

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.4 Provision of Services

- (A) The Utility, to the extent that such services are or can be made available with reasonable effort, and after provision has been made for the Utility's telephone exchange services, will provide to the customer upon reasonable notice services offered in other applicable sections of this tariff at rates and charges specified therein.

Access service offerings are only available where facilities and operating conditions permit. Where facilities and/or operating conditions do not permit, Special Construction as set forth in Section 15 following shall apply.

- (B) The Utility will not release any customer billing information to an Interexchange Carrier (IEC) unless the IEC has tariff rules on file with the California Public Utilities Commission substantially identical to those which govern the exchange carriers' release of nonpublished telephone numbers, customer credit information, or customer calling records, as described in Schedule Cal.P.U.C. No. A2., 2.1.34 Rule No. 34 and 2.1.35 Rule No. 35.

(C) Limited Offering Services

Limited Offering Services will continue to be furnished to existing Special Access customers as described in Section 7.2 following. The Utility is not obligated to provide new backbone circuits, but customers can add or delete legs to existing services.

- (1) Reserved

(T)
(D)

(D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.4 Provision of Services (Cont'd)

(D) Resale of Private Line Services

Resale of IntraLATA Private Line Services is available to a Competitive Local Carrier (CLC) with a valid Certificate of Public Convenience and Necessity (CPCN) issued by the California Public Utilities Commission. Resale of existing Frozen/Grandfathered services and/or features and Limited Offering Services are limited to those customers who currently receive such service from the Utility. Regulations for resale of Private Line Services are found in Section 18.1 following. The following services are available for resale:

- Metallic Service* in Section 7.2.1
- Telegraph Grade Service[#] in Section 7.2.2 (T)
- Voice Grade Service in Section 7.2.3
- Program Audio Service in Section 7.2.4
- Video Service in Section 7.2.5
- Digital Data Service* in Section 7.2.8, (A) (T)
- Advanced Digital Network in Section 7.2.8, (B) |
- High Capacity Service in Section 7.2.8, (C) (T)
- Sonet Ring and Access Services in Section 7.2.9[@] (N)
- GigaMANSM in Section 7.2.13 (N)

* Limited Offering Service provided only to existing customers and services working as of January 1, 1995. See General Regulations 2.1.4, (C) preceding.

Frozen/Grandfathered Service provided only to existing customers and services working as of the effective date of Advice Letter No. 18405. Additions, deletions, moves, or changes will result in complete disconnection of the service. See General Regulations 2.1.4, (E) preceding. (T)

@ Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006, (N) pending CPUC Resolution. See General Regulations, Schedule Cal.P.U.C. No. 175-T, Section 2.1.4, (F). | (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.4 Provision of Services (Cont'd)

(E) Resale of Advanced Services

Resale of Advanced Services is available to a Competitive Local Carrier (CLC) with a valid Certificate of Public Convenience and Necessity (CPCN) issued by the California Public Utilities Commission. Regulations for resale of Advanced Services are found in Section 18.1 following. The following service is available for resale:

- OPT-E-MAN® (T)
- Customized Switched Metro Ethernet (CSME) Service (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.4 Provision of Services (Cont'd)

(F) Frozen/Grandfathered Services

(T)

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.

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.¹ Exception to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change, 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

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.5 Installation and Termination of Services

(A) For All Services except Expanded Interconnection Service

(L)

The Access Services provided under this tariff (A) will include any entrance cable and/or drop wiring to the Utility's local loop demarcation point where provision is made for termination of the Utility's outside distribution network facilities at a suitable location inside a customer designated premises and (B) will be installed by the Utility to such Point of Termination. Access Service has only one Point of Termination per customer premises. Any additional terminations beyond such Point of Termination is the sole responsibility of the customer such that wire required within a building to extend Access Service facilities will be provided at the customer's request and expense. The Point of Termination is an inherent part of Switched and Special Access Services, therefore, the preceding does not preclude the customer's ability to have the Point of Termination moved as set forth in 5.2.9 following for Switched and Special Access Services.

(B) The Expanded Interconnection Service

The Expanded Interconnection Service provided for under this tariff will include the connection of EIS Cross Connections as described in Section 16 following, to the Utility provided Switched or Special Access Service, as described in Section 6 or 7 following, for the purpose of connecting to the Collocator-provided transmission equipment.

(L)

(L) Formerly on Sheet 8-A.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.6 Maintenance of Services

The services provided under this tariff shall be maintained by the Utility up to and including it's local loop demarcation point. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Utility other than by connection or disconnection to any interface means used except with the written consent of the Utility. The Utility will, when requested by the customer, maintain customer owned wire and jacks in accordance with Schedule Cal.P.U.C. No. D7.

(T)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.6 Maintenance of Services

The services provided under this tariff shall be maintained by the Utility up to and including it's local loop demarcation point. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Utility other than by connection or disconnection to any interface means used except with the written consent of the Utility. The Utility will, when requested by the customer, maintain customer owned wire and jacks in accordance with Guidebook, Part 8, Section 8.

(T)
(T)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Utility (Cont'd)

2.1.7 Changes and Substitutions

Except as provided for equipment and systems subject to FCC (T)
Part 68 regulations at 47 C.F.R.S 68.110 (b) the Utility may, (T)
where such action is reasonably required in the operation of
its business, (A) substitute, change or rearrange any
facilities used in providing service under this tariff,
including but not limited to, (1) substitution of different
metallic facilities, (2) substitution of carrier or derived
facilities for metallic facilities used to provide other than
metallic facilities and (3) substitution of metallic facilities
for carrier or derived facilities used to provide other than
metallic facilities, (B) change minimum protection criteria,
(C) change operating or maintenance characteristics of
facilities or (D) change operations or procedures of the
Utility. In case of any such substitution, change or
rearrangement, the transmission parameters will be within the
range as set forth in 6. and 7. following. The Utility shall
not be responsible if any such substitution, change or
rearrangement renders any customer furnished services obsolete (T)
or requires modification or alteration thereof or otherwise
affects their use or performance. If such substitution, change
or rearrangement materially affects the operating
characteristics of the facility, the Utility will provide (T)
reasonable notification to the customer in writing. (T)
Reasonable time will be allowed for any redesign and
implementation required by the change in operating
characteristics. The Utility will work cooperatively with the (T)
customer to determine reasonable notification procedures. (T)

Material omitted now in different form on Sheet 9-A.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic

(L) (T)

(A) Scope

(N)

This Section applies to VoIP-PSTN Traffic exchanged between the Telephone Company and the customer in time division multiplexing ("TDM") format that originates and/or terminates in Internet protocol ("IP") format. VoIP-PSTN traffic originates and/or terminates in IP format if it originates from and/or terminates to an end-user customer of a service that requires Internet protocol-compatible customer premises equipment.*

- (1) This Section governs the identification of originating and terminating intrastate toll VoIP-PSTN traffic and facilities to which interstate switched access rates apply (unless the parties have agreed otherwise) in accordance with the transitional Intercarrier Compensation framework for VoIP-PSTN traffic adopted by the Federal Communications Commission in its Report and Order, FCC Release No. 11-161 (Nov. 18, 2011) ("FCC Order"). Specifically, this Section establishes the method that will be used to identify the percentage of the customer's intrastate access traffic that will be treated as intrastate toll VoIP-PSTN traffic (referred to in this tariff as "Relevant VoIP-PSTN Traffic").

* Although the Telephone Company has taken the position that this tariff, by its own terms, already applies to VoIP-PSTN traffic, as defined herein, the Telephone Company has included this Section in the tariff out of an abundance of caution to prevent any claim that it does not so apply, and to implement the decision by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) ("FCC Order") that VoIP-PSTN access traffic should be exchanged at interstate access rates (unless the parties have agreed otherwise). By its terms, the FCC Order is prospective only, and does not address preexisting law with regard to the applicability of intercarrier compensation or the enhanced service providers ("ESP") exemption to VoIP-PSTN Traffic. Including this section in the tariff in no way alters or otherwise affects the applicability of this tariff to VoIP-PSTN Traffic before the effective date of the FCC Order.

(N)

(L) Material (Section 2.3.16) formerly on Sheet 21.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(B) Rating of VoIP-PSTN Traffic

(N)

The Relevant VoIP-PSTN Traffic and facility rate elements identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rates as specified in Pacific Bell Telephone Company Tariff FCC No. 1.

(C) Calculation and Application of Percent-VoIP-Usage Factors

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic MOU and the facility rate elements to which interstate rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (1) The customer will calculate and furnish to the Telephone Company a factor (the "PVUC"), delineated by Carrier Identification Code ("CIC") or Operating Company Numbers ("OCNs"), representing the percentage (whole number) of the total intrastate access MOU that the customer exchanges with the Telephone Company end users in the state which (a) is sent to the Telephone Company that originated in IP format at the end user, or (b) is received from the Telephone Company and terminated in IP format at the end user. This PVUC shall be based on information such as the number of the customer's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information satisfactory to the Telephone Company.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(B) Rating of VoIP-PSTN Traffic

The Relevant VoIP-PSTN Traffic and facility rate elements identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rates as specified in Pacific Bell Telephone Company Tariff FCC No. 1., unless the corresponding intrastate rate is lower. (N)
If the intrastate rate is lower then that rate will be used for billing. Hereafter, these billed rates will be referred to in this tariff as the relevant "VoIP Rates". Relevant VoIP-PSTN Traffic originating from the Telephone Company or another provider to the customer will be rated using Intrstate rates and rate structure. (N)

(C) Calculation and Application of Percent-VoIP-Usage Factors

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows: (C)

- (1) The customer will calculate and furnish to the Telephone Company a factor (the "PVUC"), on an ACNA basis which would aggregate traffic from all Carrier Identification Codes ("CICs") or Operating Company Numbers ("OCNs"), associated with the ACNA. This PVUC represents the percentage (whole number) of the terminating intrastate access MOU that the customer exchanges with the Telephone Company end users in the state which is sent to the Telephone Company that originated in IP format at the end user. This PVUC shall be based on information such as the number of the customer's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information satisfactory to the Telephone Company. (C)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(B) Rating of VoIP-PSTN Traffic* (N)

The Relevant VoIP-PSTN Traffic terminating and facility (N)
rate elements identified in accordance with this tariff (T)
section will be billed at rates comparable to the (T)
Telephone Company's applicable tariffed interstate switched
access rates as specified in Pacific Bell Telephone Company
Tariff FCC No. 1, unless the corresponding intrastate rate
is lower. If the intrastate rate is lower then that rate
will be used for billing. Hereafter, these billed rates
will be referred to in this tariff as the relevant "VoIP
Rates". Relevant VoIP-PSTN Traffic originating from the
Telephone Company or another provider to the customer will
be rated using Intrastate rates and rate structure. (T)

* For the period of January 2012 through June 2013 Intrastate VoIP terminating usage (N)
and facilities charges are required to be at the Interstate rates and rate structure
and as such a credit will be employed to achieve this. Because the Intrastate rates
and rate structure are currently not at parity, the credit associated with VoIP
terminating usage will be based on a calculation of the difference between the
Intrastate revenue utilizing intrastate rates and Intrastate demand versus the
intrastate revenue utilizing applicable Interstate rates and rate structure and
intrastate demand. This process is also being applied to VoIP originating usage for (N)
the period of January 2012 through July 13, 2012.

Material omitted now located on Sheet 20-D

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (Cont'd)

(N)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic MOU and the facility rate elements to which interstate rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (2) The Telephone Company will calculate and periodically update a factor (the "PVUT") representing the percentage (whole number) of the total intrastate access MOU that the Telephone Company exchanges with the customer's end users in the state which (a) is sent to the customer that originated in IP format at the end user, or (b) is received from the customer and terminated in IP format at the end user. This PVUT shall be based on information such as the number of the Telephone Company's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information.

(N)

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (2) The Telephone Company will calculate and periodically update a factor (the "PVUT") representing the percentage (whole number) of the total intrastate access MOU that the Telephone Company exchanges with the customer's end users in the state which is received from the customer and terminated in IP format at the end user. This PVUT shall be based on information such as the number of the Telephone Company's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors

(T)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (1) The customer will calculate and furnish to the Telephone Company a factor (the "PVUC"), on an ACNA basis which would aggregate traffic from all Carrier Identification Codes ("CICs") or Operating Company Numbers ("OCNs"), associated with the ACNA. This PVUC represents the percentage (whole number) of the terminating intrastate access MOU that the customer exchanges with the Telephone Company end users in the state which is sent to the Telephone Company that originated in IP format at the end user. This PVUC shall be based on information such as the number of the customer's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information satisfactory to the Telephone Company. (L)
- (2) The Telephone Company will calculate and periodically update a factor (the "PVUT") representing the percentage (whole number) of the total intrastate access MOU that the Telephone Company exchanges with the customer's end users in the state which is received from the customer and terminated in IP format at the end user. This PVUT shall be based on information such as the number of the Telephone Company's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information.

(L) Material formerly located on Sheet 20-C

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (N)
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic MOU and the facility rate elements to which interstate rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

(3) The Telephone Company will develop a customer Percent VoIP Usage ("PVU") factor combining the customer's PVUC factor with the Telephone Company's PVUT factor.

a) The PVU calculation below is applied when the Telephone Company does not bill based on actual call detail records for the Telephone Company's intrastate IP traffic at interstate rates.

$PVU = PVUC + [PVUT \times (1 - PVUC)]$ applied to the Telephone Company's end users' total intrastate MOU and facility rate elements.

Example: The customer reported their PVUC as 40%. The Telephone Company's PVUT is 10%. This results in the following:

$PVU = 40\% \text{ plus } (10\% \text{ times } (1 - 40\%)) = 46\%$

This means that 46% of the Intrastate MOU exchanged between the customer and the Telephone Company's end users will be rated at Interstate rates.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows: (C)

(3) The Telephone Company will develop a customer Percent VoIP Usage ("PVU") factor combining the customer's PVUC factor with the Telephone Company's PVUT factor. (C)

a) The PVU calculation below is applied when the Telephone Company does not bill based on actual call detail records for the Telephone Company's intrastate IP traffic at VoIP rates. (C)

$PVU = PVUC + [PVUT \times (1 - PVUC)]$ is applied to the Telephone Company's end user's terminating intrastate MOU and facility rate elements. (T)
(C)

Example: The customer reported their PVUC as 40%. The Telephone Company's PVUT is 10%. This results in the following:

$PVU = 40\% \text{ plus } (10\% \text{ times } (1 - 40\%)) = 46\%$
This means that 46% of the terminating Intrastate MOU exchanged between the customer and the Telephone Company's end users will be rated at VoIP rates. (C)
(C)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (N)
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic MOU and the facility rate elements to which interstate rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

(3) The Telephone Company will develop a customer Percent VoIP Usage ("PVU") factor combining the customer's PVUC factor with the Telephone Company's PVUT factor. (Cont'd)

(b) The PVU calculation below is applied when the Telephone Company bills are based on the actual call detail records for the Telephone Company's intrastate IP traffic at interstate rates.

The formulas for usage and facility rate elements will be as follows:

$PVU = PVUC \times (1 - PVUT)$ applied to the Telephone Company's TDM end users' total intrastate MOU.

$PVU = PVUC + [PVUT \times (1 - PVUC)]$ applied to the facility rate elements.

Example: The Telephone Company has identified that there were 10,500 intrastate MOU that were exchanged between the customer and the Telephone Company's IP end users. The customer reported their PVUC as 40%. The Telephone Company's PVUT is 10%. This results in the following:

$PVU = 40\% \text{ times } (1 - 10\%) = 36\%$

This means that 36% of the Intrastate MOU exchanged between the customer and the Telephone Company's TDM end users will be rated at interstate rates and the intrastate 10,500 MOU will also be rated at interstate rates.

For the facility rate elements, the formula that is applied to the intrastate dedicated facilities is as follows:

$PVU = 40\% \text{ plus } (10\% \text{ times } (1 - 40\%)) = 46\%$

Therefore, 46% of the intrastate facilities will be rated at interstate rates.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

(3) The Telephone Company will develop a customer Percent VoIP Usage ("PVU") factor combining the customer's PVUC factor with the Telephone Company's PVUT factor. (Cont'd)

(b) The PVU calculation below is applied when the Telephone Company bills are based on the actual terminating call detail records for the Telephone Company's intrastate IP traffic at VoIP rates.

The formulas for usage and facility rate elements will be as follows:

$PVU = PVUC \times (1 - PVUT)$ applied to the Telephone Company's TDM end user's terminating intrastate MOU. (C)

$PVU = PVUC + [PVUT \times (1 - PVUC)]$ applied to the facility rate elements.

Example: The Telephone Company has identified that there were 10,500 terminating intrastate MOU that were exchanged between the customer and the Telephone Company's IP end users. The customer reported their PVUC as 40%. The Telephone Company's PVUT is 10%. This results in the following:

$PVU = 40\% \text{ times } (1 - 10\%) = 36\%$

This means that 36% of the terminating intrastate MOU exchanged between the customer and the Telephone Company's TDM end users will be rated at VoIP rates and the terminating intrastate 10,500 MOU will also be rated at VoIP rates.

For the facility rate elements, the formula that is applied to the intrastate dedicated facilities is as follows:

$PVU = 40\% \text{ plus } (10\% \text{ times } (1 - 40\%)) = 46\%$

Therefore, 46% of the intrastate facilities will be rated at VoIP rates.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (N)
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic MOU and the facility rate elements to which interstate rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (4) The Telephone Company will apply the customer's PVUC to all traffic exchanged between the customer and third party providers (e.g. Independent Telephone Companies and local exchange carriers) subtending the Telephone Company's access tandem.

The customer may elect to provide a different factor ("PVUC3") that represents the VoIP-PSTN traffic that is exchanged between the customer and third party providers.

- (5) If the customer does not furnish the Telephone Company with a PVUC pursuant to the preceding paragraph (C) (1), the Telephone Company will utilize a customer PVUC of 0%. (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors
(Cont'd)

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic terminating MOU and the facility rate elements to which VoIP rates will be applied under subsection (B), above, by applying the Percent VoIP Usage ("PVU") factor to the intrastate access terminating MOU exchanged and the facilities between the Telephone Company and the customer. The PVU factors will be derived and applied as follows:

- (4) The Telephone Company will apply the customer's PVUC to terminating traffic exchanged between the customer and third party providers (e.g. Independent Telephone Companies and local exchange carriers) subtending the Telephone Company's access tandem.

The customer may elect to provide a different factor ("PVUC3") that represents the terminating VoIP-PSTN traffic that is exchanged between the customer and third party providers.

- (5) If the customer does not furnish the Telephone Company with a PVUC pursuant to the preceding paragraph (C) (1), the Telephone Company will utilize a customer PVUC of 0%.

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ACCESS SERVICE

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(D) Initial PVU Factor

(N)

If the PVU factors are not available and/or cannot be implemented in the Telephone Company's billing systems by January 1, 2012, when the factors are available and can be implemented in the Telephone Company's billing systems, the Telephone Company will adjust the customer's bills to reflect the PVU factors as of January 2012 usage and facilities. In calculating the initial PVU factors, the Telephone Company will employ the customer-specified PVUC as of January 2012 usage and facilities, provided that the customer provides the factor to the Telephone Company no later than April 15, 2012. Otherwise, it will set the initial PVU factors as specified in Subsection (C) (5), above.

(E) PVU Factor Updates

The customer may update the PVUC factor quarterly using the method set forth in Subsection (C) (1) and (4), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVUC factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Telephone Company will use the revised PVUC to calculate a revised PVU. The revised PVU factor will only apply prospectively and serve as the basis for billing until superseded by a new PVU.

(F) PVU Factor Verification

Not more than twice in any year, the Telephone Company may ask the customer to verify the PVUC factor furnished to the Telephone Company. The customer shall comply, and shall reasonably provide the records and other information used to determine their PVUC, as specified in section (C) (1), and (4), above. The customer shall retain and maintain (for verification purposes) the records and other information used to determine the PVUC, for at least 12 months after the PVUC is furnished to the Telephone Company (or longer if any other section of the Telephone Company's tariffs or applicable law requires a longer period). The verification process shall be conducted consistent with the provisions in Section 2.3.14 (B) of Pacific Bell Telephone Company Tariff F.C.C. No. 1.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.16 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(D)

(D) PVU Factor Updates

(D)
(T)

The customer may update the PVUC factor quarterly using the method set forth in Subsection (C) (1) and (4), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVUC factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Telephone Company will use the revised PVUC to calculate a revised PVU. The revised PVU factor will only apply prospectively and serve as the basis for billing until superseded by a new PVU.

The customer must update the PVUC factor no later than September 15, 2012, to reflect the use of terminating VoIP traffic as delineated in Subsection (C) (1) and (4). (N)
(N)

Material omitted now on Sheet 20-I.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd) (T)

2.3.16 (D)

(D)

2.4 Payment Arrangements and Credit Allowances

2.4.1 Payment of Rates, Charges and Deposits

(A) The Utility will, in order to safeguard its interests, only require a customer which has a proven history of late payments to the Utility or does not have established credit, to make a deposit prior to or at any time after the provision of a service to be held by the Utility as a guarantee of the payment of rates and charges. No such deposit will be required of a customer which is a successor of a company, which has established credit and has no history of late payments, to the Utility. Such deposit may not exceed the actual or (T)

(T)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(A) (Cont'd)

estimated rates and charges for the service for a two month period. The fact that a deposit has been made in no way relieves the customer from complying with the Utility's regulations as to prompt payments of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded. Such a deposit will be refunded or credited to the customer's account when the customer has established credit or in any event, after the customer has established a one-year prompt payment record, at any time prior to the termination of the service to the customer. In case of a cash deposit, for the period the deposit is held by the Utility, the customer will receive simple annual interest at the rate set forth in Schedule Cal.P.U.C. No. (T)
A2.1.7.B.5.a (7/12 percent per month or 7% per year) (T)
for each month or portion thereof that a deposit is held. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

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

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(3) (Cont'd)

(c) Except as set forth in 18.1.4(J) following, if the customer disputes a portion of the bill and withholds payment of the disputed amount, the customer must provide specific written documentation acceptable to the Utility to support the claim. (Cont'd)

(iv) In the event the Utility determines the billing claim was made in bad faith, the Utility serves the right to reinstate any appropriate late payment charges from the original late payment charge date. (L)
(L)

(v) Additionally, when a bill is disputed by a Consumer or Small Business customer, the Utility shall investigate the charge(s) the customer has informed the Utility are in question, and shall reach a determination and communicate it to the subscriber within 30 days. (N)
(N)

(L) Formerly on Sheet 22-C.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(N)

(6) (Cont'd)

(c) If the discrepancy results in undercharges, the CLC Reseller will be billed the lesser of:

- (i) The total net undercharge or
- (ii) 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.

(7) The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a CLC Reseller'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, credit card and third number calls placed within a period of five months preceding the date of the bill.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(6) (Cont'd)

(c) If the discrepancy results in undercharges, the CLC Reseller will be billed the lesser of:

(i) The total net undercharge or

(ii) 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.

(7) The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a CLC Reseller'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, credit card and third number calls* placed within a period of five months preceding the date of the bill. (T)

* Effective July 28, 2016, Collect calls and Third Number billing are discontinued. (N)
(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(C) When a payment for Access Service charges billed under this tariff is due to the Utility from the customer as set forth in (B) (3) preceding on the same payment date that a Purchase of Accounts Receivable net purchase amount is due to the customer from the Utility as set forth in 8.2.3 following, the Utility may, with at least 31 days notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Utility will pay the net amount to the customer on the payment date when such net amount is due to the customer or require the customer to pay the Utility.

(D) Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number of days or major fraction of days based on a 30 day month. The Utility will, upon request and if available, furnish such detailed information as may reasonably be required for verification of any bill.

A bill for IntraLATA Private Line service shall not include any previously unbilled charge for service furnished prior to three months immediately preceding the date of the bill (as described in Section 7.4.2, (E) (N) following). (N)

For a Consumer or Small Business, pursuant to D.04-05-057, a bill shall not include any previously unbilled charge for intrastate service furnished prior to three months immediately preceding the date of the bill. This limitation on backbilling does not apply in cases involving subscriber fraud.

(E) When a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

- (F) When more than one copy of a customer bill for services provided under the provisions of this tariff is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in 13.3.6 following.
- (G) Level Bill Plan service is available to customers who wish to pay a fixed amount for three months and on the fourth month pay the remaining balance on their separately billed accounts. Level Bill Plan will be provided on an individual case basis consistent with the regulations and guidelines as set forth in Schedule Cal.P.U.C. No. A10.5.4.
- (H) Promotional pricing of private line and special access services may be offered to the Utility's residential and business customers consistent with the regulations and guidelines as set forth in Schedule Cal.P.U.C. No. A5.12.
- (I) Nonrecurring charges associated with Expanded Interconnection Service as set forth in Sections 16.7.1(A) (1) and (2), shall be submitted as set forth in Section 16.3.

(N)
|
(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

- (F) When more than one copy of a customer bill for services provided under the provisions of this tariff is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in 13.3.6 following.
- (G) Level Bill Plan service is available to customers who wish to pay a fixed amount for three months and on the fourth month pay the remaining balance on their separately billed accounts. Level Bill Plan will be provided on an individual case basis consistent with the regulations and guidelines as set forth in Guidebook, Part 8, Section 8. (T)
- (H) Promotional pricing of private line and special access services may be offered to the Utility's residential and business customers consistent with the regulations and guidelines as set forth in Guidebook, Part 2, Section 8. (T)
- (I) Nonrecurring charges associated with Expanded Interconnection Service as set forth in Sections 16.7.1(A) (1) and (2), shall be submitted as set forth in Section 16.3.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.3 Cancellation of an Order for Service (Cont'd)

(A) 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.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.3 Cancellation of an Order for Service (Cont'd)

(A) Service Disconnection Under the Consumer Bill of Rights (N)
(Cont'd)

(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

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a Utility facility component used to furnish service under this tariff or in the event that the protective controls applied by the Utility result in the complete loss of service by the customer as set forth in 6.5.1 following. An interruption period starts when an inoperative service is reported to the Utility and ends when the service is operative. The total credit allowance available to the customer regardless of the number of service interruptions within a billing period will not exceed 100% of the monthly rates of the affected service.

(B) When A Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

- (1) For Special Access Services other than Program Audio and Video Services and GigaMANsm Service, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues. The monthly charges used to determine the credit shall be as follows: (C)
- (a) For two-point service, the monthly charge shall be the total of all the monthly rate element charges associated with the service. (i.e., two channel terminations, channel mileage and optional features and functions).

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a Utility facility component used to furnish service under this tariff or in the event that the protective controls applied by the Utility result in the complete loss of service by the customer as set forth in 6.5.1 following. An interruption period starts when an inoperative service is reported to the Utility and ends when the service is operative. The total credit allowance available to the customer regardless of the number of service interruptions within a billing period will not exceed 100% of the monthly rates of the affected service.

(B) When A Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

- (1) For Special Access Services (other than those specific (T) services described in the following paragraphs), no (T) credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues. The monthly charges used to determine the credit shall be as follows:

- (a) For two-point service, the monthly charge shall be the total of all the monthly rate element charges associated with the service. (i.e., two channel terminations, channel mileage and optional features and functions).

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions

(B) When A Credit Allowance Applies (Cont'd)

(2) For Program Audio Service and Video Special Access Services, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows: (T) x

(a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. (N)

(b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. (N)

x Formerly in different form on Sheet 24.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(6) For Special Access Fiber AdvantageSM High Capacity DS1, DS3, DS3x3, and DS3x12 services as described in Section 7.2.8 following, the customer shall be credited 100% of the monthly rates for any associated Fiber AdvantageSM service for a service interruption. Also for any rate elements of SONET Ring[#] and Access Services provided, as described in Section 7.2.9[@] following, and OC-192 Dedicated SONET Ring Service^{*},[@] (port to port connection) in Section 7.2.10 following, the customer shall be credited 100% of the monthly rate for any service interruption affecting that rate element. In order to qualify for this credit, the outage must be determined by the Utility to be in its network and the failure occurred in that part of the service with 1x1 protection.

The customer shall be credited 100% of the monthly rates for any associated Fiber AdvantageSM service or the rate elements of a SONET Ring and Access Service[@] or OC-192 Dedicated SONET Ring (port to port connection) when the outage is determined by the Utility to be in its network and the failure occurred in that part of the service with 1xN protection. The interruption must be 2 hours or more and all other requirements for this credit allowance are met. (D)

The OC-192 Dedicated SONET Ring Service credit allowance does not apply to a failure which occurs on a service where the customer has intentionally requested to provision riding services without SONET protection (see Unprotected Channel Transport in OC-n 192 Dedicated SONET Ring Service, section 7.4.13). (N)
|
(N)

* In the event that protected facilities do not exist, including dual entrance facilities, and the customer does not utilize Special Construction to provide protected facilities, the unprotected OC-192 Dedicated SONET Ring will be provided. In addition, the customer waives their right to receive a credit allowance for service interruptions and waives the SONET Assurance Warranty.

Effective January 26, 2004, in the event that protected facilities do not exist, including dual entrance facilities, and the customer does not utilize Special Construction to provide protected facilities, the unprotected SONET Ring will be provided. In addition, the customer waives their right to receive a credit allowance for service interruptions and waives the SONET Assurance Warranty.

@ Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006. See General Regulations, Schedule Cal.P.U.C. No. 175-T, Section 2.1.4, (F).

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(6) (Cont'd)

The total credit allowance available to a customer (N)
regardless of the number of service interruptions
within a billing period will not exceed 100% of the
monthly rates of the service.

To qualify for a service credit under Section
2.4.4(B) (5), the customer will provide to the
Utility the name and telephone number of the
customer's personnel accepting the closure. The
Utility will provide the date and time the trouble
was reported to the Utility and the date and time
the service was returned to the customer. If this
information is not provided, the credit allowance
described in Section 2.4.4(B) (1) shall be given.

The interruption period starts when the inoperative
service has been reported to the Utility and the
service is released for testing and repair. The
interruption period ends when the service is
operative and the customer has accepted the service
from the Utility. If the customer does not accept
the service only a credit allowance under Section
2.4.4(B) (1) shall be given.

The interruption period is calculated based on the
start and stop time of the service information of
each service as determined by the Utility and
excludes customer requested monitoring and
conditions set forth in Section 2.4.4(C) following. (N)

(7) Service interruptions for Specialized Service or (T) ((L)
Arrangements provided under the provisions of 12.
following shall be administered in the same manner as
those set forth in this section (2.4.4) unless other
regulations are specified with the individual case
filing. (L)

(L) Formerly on Sheet 25.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(10) Credit Allowance for Multi-service Optical Network Ring Service (MON Ring)

The following terms and conditions are applicable to the Multi-service Optical Network Ring (MON Ring) Standard Configuration and the MON Ring Diversity Options in addition to those terms and conditions set forth in 2.4.4 preceding:

The total credit allowance available to a MON Ring customer regardless of the number of service interruptions within a billing period will not exceed 100% of the monthly rates of the service.

The service is considered interrupted when the customer reports a service disruption of greater than 10 consecutive seconds to the Utility and the Utility confirms that continuity of its service has been lost. (N)

For any rate elements of MON Ring Service as described in Schedule Cal.P.U.C. No. D12.2, the customer shall be credited as follows:

Interruption on the Riding Services

(a) Protected

Any protected service interruption as a result of a failure on the protected portion of the circuit will result in a credit allowance equal to 100% of the monthly rates for the associate rate elements.

In order to qualify for the credit, the outage must be determined by the Utility to be in its network and the failure must have occurred in that part of the service with protection as described in Schedule Cal.P.U.C. No. D12.2,C.2.

(D)
|
(D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements And Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(L)

(10) Credit Allowance for Multi-service Optical Network
Ring Service (MON Ring) (Cont'd)

(b) Un-protected

Unprotected circuits will be lost in the event of
a fiber path failure to which the circuit is
assigned. Equipment interfaces towards the
customer are not protected.

If the interruption occurs on an unprotected
portion of the circuit, terms and conditions as
set forth in Schedule Cal.P.U.C. 175-T, Section
2.4.4 (B) will apply.

(L)

(L) Formerly located on Sheet 25-A-5.
Material omitted now located on Sheet 25-A-7.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(11) Credit Allowance for FibreMAN® Service (T)

FibreMAN Service is considered interrupted when the customer reports the interruption to the Utility and the Utility confirms that continuity has been lost. (T)

For FibreMAN Service, no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more at the rate of 10/8640 of the monthly rates for each period of 5 minutes or major fraction thereof that the interruption continues. (T)

Material omitted now located on Sheet 25-A-12.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(13) OC-3, OC-12, and OC-48 Dedicated SONET Ring Service (T)

For OC-3, OC-12 and OC-48 Dedicated SONET Ring Service as described in Section 7.2.15 following the customer shall be credited 100% of the monthly rate(s) for any service interruption affecting the port-to-port connection involved.

The service is considered interrupted when the customer reports a service disruption to the Utility and the Utility confirms that continuity of its service has been lost.

In order to qualify for this credit, the outage must be determined by the Utility to be in its network and the failure occurred in that the port-to-port connection.

The total credit allowance available to an OC-3, OC-12 (T) and OC-48 Dedicated SONET Ring Service customer regardless of the number of service interruptions within a billing period will not exceed 100% of the monthly rates of the service.

In the event that protected facilities do not exist, including dual entrance facilities, and the customer does not utilize Special Construction to provide protected facilities, the unprotected OC-3, OC-12 and OC-48 Dedicated SONET Ring Service will be provided. Credit allowance for an unprotected OC-3, OC-12 and OC-48 Dedicated SONET Ring Service is not offered.

The OC-3, OC-12 and OC-48 Dedicated SONET Ring Service credit allowance does not apply to a failure which occurs on a service where the customer has intentionally requested to provision riding services without SONET protection (see Unprotected Channel Transport in OC-3, OC-12 and OC-48 Dedicated SONET Ring Service, section 7.2.15).

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements And Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(8) (b) Protected GigaMAN® Service (Cont'd)

In order to qualify for this credit, the event of unavailability must be determined by the Utility to be in its network and the failure occurred in that part of the service with the Protection. SLA adjustments are not available in the event of a cable cut in any unprotected portion of the GigaMAN® service fiber path or due to customer requested modifications to the service that may require down time.

SLAs are applicable to customers who purchase Equipment Plus Alternate Wire Center Path Protection or Equipment Plus Channel Termination Path Protection on both ends of a GigaMAN® service (both Channel Terminations) as well as Inter-Wire Center Path Protection when applicable. The Customer is responsible for notifying the Utility when the service parameter within the calendar month falls below the committed level. The customers must request a service credit adjustment within 25 calendar days after the unavailability event occurred.

(9) Reserved

(T)

(D)

(D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(11) Credit Allowance for FibreMANSM Service

(L)

FibreMANSM Service is considered interrupted when the customer reports the interruption to the Utility and the Utility confirms that continuity has been lost.

For FibreMANSM Service, no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more at the rate of 10/8640 of the monthly rates for each period of 5 minutes or major fraction thereof that the interruption continues.

(L)

(C) When a Credit Allowance Does Not Apply

(L) x

No credit allowance will be made for:

- (1) Interruptions caused by the negligence of the customer.
- (2) Interruptions of a service due to the failure of equipment, systems, or facilities including cable, wire, or jacks provided by the customer, building owner, or other vendors.
- (3) Interruptions of a service during any period in which the Utility is not afforded access to the premises where the service is terminated.

(L) x

(L) Formerly located on Sheet 25-A-5.
(L)x Formerly located on Sheet 25-A-6.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements And Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

OC-3, OC-12, and OC-48 Dedicated SONET Ring Service

For OC-3, OC-12 and OC-48 Dedicated SONET Ring Service as described in Section 7.2.15 following the customer shall be credited 100% of the monthly rate(s) for any service interruption affecting the port-to-port connection involved.

The service is considered interrupted when the customer reports a service disruption to the Utility and the Utility confirms that continuity of its service has been lost.

In order to qualify for this credit, the outage must be determined by the Utility to be in its network and the failure occurred in that the port-to-port connection.

The total credit allowance available to a OC-3, OC-12 and OC-48 Dedicated SONET Ring Service customer regardless of the number of service interruptions within a billing period will not exceed 100% of the monthly rates of the service.

In the event that protected facilities do not exist, including dual entrance facilities, and the customer does not utilize Special Construction to provide protected facilities, the unprotected OC-3, OC-12 and OC-48 Dedicated SONET Ring Service will be provided. Credit allowance for an unprotected OC-3, OC-12 and OC-48 Dedicated SONET Ring Service is not offered.

The OC-3, OC-12 and OC-48 Dedicated SONET Ring Service credit allowance does not apply to a failure which occurs on a service where the customer has intentionally requested to provision riding services without SONET protection (see Unprotected Channel Transport in OC-3, OC-12 and OC-48 Dedicated SONET Ring Service, section 7.2.15).

(N)
|
(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements And Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

OC-3, OC-12, and OC-48 Dedicated SONET Ring Service
(Cont'd)

Unprotected services may be interrupted to repair other circuits. In cases where the customer orders OC-3, OC-12, and OC-48 Dedicated SONET Ring Service with an unprotected two-fiber service interface, the Utility may provision this unprotected service, with other unprotected services, via a multi-port card. If one unprotected service on the card experiences an outage, the Utility may repair the two-fiber service interface device by replacing the card, which may temporarily interrupt service to any unprotected tributary circuits that subtend this same multi-port card. In the event of a service interruption, credit allowance will be provided for the service that suffered the unplanned outage.

(N)

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Does Not Apply (Cont'd)

- (4) Interruptions of a service when the customer or building owner has released that service to the Utility for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service. Thereafter a credit allowance as set forth in (B) preceding applies. (T)
- (5) Interruptions of a service which continue because of the failure of the customer or building owner to authorize replacement of any element of special construction, as set forth in 15. following. The period for which no credit allowance is made begins on the seventh day after the customer receives the Utility's written notification of the need for such replacement and ends on the day after receipt by the Utility of the customer's written authorization for such replacement. (T)
- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (7)
- (8) An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar.
- (9) For audio connecting facilities and television connecting facilities no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more at the rate of 1/8640 of the monthly charge for the facility for each 5 minutes or fraction thereof that an interruption continues.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.9 Ordering, Rating and Billing of Access Services Provided in
Conjunction with a Radio Common Carrier Using Type 2A
Interconnection (N)

(A) When Switched Access Service is ordered by a customer in conjunction with a Radio Common Carrier (RCC) using Type 2A Interconnections as depicted in 2.4.9(A) (5) following, where the Local Transport is provided by the Utility and the end user connection is provided by an RCC, the Utility will provide its portion of the Switched Access Service based on the regulations, rates and charges contained in its Access Service tariff, subject to the following rules.

(1) For Switched Access Service to an access tandem which is directly connected to a Radio Common Carrier using Type 2A Interconnection Local Transport rates apply.

(2) The mileage to be used to determine the Local Transport Facility Charge is calculated as set forth in paragraph 6.7.13(G).

(3) For Feature Groups B, C and D Switched access service to an access tandem which is directly connected to a Radio Common Carrier using Type 2A Interconnection, where the Utility does not provide end office local switching functions, Local Switching rates set forth in paragraph 6.8.3(A) do not apply.

(4) For all Switched Access services provided in conjunction with a Radio Common Carrier using a Type 2A Interconnection, where Utility common line facilities are not used, Carrier Common Line Charges set forth in paragraph 3.8 do not apply. (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>
(1) California Relay Service and Communication Device Fund	0.20% ##
(2) Universal Lifeline Telephone Service	1.15% **
(3) California High Cost Fund-A	0.13% #
(4) California High Cost Fund-B	0.50% *
(5) California Teleconnect Fund	0.079% @ (R)

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

- * Rate authorized per Decision 07-09-020, effective January 1, 2008.
- # Rate authorized per Resolution T-17128, effective January 1, 2008.
- @ Rate authorized per Resolution T-17142, effective June 1, 2008. (C)
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>
(1) California Relay Service and Communication Device Fund	0.20% ##
(2) California LifeLine	1.15% ** (T)
(3) California High Cost Fund-A	0.13% #
(4) California High Cost Fund-B	0.50% *
(5) California Teleconnect Fund	0.079% @

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

- * Rate authorized per Decision 07-09-020, effective January 1, 2008.
- # Rate authorized per Resolution T-17128, effective January 1, 2008.
- @ Rate authorized per Resolution T-17142, effective June 1, 2008.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>		
(1) California Relay Service and Communication Device Fund	0.20%		##
(2) California LifeLine	1.15%		**
(3) California High Cost Fund-A	0.13%		#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.70%	(I)	* (N)
(5) California Teleconnect Fund	0.079%		@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

- * Rates authorized per Decision 07-12-054 and Resolution T-17215, effective December 1, 2009. (T) (N)
- # Rate authorized per Resolution T-17128, effective January 1, 2008.
- @ Rate authorized per Resolution T-17142, effective June 1, 2008.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.13%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.45% (R)	*
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

- * Rates authorized per Resolution T-17215, effective December 1, 2009 and Resolution T-17248, effective January 1, 2010. (D)
(N)
- # Rate authorized per Resolution T-17128, effective January 1, 2008.
- @ Rate authorized per Resolution T-17142, effective June 1, 2008.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.11%	# (R)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.45%	*
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

* Rates authorized per Resolution T-17215, effective December 1, 2009 and Resolution T-17248, effective January 1, 2010.

Rate authorized per Resolution T-17259, effective May 1, 2010. (C)

@ Rate authorized per Resolution T-17142, effective June 1, 2008.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.00%	# (R)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.45%	*
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved 1 (T)
1 (D)
1 (D)

* Rates authorized per Resolution T-17215, effective December 1, 2009 and Resolution T-17248, effective January 1, 2010.
 # Rate authorized per Resolution T-17299, effective December 1, 2010. (C)
 @ Rate authorized per Resolution T-17142, effective June 1, 2008.
 ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
 ## Rate authorized per Resolution T-17127, Effective January 1, 2008.
 NOTE 1: Pending CPUC Approval of Advice Letter No. 38244. (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.00%	# (R)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.45%	*
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved 1 (T)

1 (D)

1 (D)

* Rates authorized per Resolution T-17215, effective December 1, 2009 and Resolution T-17248, effective January 1, 2010.

Rate authorized per Resolution T-17299, effective December 1, 2010. (C)

@ Rate authorized per Resolution T-17142, effective June 1, 2008.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

NOTE 1: Pending CPUC Approval of Advice Letter No. 38244. (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.00%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.30%	* (R)
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17248, effective January 1, 2010 and Resolution T-17311, effective May 1, 2011. (D) (N)
- # Rate authorized per Resolution T-17299, effective December 1, 2010.
- @ Rate authorized per Resolution T-17142, effective June 1, 2008.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008. (D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

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(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.00%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.44%	* (I)
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17311, effective May 1, 2011, and Resolution T-17343, effective November 1, 2011. (C)
- # Rate authorized per Resolution T-17299, effective December 1, 2010. (C)
- @ Rate authorized per Resolution T-17142, effective June 1, 2008.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

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(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.40%	# (I)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.44%	*
(5) California Teleconnect Fund	0.079%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17311, effective May 1, 2011, and Resolution T-17343, effective November 1, 2011.

Rate authorized per Resolution T-17357, effective July 1, 2012.

@ Rate authorized per Resolution T-17142, effective June 1, 2008.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

(C)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

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(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.40%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.44%	*
(5) California Teleconnect Fund	0.59%	@ (C)

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17311, effective May 1, 2011, and Resolution T-17343, effective November 1, 2011.

Rate authorized per Resolution T-17357, effective July 1, 2012.

@ Rate authorized per Resolution T-17375, effective December 1, 2012. (C)

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

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(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.40%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	* (I)
(5) California Teleconnect Fund	0.59%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17311, effective May 1, 2011, and Resolution T-17386, effective April 1, 2013.

Rate authorized per Resolution T-17357, effective July 1, 2012.

@ Rate authorized per Resolution T-17375, effective December 1, 2012.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.18%	# (R)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	0.59%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17311, effective May 1, 2011, and Resolution T-17386, effective April 1, 2013.

Rate authorized per Resolution T-17398, effective October 1, 2013. (C)

@ Rate authorized per Resolution T-17375, effective December 1, 2012.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.18%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.164%	* (R)
(5) California Teleconnect Fund	0.59%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17386, effective April 1, 2013. (C)

Rate authorized per Resolution T-17398, effective October 1, 2013.

@ Rate authorized per Resolution T-17375, effective December 1, 2012.

** Rate authorized per Resolution T-17071, Effective April, 1, 2007.

Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.18%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	* (I)
(5) California Teleconnect Fund	0.59%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014. (C)
- # Rate authorized per Resolution T-17398, effective October 1, 2013.
- @ Rate authorized per Resolution T-17375, effective December 1, 2012.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.18%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	0.93%	@ (C)

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17398, effective October 1, 2013.

@ Rate authorized per Resolution T-17442, effective October 1, 2014. (C)

** Rate authorized per Resolution T-17071, effective April, 1, 2007. (T)

Rate authorized per Resolution T-17127, effective January 1, 2008. (T)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	1.15%	**
(3) California High Cost Fund-A	0.35%	# (I)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	0.93%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015. (C)

@ Rate authorized per Resolution T-17442, effective October 1, 2014.

** Rate authorized per Resolution T-17071, effective April, 1, 2007.

Rate authorized per Resolution T-17127, effective January 1, 2008.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20%	##
(2) California LifeLine	2.40%	** (I)
(3) California High Cost Fund-A	0.35%	# @@ (I)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	0.93%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.
- # Rate authorized per Resolution T-17453, effective January 1, 2015. @@ (C)
- @ Rate authorized per Resolution T-17442, effective October 1, 2014.
- ** Rate authorized per Resolution T-17460, effective January 1, 2015. (C)
- ## Rate authorized per Resolution T-17127, effective January 1, 2008.
- @@ Pending CPUC approval of Advice Letter No. 44199, also effective January 1, 2015. (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>		
(1) California Relay Service and Communication Device Fund	0.50%	##	(I)
(2) California LifeLine	2.40%	**	
(3) California High Cost Fund-A	0.35%	#	
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*	
(5) California Teleconnect Fund	0.93%	@	

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015.

@ Rate authorized per Resolution T-17442, effective October 1, 2014.

** Rate authorized per Resolution T-17460, effective January 1, 2015.

Rate authorized per Resolution T-17458, effective February 1, 2015. (C)
 (D)
 (D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	2.40%	**
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	1.08%	@ (I)

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015.

@ Rate authorized per Resolution T-17471, effective June 1, 2015. (C)

** Rate authorized per Resolution T-17460, effective January 1, 2015.

Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	3.80%	** (I)
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	1.08%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015.

@ Rate authorized per Resolution T-17471, effective June 1, 2015.

** Rate authorized per Resolution T-17479, effective August 1, 2015. (C)

Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	5.50%	** (C)
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	1.08%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015.

@ Rate authorized per Resolution T-17471, effective June 1, 2015.

** Rate authorized per Resolution T-17486, effective October 1, 2015. (C)

Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	** (C)
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.464%	*
(5) California Teleconnect Fund	1.08%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

* Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17434, effective April 1, 2014.

Rate authorized per Resolution T-17453, effective January 1, 2015.

@ Rate authorized per Resolution T-17471, effective June 1, 2015.

** Rate authorized per Resolution T-17519, effective November 1, 2016. (C)

Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	**
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.00%	* (C)
(5) California Teleconnect Fund	1.08%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17536, effective December 1, 2016. (C)
- # Rate authorized per Resolution T-17453, effective January 1, 2015.
- @ Rate authorized per Resolution T-17471, effective June 1, 2015.
- ** Rate authorized per Resolution T-17519, effective November 1, 2016.
- ## Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	**
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.56%	* (C)
(5) California Teleconnect Fund	1.08%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17593, adopted December 14, 2017, effective March 1, 2018. (C)
Rate authorized per Resolution T-17453, effective January 1, 2015.
@ Rate authorized per Resolution T-17471, effective June 1, 2015.
** Rate authorized per Resolution T-17519, effective November 1, 2016.
Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	**
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.56%	*
(5) California Teleconnect Fund	0.78%	@ (C)

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17593, adopted December 14, 2017, effective March 1, 2018.
- # Rate authorized per Resolution T-17453, effective January 1, 2015.
- @ Rate authorized per Resolution T-17606, effective September 1, 2018. (C)
- ** Rate authorized per Resolution T-17519, effective November 1, 2016.
- ## Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services and IEC Directory Assistance (T)
 Services are authorized by D.94-09-065, as flexibly priced (D)
 services. The monthly rates and installation charges may be
 increased (not to exceed the ceiling on file with the
 Commission) by the Utility upon at least 30 days prior notice
 to the CPUC and affected customers or decreased (not below
 the floor on file with the Commission) by the Utility upon at
 least ten days prior notice to the CPUC and affected
 customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end
 user telecommunications services provided by certificated
 telecommunications companies will be subject to surcharges for
 programs required by statute. Programs for which surcharges will
 apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	**
(3) California High Cost Fund-A	0.35%	#
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	0.56%	*
(5) California Teleconnect Fund	0.78%	@

Non-certificated telecommunications customers subscribing to
 access services contained herein will have surcharge fees applied
 to their billing by the Utility. Certificated telecommunications
 company customers of access services must collect from their end
 user customers surcharge fees and remit the collected amounts as
 directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and
Resolution T-17593, adopted December 14, 2017, effective March 1, 2018.
- # Rate authorized per Resolution T-17453, effective January 1, 2015.
- @ Rate authorized per Resolution T-17606, effective September 1, 2018.
- ** Rate authorized per Resolution T-17519, effective November 1, 2016.
- ## Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services and IEC Directory Assistance Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.50%	##
(2) California LifeLine	4.75%	**
(3) California High Cost Fund-A	0.70%	# (C)
(4) California High Cost Fund-B and California Advanced Services Fund (CASF)	1.019%	* (C)
(5) California Teleconnect Fund	0.78%	@

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) Reserved

- * Rates authorized per Resolution T-17417, effective February 1, 2014, and Resolution T-17709, adopted October 22, 2020, effective December 1, 2020. (C)
- # Rate authorized per Resolution T-17705, effective December 1, 2020. (C)
- @ Rate authorized per Resolution T-17606, effective September 1, 2018.
- ** Rate authorized per Resolution T-17519, effective November 1, 2016.
- ## Rate authorized per Resolution T-17458, effective February 1, 2015.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 All Special Access Services, IEC Directory Assistance Services, and Billing and Collection Services are authorized by D.94-09-065, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days prior notice to the CPUC and affected customers or decreased (not below the floor on file with the Commission) by the Utility upon at least ten days prior notice to the CPUC and affected customers.

2.4.11 Application of Surcharges

(A) By order of the Commission in D.94-09-065, all intrastate end user telecommunications services provided by certificated telecommunications companies will be subject to surcharges for programs required by statute. Programs for which surcharges will apply include:

<u>Program</u>	<u>Current Surcharge</u>	
(1) California Relay Service and Communication Device Fund	0.20% ##	(R)
(2) Universal Lifeline Telephone Service	1.15% **	
(3) California High Cost Fund-A	0.13% #	(R)
(4) California High Cost Fund-B	0.50% *	
(5) California Teleconnect Fund	0.13% @	

Non-certificated telecommunications customers subscribing to access services contained herein will have surcharge fees applied to their billing by the Utility. Certificated telecommunications company customers of access services must collect from their end user customers surcharge fees and remit the collected amounts as directed by the Commission.

(B) San Diego Underground Surcharge

See Network and Exchange Services tariff, Schedule Cal.P.U.C. No. A2.1.32,A.5. for applicability and rate.

- * Rate authorized per Decision 07-09-020, effective January 1, 2008.
- # Rate authorized per Resolution T-17128, effective January 1, 2008. (C)
- @ Filed in Advice Letter No. 27740, effective January 1, 2006.
- ** Rate authorized per Resolution T-17071, Effective April, 1, 2007.
- ## Rate authorized per Resolution T-17127, Effective January 1, 2008. (C)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions

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)

Certain terms used herein are defined as follows: (L)

Access Carrier Name Abbreviation

The term "Access Carrier Name Abbreviation" (ACNA) denotes a unique three-digit alphabetic code used to identify an interexchange carrier (IC).

Access Code

The term "Access Code" denotes a uniform code assigned by the Utility to an individual customer and has the form 101XXXX or 950-1XXX or 950-0XXX. (L)

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)

(L) Formerly on Sheet 71.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Blocking

The term "Blocking" denotes a central office call blocking service that allows the Utility's residential and business subscribers to block directly dialed, operator-assisted and operator-entered billing calls placed from their telephone(s) to California 976 programs within California, California 900 programs, or 900 Interexchange Carrier service program calls originating within California and calls placed to IEC 900 numbers outside of California.

Bona Fide Request

The term "Bona Fide Request" refers to a written request to the Utility to (1) add specific central offices to those identified in NECA Tariff No. 4 as offering collocation, (2) request expanded interconnection utilizing microwave transmission facilities, or (3) request expand interconnection at other than DS1 or DS3. The requests must include all information necessary for evaluation, including equipment type(s), complete location addresses, amount of space requested, etc.

Building Owner - See Property Owner/Landlord/Agent

Bulk Power

Provides for customer Premises node power which may be required, at the request of the customer, when nodes are added to or dropped from a ring.

(N)
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(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Channel(s)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

Channel Protection (Optional)

Provides protection for a single channel toward the network. It does not protect the channel against failure towards the customer interface. Protection reduces the maximum individual channel capacity of the system. (Offered with Multi-service Optical Network Ring Service).

Channel Service Unit

The term "Channel Service Unit" denotes equipment which performs one more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format error, and remote loop back.

Channelize

The term "Channelize" denotes the process of multiplexing-demultiplexing wider band or higher speed channels into narrower band-width or lower speed channels.

CIR - (Committed Information Rate)

The term CIR denotes a statistically guaranteed level of transmission or usage that the network will provide.

(N)
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(N)

C-Message Noise

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice channel. The frequency weighting, called C-message, is used to simulate the frequency characteristic of the 500-type telephone set and the hearing of the average subscriber.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Common Line

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the general and/or local exchange service tariffs of the Utility, terminated on a central office switch. A common line-residence is a line or trunk provided under the residence regulations of the general and/or local exchange service tariffs. A common line-business is a line or trunk provided under the business regulations of the general and/or local exchange service tariffs.

Communications System

The term "Communications System" denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Utility.

Company Code Dialed Message

Message recorded on AMA tape for billing purposes that occurs when End User, served out of an equal access end-office, dials 1 + 0 and a three digit IC code to access the IC of his choice for long distance.

Concatenation

Primarily used in Asynchronous Transfer Mode Switching, this term describes a means of digital transmission where contiguous STS-1 channels are aggregated into a single channel.

Conduit Space

Any reinforced passage or opening in, on under/over or through the ground between the feeder route conduit system (manhole "O") and cable vault location capable of containing communications facilities, and includes: cable entrance facilities; main conduit; ducts; inner ducts; gas traps, undergroup dips such as short sections of conduit under roadway, driveways, parking lots and similar conduit installations, required to bring the collocator provided fiber optic feeder cable into the Utility's wire center.

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)
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(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Delayed Timing of Information Charge/Price Disclosure Message

The term "Delayed Timing of Information Charge/Price Disclosure Message" denotes a service feature which delays commencement of billing of Information Charges to a Caller for a least 12 seconds, including 3 seconds after the end of the Price Disclosure Message. During the Delayed Timing Period, the Information Provider must inform the Caller of the name of the program, the Information Charge for the call, that minors must seek parental approval, that minors must hang up if the program is adult in nature, and that if the Caller hangs up within the Delayed Timing Period, there will be no charge for the call.

Detail Billing

The term "Detail Billing" denotes the listing of each message and/or rate element for which charges to a customer are due on a bill prepared by the Utility.

(D)
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(D)

Directory Assistance (Intrastate)

The term "Directory Assistance" denotes the provision of telephone numbers by a Utility operator when the operator location is accessed by an End User by dialing (NPA) 555/1212.

Direct Trunked Transport

The term "Direct Trunked Transport" denotes a Switched Transport facility between a customer's premises serving wire center and a hub location for multiplexing or an end office or access tandem that provides a customer with dedicated switched access transport or between a hub and an access tandem or end office.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Impedance Balance

The term "Impedance Balance" denotes the method of expressing Echo Return Loss and Singing Return Loss at a 4-wire interface whereby the gains and/or loss of the 4 wire portion of the transmission path, including the hybrid, are not included in the specification.

Impulse Noise

The term "Impulse Noise" denotes any momentary occurrence of the noise on a channel over a specified level threshold. It is evaluated by counting the number of occurrences which exceed the threshold.

Individual Case Basis (ICB)

The term "Individual Case Basis" (ICB) denotes a condition in which the rates and charges for an offering under the provisions of this tariff are developed based on the circumstances (such as costs of labor, material, engineering and administration, tax and return considerations) in each case. Terms and Conditions may include a Termination Charge to recover any remaining portion of the liability which was agreed to by the customer at the time the service was undertaken.

Individual or Small Business

(N)

(See Small Business or Individual)

(N)

Information Provider (IP)

The term "Information Provider" (IP) denotes the customer of the Interexchange Carrier who subscribes to the Interexchange Carrier's 900 service that provides an audiotex or videotex service for end users to access.

Information Services Call Blocking (ISCB)

The term "Information Services Call Blocking" denotes the Utility's central office call blocking service that allows the Utility's residential and business subscribers to block access to all directly dialed, the Utility's operator-assisted and the Utility's operator-entered billing to California 976 programs within California and California 900 programs within California and Interexchange Carrier 900 services program calls originating within California and calls placed to Interexchange Carrier 900 numbers outside of California.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Infrastructure Systems

Infrastructure Systems include, but are not limited to, structural components, such as floors capable of supporting equipment loads, frames, heating, ventilating and air conditioning ("HVAC") systems, electrical systems (AC power) DC power, power distribution via frames or bays, high efficiency filtration, humidity controls, remote alarms, compartmentation, and smoke purge.

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(N)

Initial Liability Period

The term "Initial Liability Period" denotes the initial planning period during which the customer expects to place specially constructed facilities in service.

Inserted Connection Loss

The term "Inserted Connection Loss" denotes the 1004 Hz power difference (in dB) between the maximum power available at the originating end and the actual power reaching the terminating end through the inserted connection.

Interconnection Point

The term "Interconnection Point" is a point physically accessible by both the Utility and collocators that is as close as reasonably possible to a Utility Central Office for fiber optic cable routing to the central office vault.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Operator Services System

The term "Operator Services System" (OSS) denotes the switching equipment, facilities, operator positions and software components utilized for the provision of Operator Services.

Operator Services System Location

The term "Operator Services System Location" (OSS Location) denotes a Telephone Company office where Telephone Company equipment routes or receives customer Operator Services calls to or from the customer location.

Operator Services System Serving Area

The term "Operator Services System Service Area" (OSS serving area) denotes the geographic operational domain of an Operator Service System.

Optical Amplifier

Used with Ring services. Provides for an optical signal boost if the distance between nodes exceeds the transmission loss parameters (link loss specific). Engineering considerations may dictate the need for more than one optical amplifier on a circuit route. These additions may be service affecting.

(N)
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(N)

Optical Carrier Level n (Ocn)

The physical line connection (a.k.a. facility) between two locations that use optical signaling equipment for transmitting information over fiber optics. The level of bit rate speed transmission is indicated by "n". OC1 optical transmissions are at 51.84Mbps; OC3 at 155.52Mbps; OC12 at 622.08Mbps and OC48 at 2,488.32Mbps.

Optical Carrier concatenated (OC3)

The physical line or "clear channel" connection (a.k.a. facility) between two locations that is capable, using optical signaling equipment, of carrying in one framing format a transmission rate of 155.52 Mbps

Optical Carrier Level 1 (OC3)

The physical line connection (a.k.a. facility) between two locations which is capable using optical signaling equipment of carrying a maximum transmission line rate of 155.52Mbps. The actual information rate and frame format is a function of the service being provided. A single OC3 carries three separate 51.84Mbps or STS level 1 payloads each with its own framing format.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Optical Carrier Level 3 concatenated (OC3c)

The physical line or "clear channel" connection (a.k.a. facility) between two locations which is capable using optical signaling equipment of carrying a transmission rate of 155.52Mbps. Only one framing format is used. A single payload, no STS level 1 or 51.84Mbps payloads, is carried.

Originating Direction

The term "Originating Direction" denotes the use of access service for the origination of calls from an End User premises to a customer premises.

Other Central Office ("CO") Space

The unused space within the central office which can be designated for physical collocation where infrastructure systems do not currently exist and must be constructed.

Overlap Outpulsing

The feature of the exchange access signaling system which permits initiation of pulsing to the customer's premises before the calling subscriber has completed an originating call.

Packet Delivery Rate (PDR)

Packet Delivery Rate (PDR) denotes the measurement of the actual amount of useful and non-redundant information that is transmitted or processed from end-to-end across the network.

Pay Telephone

The term "Pay Telephone" denotes Utility provided instruments and related facilities that are available to the general public for public convenience and necessity, including public and semipublic telephones, and coinless telephones.

In some instances, pay telephones may be screened to provide restrictions in service (e.g., Charge-a-Call, Inmate Services).

* Pending CPUC Approval of Advice Letter No. 20412.

* (T)

* (T)

(N)

(N)

* (T)

* (T)

(T)

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Service Type

The term "Service Type" denotes a three letter code used in meet point billing to identify the types of service offered between wire centers. The code "ALL" indicates that any services offered will have the same billing percentage (BP), not that all types of service are offered. When separate routes are used between wire centers for different types of service, a separate code and billing percentage is used for each type of service.

Seven Digit Manual Test Line

The term "Seven Digit Manual Test Line" denotes an arrangement which allows the customer to select balance, milliwatt and synchronous test lines by manually dialing a seven digit number over the associated access connection.

Shared Network Arrangement

Shared Network Arrangement is a service offering that enables a customer ("Service User") to connect subtending service to an OC-3, OC-12, OC-48, or OC-192 SONET Ring service* of another customer (N)
billing for each. Offered with SONET Ring service.* (N)

Short Circuit Test Line

The term "Short Circuit Test Line" denotes an arrangement in an end office which provides for an ac short circuit termination of a trunk or line by means of a capacitor of at least four microfarads.

Shortage of Facilities or Equipment

The term "Shortage of Facilities or Equipment" denotes a condition which occurs when the Utility does not have appropriate cable switching capacity, bridging, or multiplexing equipment, etc., necessary to provide the Access Service requested by the customer.

Signal-to-C-Notched Noise Ratio

The term "Signal-to-C-Notched Noise Ratio" denotes the ratio in dB of a test signal to the corresponding C-Notched Noise.

Signaling Point of Interface (SPOI)

The term "Signaling Point of Interface" denotes the interface point between the Utility and its access customer for purposes of exchanging SS7 signaling messages for Common Channel Signaling.

* Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006, (N)
pending CPUC Resolution. See General Regulations, Schedule Cal.P.U.C.
No. 175-T, Section 2.1.4, (F). (N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (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)

SONET

(L)

Synchronous Optical Network - a standard for optical transmission levels and their electrically equivalent synchronous transport levels.

Special Order

The term "Special Order" denotes an order for a Billing and Collection Service or an order for a Directory Assistance Service.

(L)

(L) Formerly on Sheet 87-B.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

(D)

(D)

SONET

Synchronous Optical Network - a standard for optical transmission levels and their electrically equivalent synchronous transport levels.

Special Order

The term "Special Order" denotes an order for a Billing and Collection Service or an order for a Directory Assistance Service.

(D)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

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. A8.3.1.

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1 (T)

Subtending End Office of an Access Tandem

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

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(D)

Synchronous

A term used in describing a network that is timed by a master network clock.

Synchronous Test Line

The term "Synchronous Test Line" denotes an arrangement in an end office which performs marginal operational tests of supervisory and ring-tripping functions.

Synchronous Transport Signal -- level 1 (STS-1)

STS1 at 51.84Mbps is the basic SONET technology building block. Electrical signals in the form of digital pulses are converted to light or Optical Carrier rates (OC-n) for transmission on fiber optic facilities.

NOTE 1: Pending CPUC Approval of Advice Letter No. 20412.

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

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 Guidebook, Part 8, Section 7. (T)

Subtending End Office of an Access Tandem

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

Synchronous

A term used in describing a network that is timed by a master network clock.

Synchronous Test Line

The term "Synchronous Test Line" denotes an arrangement in an end office which performs marginal operational tests of supervisory and ring-tripping functions.

Synchronous Transport Signal -- level 1 (STS-1)

STS1 at 51.84Mbps is the basic SONET technology building block. Electrical signals in the form of digital pulses are converted to light or Optical Carrier rates (OC-n) for transmission on fiber optic facilities.

NOTE 1: Pending CPUC Approval of Advice Letter No. 20412.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

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)

Tandem Switched Transport

The term "Tandem Switched Transport" denotes a dedicated transmission path between the customer's serving wire center and the access tandem, and/or a common transmission path from end offices to the access tandem and tandem switching.

Terminating Direction

The term "Terminating Direction" denotes the use of Access Service for the completion of calls from a customer's premises to an End User premises.

Termination Charge

The term "Termination Charge" denotes a charge that is applicable should a customer discontinue a service provided for in this tariff prior to the end of its termination liability. The charge is computed at the time of discontinuance to recover any remaining portion of maximum termination liability. It will in no case exceed the maximum termination liability which was agreed to by the customer at the time the service was undertaken.

Termination Liability Period

The term "Termination Liability Period" denotes the term of the contract or agreement for the service. During this time, a termination charge may be applied if the service is discontinued.

Charges associated with the disconnection of service under 2.4.3 preceding pursuant to the Consumer Bill of Rights adopted in D.04-05-057 are deemed not to be Termination Charges.

(N)

(N)

Total Switch Outage

The term "Total Switch Outage" denotes a complete loss of call processing capabilities in an end office or access tandem.

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 SERVICE DISCONTINUANCE

(N)

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

<u>Product Name</u>	<u>Reference</u>
Metallic Service	7.2.1
Telegraph Grade Service	7.2.2
Voice Grade Service	7.2.3
Program Audio Service	7.2.4
Digital Data Service	7.2.8 (A)
Advanced Digital Network	7.2.8 (B)
High Capacity Service (64 kbps, 3.152 and 6.312 Mbps)	7.2.8 (C)

Effective Date

<u>Wire Center</u>	<u>Exchange</u>
07/17/2019	California
RDNGCA02	Redding

Other Information

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

(N)

Continued

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 SERVICE DISCONTINUANCE

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

<u>Product Name</u>	<u>Reference</u>	
Metallic Service	7.2.1	
Telegraph Grade Service	7.2.2	
Voice Grade Service	7.2.3	
Digital Data Service	7.2.8 (A)	(D)
Advanced Digital Network	7.2.8 (B)	
High Capacity Service (64 kbps, 3.152 and 6.312 Mbps)	7.2.8 (C)	

Effective Date

Wire Center
07/17/2019
RDNGCA02

Exchange

California
Redding

Other Information

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

Continued