ring Service, GigaMan Service, DecaMAN Service,
Video Service, and SONET Ring and Access Services. (N)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICES IN OTHER LEC EXCHANGES

Description of services in other LEC exchanges are those services offered by the Company as described in Section G3. following.

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

Applications for service 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 tariff. Customers must complete and sign the Company's standard service order form(s).

Services may be initiated based upon a written agreement between the Company and the Customer. Prior to the agreement the Customer shall be informed of all rates and charges for the services the Customer has agreed upon. Rates and charges will appear on the Customer's first bill. Company, on its sole discretion, shall offer services in locations where technical capabilities exist and market conditions warrant.

Additional requirements for application for service are as specified in Schedule Cal.P.U.C. No A2.1.3,A., and California Guidebook Part 2, Section 2.

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.4 RULE NO. 4 - RATES AND CHARGES FOR SERVICES

A. RATES AND CHARGES

1. Rates and charges for services are set forth in the applicable product specific tariff sheets and in agreements.

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2. Customer may order multiple units of services. To receive any applicable discount Customer must order a minimum number of units. If Customer later deletes units and uses less than the minimum number, Customer will be charged for the minimum number of units per order.

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Continued

COMPETITIVE LOCAL CARRIER TARIFF
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2.1.5 RULE NO. 5 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Establishment and re-establishment of credit for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.6.

2.1.6 RULE NO. 6 - ADVANCE PAYMENTS AND DEPOSITS

Advance payments and deposits for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.7.

Customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000; and 50% when estimated non-recurring charges are over \$10,000.

2.1.7 RULE NO. 7 - RENDERING AND PAYMENT OF BILLS

Rendering and payment of bills for services shall be specified in Schedule Cal.P.U.C. No. A2.1.9 with the exception of A2.1.9,I.1, A2.1.9,I.4,c(b) and A2.1.9,I.5. The three (3) month limit to backbilling is not applicable to services in other LEC exchanges. However, all provisions of A2.1.9 apply to Consumer and Small Business or Individual¹ customers, including a three (3) month limitation on backbilling, per D.04-05-057.

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2.1.8 RULE NO. 8 - DISPUTED BILLS

Disputed bills for services shall be resolved as specified in Schedule Cal.P.U.C. No. A2.1.10,A.

2.1.9 RULE NO. 9 - PROMOTIONAL OFFERINGS, SERVICE WARRANTIES, DISCOUNTED OFFERINGS, DONATED OFFERINGS AND PRICE GUARANTEES

Utility may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. These promotional offerings are listed in Schedule Cal.P.U.C. No. G19.

2.1.10 RULE NO. 10 - RELEASE OF MESSAGES, DATA, CREDIT AND CALLING RECORDS

The release of messages, data, credit and calling records associated with services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.35.

NOTE 1: For Consumer and Small Business or Individual, see A2.1.1, Definition of Terms.

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Continued

COMPETITIVE LOCAL CARRIER TARIFF

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2.1.5 RULE NO. 5 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Establishment and re-establishment of credit for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.6.

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Advance payments and deposits for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.7.

Customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000; and 50% when estimated non-recurring charges are over \$10,000.

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Rendering and payment of bills for services shall be specified in Schedule Cal.P.U.C. No. A2.1.9 with the exception of A2.1.9,I.1, A2.1.9,I.4,c(b) and A2.1.9,I.5. The three (3) month limit to backbilling is not applicable to services in other LEC exchanges. However, all provisions of A2.1.9 apply to Consumer and Small Business or Individual¹ customers, including a three (3) month limitation on backbilling, per D.04-05-057.

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Disputed bills for services shall be resolved as specified in Schedule Cal.P.U.C. No. A2.1.10,A.

2.1.9 RULE NO. 9 - PROMOTIONAL OFFERINGS, SERVICE WARRANTIES, DISCOUNTED OFFERINGS, DONATED OFFERINGS AND PRICE GUARANTEES

Utility may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. These promotional offerings are listed in Schedule Cal.P.U.C. No. G19, and California Out-of-Territory Guidebook Part 2, Section 8. (N)
(N)

2.1.10 RULE NO. 10 - RELEASE OF MESSAGES, DATA, CREDIT AND CALLING RECORDS

The release of messages, data, credit and calling records associated with services shall be consistent with the specifications in Schedule Cal.P.U.C. No A2.1.35.

NOTE 1: For Consumer and Small Business or Individual, see A2.1.1, Definition of Terms

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO.11 - REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES

A. TERMINATION OR REFUSAL OF SERVICES

If Customer is in violation of any provision under this tariff, and such default continues after notice thereof is given by Utility, Utility may, without liability and without waiving any other remedies available to it, cease providing the applicable service to Customer.

B. DISCONTINUANCE OF SERVICES

Utility, on its sole discretion, may discontinue offering a service, in part or in its entirety, without liability to affected Customers and applicants.

Utility may file and make effective on one day's notice advice letters freezing and withdrawing service offerings. Service offerings may be frozen and withdrawn as of the effective date of the advice letter.

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C. TERMINATION BY CUSTOMER

Customer may order services on a long term basis, as opposed to month to month. If the Customer terminates service before the end of the term, Customer will give Utility thirty (30) days' prior written notice. Furthermore, Utility may charge Customer a termination fee. The termination fee will not exceed the greatest monthly total of charges billed for the service during the term multiplied by the number of months remaining in the term.

In the case of termination of any service purchased on a month-to-month basis, the minimum charge for any portion of the month shall not be less than the monthly recurring charge for that service.

If a customer had their non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period. Then the customer may be liable for the previously waived non-recurring charges.

Additional requirements for refusal, termination or discontinuance of services are as specified in Schedule Cal.P.U.C. No. A2.1.31.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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2.1.13 RULE NO. 13 - RESTRICTIONS ON CUSTOMER USE AND RESALE OF SERVICES
(Cont'd)

E. FRAUDULENT USE

Customer may not charge any calls to the service access number or mailbox number, or otherwise a service in a fraudulent manner. Utility is not liable for any such charges.

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

The limitation of liability associated with services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.14. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.

B. TEMPORARY SUSPENSION FOR REPAIRS

Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily (generally less than two hours for service during non-peak periods; if more than two hours customers will be notified in advance) for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Schedule Cal.P.U.C. no A2.1.14.

2.1.15 RULE NO. 15 - ASSIGNMENT

A. CUSTOMER ASSIGNMENT

Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of services to Customer, without the prior written consent of Utility.

B. UTILITY ASSIGNMENT

Utility may, at any time, assign any and all of its rights and delegate its duties under this tariff to any present or future affiliate, or any other company, if such assignment will, in Utility's opinion, assist in the implementation of any law or ruling issued by any judicial or other governmental authority. Said assignee will not be bound by the terms and conditions of this tariff, and is free to offer such services under new terms and conditions.

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COMPETITIVE LOCAL CARRIER TARIFF

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2.1 RULES (Cont'd)

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2.1.16 RULE NO. 16 - EXISTING CUSTOMERS

The terms and conditions of this tariff supersede all contracts with customers for services, which became effective on or before the date of this tariff; provided, however, that all mutually executed agreements for services, which were in effect on or before the effective date of this tariff, shall remain in full force and effect to the extent they are consistent with the terms and conditions of this tariff.

2.1.17 RULE NO. 17 - SPECIAL FEATURES

From time to time, customers may request features which are not described in this tariff. These special feature requests will be dealt with on an individual case basis and provided under contract.

2.1.18 RULE NO. 18 - INSTALLATION

Upon request, Customers will be given an estimated installation date. Utility is not liable if installation of the service is delayed. If Customer wants service installation to be expedited, Customer may be required to pay a special charge not to exceed \$100.00 per day which the installation is expedited.

2.1.19 RULE NO. 19 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

Ownership of telephone directories, assigning and changing of telephone numbers shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.117.

2.1.20 RULE NO. 20 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

Legal requirements for refusal or discontinuance of services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.31.

2.1.21 RULE NO. 21 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION

Definition of nonpublished service and the release of information shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.34.

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Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF INFORMATION

Definition of credit information and calling records service and the release of information shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.35

2.1.23 RULE NO. 23 - SURCHARGE TO FUND THE CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

The surcharge for funding the California Public Utilities Commission shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.37.

2.1.24 RULE NO. 24 - SURCHARGE TO FUND CALIFORNIA HIGH-COST FUND-A

The surcharge for funding the California High-Cost Fund-A shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.38.

2.1.25 RULE NO. 25 - SURCHARGE TO FUND CALIFORNIA HIGH-COST FUND-B

The surcharge for funding the California High-Cost Fund-B shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.39.

2.1.26 RULE NO. 26 - SURCHARGE TO FUND CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND

The surcharge for funding the California Relay Service and Communications Device Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A5.2.3,D.1

2.1.27 RULE NO. 27 - SURCHARGE TO FUND UNIVERSAL LIFELINE TELEPHONE SERVICE FUND

The surcharge for funding the Universal Lifeline Telephone Service Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A5.2.5,E.5.

z Correction - Material inadvertently omitted on Advice Letter No. 18608, effective February 1, 1997.

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COMPETITIVE LOCAL CARRIER TARIFF
~~G2. GENERAL REGULATIONS~~

2.1 RULES (Cont'd)

2.1.28 RULE NO. 28 - SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

The surcharge for funding the California Teleconnect Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.42.

2.1.29 RULE NO. 29 - RESALE OF SERVICES

Services provided pursuant to this tariff may be resold at the price, terms, and conditions set forth in this Schedule without any discounts. Other applicable provisions in Schedule Cal.P.U.C. No. A2.1.18 and Schedule Cal.P.U.C. No. 175-T, Section 18, also apply.

2.1.30 RULE NO. 30 - LOCAL NUMBER PORTABILITY

The rules and regulations for Directory Number Call Forwarding (DNCF) service set forth in Schedule Cal.P.U.C. No. A20 shall apply to DNCF services purchased in association with DID trunks, PRI Service, or SuperTrunk serviced provided pursuant to this tariff. The rates shall be set on an individual cases basis.

Inward DNCF may be offered as an interim service offering within a rate area until Local Number Portability is implemented in the respective Metropolitan Statistical Area (MSA). Inward DNCF may also be offered as a permanent service offering in those areas that are not scheduled for LNP capability pursuant to the LNP MSA conversion schedules. The rates shall be set on an individual cases basis.

When a customer chooses to terminate DNCF service, a telephone number that is homed on a Utility switch will be retained by the Utility.

When a customer chooses to terminate DNCF service and the telephone number is homed on a non-Utility switch, the customer must contact the other telephone company owning the switch where the telephone number is homed to make arrangements to port the number.

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COMPETITIVE LOCAL CARRIER TARIFF

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2.1 RULES (Cont'd)

2.1.28 RULE NO. 28 - SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

The surcharge for funding the California Teleconnect Fund shall be consistent with the specifications in California Guidebook Part 2, Section 2.

2.1.29 RULE NO. 29 - RESALE OF SERVICES

Services provided pursuant to this tariff may be resold at the price, terms, and conditions set forth in this Schedule without any discounts. Other applicable provisions in Schedule Cal.P.U.C. A2.1.18 and Schedule Cal.P.U.C. No. 175-T, Section 18, also apply.

2.1.30 RULE NO. 30 - LOCAL NUMBER PORTABILITY

The rules and regulations for Directory Number Call Forwarding (DNCF) service set forth in California Guidebook Part 24, Section 3 shall apply to DNCF services purchased in association with DID trunks, PRI Service, or SuperTrunk serviced provided pursuant to this tariff. The rates shall be set on an individual cases basis. (T)

Inward DNCF may be offered as an interim service offering within a rate area until Local Number Portability is implemented in the respective Metropolitan Statistical Area (MSA). Inward DNCF may also be offered as a permanent service offering in those areas that are not scheduled for LNP capability pursuant to the LNP MSA conversion schedules. The rates shall be set on an individual cases basis.

When a customer chooses to terminate DNCF service, a telephone number that is homed on a Utility switch will be retained by the Utility.

When a customer chooses to terminate DNCF service and the telephone number is homed on a non-Utility switch, the customer must contact the other telephone company owning the switch where the telephone number is homed to make arrangements to port the number.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES

Decision 96-10-066 authorizes discounted advanced services for qualifying schools, libraries, hospitals and health clinics, and community based organizations.

Schools and Libraries:

Only public and non-profit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools. Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act, shall qualify for the discounted rates for libraries. Qualifying schools and libraries shall be entitled to a 50% discount off tariffed or negotiated/contract rates. Discounted rates are available for measured business service, switched 56, Integrated Services Digital Network (ISDN) service, T-1 service, and DS-3, or their functional equivalents.¹ There is no limit on the number of subsidized lines that a school or library can have. (T)

Hospitals and Health Clinics:

Municipal and county government owned and operated hospitals and health clinics qualify for a 20% discount off tariffed or negotiated/contract rates. Discounted rates apply to switched 56, ISDN, T-1 and DS-3 service, or their functional equivalents¹. (T)

NOTE 1: See Sheet 12.

Continued

COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES

Decision 96-10-066 authorizes discounted advanced services for qualifying schools, libraries, hospitals and health clinics, and community based organizations.

Schools and Libraries:

Only public and non-profit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools. Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act, shall qualify for the discounted rates for libraries. Qualifying schools and libraries shall be entitled to a 50% discount off tariffed, detariffed, or negotiated/contract rates. (N) Discounted rates are available for measured business service, switched 56, Integrated Services Digital Network (ISDN) service, T-1 service, and DS-3, or their functional equivalents.¹ There is no limit on the number of subsidized lines that a school or library can have.

Hospitals and Health Clinics:

Municipal and county government owned and operated hospitals and health clinics qualify for a 20% discount off tariffed, detariffed, or negotiated/contract rates. Discounted rates apply (N) to switched 56, ISDN, T-1 and DS-3 service, or their functional equivalents¹.

NOTE 1: See Sheet 12.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES (Cont'd)

Community Based Organizations (CBOs):

Only a tax exempt organization offering health care, job training, job placement, or educational instruction, shall qualify for the discounted rates for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof of qualification at the time of application. Qualifying CBOs shall be entitled to a 25% discount off tariffed or negotiated/contract rates. The CBO shall be limited to a total number of: two switched 56 lines or their functional equivalents;¹ two ISDN lines or their functional equivalents;¹ one switched 56 line or its functional equivalent¹ and one ISDN line or its functional equivalent;¹ or one T-1 line or its functional equivalent.¹

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These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.

NOTE 1: See Sheet 12.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES (Cont'd)

Community Based Organizations (CBOs):

Only a tax exempt organization offering health care, job training, job placement, or educational instruction, shall qualify for the discounted rates for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof of qualification at the time of application. Qualifying CBOs shall be entitled to a 25% discount off tariffed, detariffed, or negotiated/contract rates. The CBO shall be limited to a total number of: two switched 56 lines or their functional equivalents;¹ two ISDN lines or their functional equivalents;¹ one switched 56 line or its functional equivalent¹ and one ISDN line or its functional equivalent;¹ or one T-1 line or its functional equivalent.¹ (N)

These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.

NOTE 1: See Sheet 12.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING

A. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Utility may refuse a request for supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. for application of charges and Schedule Cal.P.U.C. No. G2.1.1 for definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Utility of their responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Utility may remove the product and/or service at the time the order for the supersedure or change in billing is taken. These products and/or services are Concession, Universal Lifeline Telephone Service, Discount Calling Plans and essential services.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING

A. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff or Guidebook schedules. Verbal approval is (N) required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Utility may refuse a request for supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to AT&T California Out of Territory Guidebook, Part 3, Section (T) 1. for application of charges and Schedule Cal.P.U.C. No. G2.1.1 for (T) definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Utility of their responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Utility may remove the product and/or service at the time the order for the supersedure or change in billing is taken. These products and/or services are Concession, Universal Lifeline Telephone Service, Discount Calling Plans and essential services.

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING (Cont'd)

A. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Utility or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs of the Utility which are applicable to services currently being billed³.

Within two working days after the taking of a completed order the Utility will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs of the Utility which are applicable to the services currently being billed.²

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Utility.

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

The Utility may discontinue the service, with the approval of the outgoing customer, when required authorization is not obtained from the incoming customer within five (5) business days of the request for Supersedure or Change in Billing.

NOTE 1: For definitions see G2.1.1 preceding.

NOTE 2: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 3: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit.

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

A. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Utility or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs or Guidebooks of the Utility which are applicable to services currently being (N) billed³.

Within two working days after the taking of a completed order the Utility will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs or Guidebooks of the Utility which are applicable to the (N) services currently being billed.²

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Utility.

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

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NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. 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>
14th	CS A
15th ¹	CS A
3rd	ToC A
4th	ToC B
1st	1
2nd ¹	1
1st	2
2nd	3
3rd ¹	3
1st	4
Original	4.1
Original	4.2
1st	5
Original	6
Original	7
1st	8
2nd	9
3rd ¹	9
1st	10
2nd ¹	10
1st	11
2nd ¹	11
2nd	12
3rd	13
Original	14
Original	15
Original	16
1st ¹	16
Original	17
1st ¹	17

NOTE 1: Issued

CC: 5170