

1. RULES

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

1.1 RULE NO. 1 - DEFINITIONS

All definitions relating to AT&T California services are described in California Guidebook Part 2, Section 1 and are applicable to this Guidebook schedule.

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

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

1.3 RULE NO. 3 - APPLICATION FOR SERVICE

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

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

Additional requirements for application for service are as specified in California Guidebook Part 2, Section 2.

1. RULES (cont'd)**1.5 RULE NO. 5 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

Establishment and re-establishment of credit for services shall be consistent with the specifications in California Guidebook Part 2, Section 2.

1.6 RULE NO. 6 - ADVANCE PAYMENTS AND DEPOSITS

Advance payments and deposits for services shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

1.7 RULE NO. 7 - RENDERING AND PAYMENT OF BILLS

Rendering and payment of bills for services shall be specified in California Guidebook Part 2, Section 2 with the exception of Paragraphs I.1, I.4 c(b) and I.5. The three (3) month limit to back billing is not applicable to services in other LEC exchanges. However, all provisions of California Guidebook Part 2, Section 2 apply to Consumer and Small Business or Individual¹ customers, including a three (3) month limitation on back billing, per D.04-05-057.

1.8 RULE NO. 8 - DISPUTED BILLS

Disputed bills for services shall be resolved as specified in California Guidebook Part 2, Section 2.

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

Company may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. These promotional offerings are listed in California Out of Territory Guidebook Part 2, Section 8.

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

The release of messages, data, credit and calling records associated with services shall be consistent with the specifications in California Guidebook Part 2, Section 2.

NOTE 1: For Consumer and Small Business or Individual, see California Guidebook Part 2, Section 1, Definition of Terms.

1. RULES (cont'd)**1.5 RULE NO. 5 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

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

For Access Services or Special Access Services, see Schedule Cal. P.U.C. No. 175-T, Section 2.4.1(A), Payment of Rates, Charges and Deposits.

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1.7 RULE NO. 7 - RENDERING AND PAYMENT OF BILLS

Rendering and payment of bills for services shall be specified in California Guidebook Part 2, Section 2 with the exception of Paragraphs I.1, I.4 c(b) and I.5. The three (3) month limit to back billing is not applicable to services in other LEC exchanges. However, all provisions of California Guidebook Part 2, Section 2 apply to Consumer and Small Business or Individual^{/1/} customers, including a three (3) month limitation on back billing, per D.04-05-057.

For Access Services or Special Access Services, see Schedule Cal. P.U.C. No. 175-T:

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- Payment of Rate, Charges and Deposits, Section 2.4.1 (B)-(H)
- Minimum Periods, Section 2.4.2
- Title or Ownership Rights, Section 2.4.7
- Billing of Access Services by More Than One Company, Section 2.4.8

1.8 RULE NO. 8 - DISPUTED BILLS

Disputed bills for services shall be resolved as specified in California Guidebook Part 2, Section 2, or for Access Services or Special Access Services, see Schedule Cal. P.U.C. No. 175-T, Section 2.4.1.(B)(3)(c)-(d).

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

Company may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. These promotional offerings are listed in California Out of Territory Guidebook Part 2, Section 8.

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^{/1/} For Consumer and Small Business or Individual, see California Guidebook Part 2, Section 2, Definition of Terms.

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1. RULES (cont'd)**1.11 RULE NO.11 - REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES****A. TERMINATION OR REFUSAL OF SERVICES**

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

B. DISCONTINUANCE OF SERVICES

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

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

C. TERMINATION BY CUSTOMER

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

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

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

Additional requirements for refusal, termination or discontinuance of services are as specified in California Guidebook Part 2, Section 2.

1. RULES (cont'd)**1.11 RULE NO. 11 – REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES (cont'd)****D. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS****1. 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.

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.

Small Business or Individual - For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly for not more than twenty access lines or more than 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.

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.

1. RULES (cont'd)**1.11 RULE NO. 11 – REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES (cont'd)****D. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS (cont'd)****2. Regulations**

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:

- a. 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:
 - (1) All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - (2) 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.
 - (3) All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
- b. For new tariffed service the customer shall pay:
 - (1) All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - (2) Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - (3) All charges for usage-sensitive services at the applicable effective rates for any actual usage.
- c. 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.

1. RULES (cont'd)**1.13 RULE NO. 13 – RESTRICTIONS ON CUSTOMER USE AND RESALE OF SERVICES (cont'd)****D. FRAUDULENT USE**

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

1.14 RULE NO. 14 - LIMITATION OF LIABILITY**A. LIMITATIONS FOR TARIFFED SERVICES**

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

B. TEMPORARY SUSPENSION FOR REPAIRS

The Company shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily (generally less than two hours for service during non-peak periods; if more than two hours customers will be notified in advance) for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see California Guidebook Part 2, Section 2.

C. LIMITATION OF LIABILITY FOR DETARIFFED SERVICES

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

1.15 RULE NO. 15 - ASSIGNMENT**A. CUSTOMER ASSIGNMENT**

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

B. COMPANY ASSIGNMENT

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

1. RULES (cont'd)**1.16 RULE NO. 16 - EXISTING CUSTOMERS**

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

1.17 RULE NO. 17 - SPECIAL FEATURES

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

1.18 RULE NO. 18 - INSTALLATION

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

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

Ownership of telephone directories, assigning and changing of telephone numbers shall be consistent with the specifications in California Guidebook Part 2, Section 2.

1.20 RULE NO. 20 - LEGAL REQUIREMENTS FOR REFUSSAL OR DISCONTINUANCE OF SERVICE

Legal requirements for refusal or discontinuance of services shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

Definition of non-published service and the release of information shall be consistent with the specifications in California Guidebook Part 2, Section 2.

1. RULES (cont'd)**1.22 RULE NO. 22 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF INFORMATION**

Definition of credit information and calling records service and the release of information shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

The surcharge for funding the California Public Utilities Commission shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

The surcharge for funding the California High-Cost Fund-A shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

The surcharge for funding the California High-Cost Fund-B shall be consistent with the specifications in California Guidebook Part 2, Section 2.

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

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

1.27 RULE NO. 27 - SURCHARGE TO FUND CALIFORNIA LIFELINE FUND

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

1. RULES (cont'd)**1.28 RULE NO. 28 - SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND**

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

1.29 RULE NO. 29 - RESALE OF SERVICES

Services provided pursuant to this Guidebook may be resold at the price, terms, and conditions set forth in this Guidebook without any discounts. Other applicable provisions in California Guidebook Part 2, Section 2 and Schedule Cal.P.U.C. No. 175-T, Section 18, also apply.

1.30 RULE NO. 30 - LOCAL NUMBER PORTABILITY

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

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

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

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

1. RULES (cont'd)**1.26 RULE NO. 26 - SURCHARGE TO FUND CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND**

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

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

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

/1/ Material formerly appeared on Sheet 10

1. RULES (cont'd)**1.26 RULE NO. 26 - SURCHARGE TO FUND CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND**

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

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

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

2. TERMS AND CONDITIONS

All terms and conditions relating to the individual service offerings found in this Guidebook schedule as specified on the List of Services, following, can be found in the Guidebook schedules indicated next to that service. All of these terms and conditions are applicable to the provision of service from these Guidebook.

2.1 LIST OF SERVICES

	<u>Refer To</u> <u>California Guidebook</u>
A. Basic Exchange Service	
Business Measured Rate Service	Part 4, Section 2 and Part 6, Section 9
DID Service	Part 6, Section 1
Direct Dialed Calls to Directory Assistance	Part 11, Section 2
Hunting	Part 6, Section 9
Measured Rate Service	Part 6, Section 9
PBX Service	Part 6, Section 7
SuperTrunk Service	Part 6, Section 9
Zone Usage Measurement	Part 6, Section 9
Premium Exchange Services	
Custom Calling Services - Business	Part 7, Section 2
Toll Blocking	Part 20, Section 7 Part 7, Section 5
B. Centrex Service	
Basic Centrex Access	Part 5, Section 1
Centrex Options and Features	Part 5, Section 1
C. ISDN Service	
BRI	Part 17, Section 1
PRI	Part 17, Section 2

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2.1 LIST OF SERVICES

<u>Refer To California Guidebook</u>		
A. Basic Exchange Service		
Business Measured Rate Service	Part 4, Section 2	(C)
(D)		
DID Service	Part 4, Section 2	(C)
Direct Dialed Calls to Directory Assistance	Part 11, Section 2	
Hunting	Part 4, Section 2	(C)
Measured Rate Service	Part 4, Section 2	(C)
PBX Service	Part 4, Section 2	(C)
SuperTrunk Service	Part 4, Section 2	(C)
Zone Usage Measurement	Part 4, Section 2	(C)
Premium Exchange Services		
Custom Calling Services - Business	Part 7, Section 2	
Toll Blocking	Part 20, Section 7	
	Part 7, Section 5	
B. Centrex Service		
Basic Centrex Access	Part 5, Section 1	
Centrex Options and Features	Part 5, Section 1	
C. ISDN Service		
BRI	Part 17, Section 1	
PRI	Part 17, Section 2	

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2.1 LIST OF SERVICES

		<u>Refer To California Guidebook</u>
A.	Basic Exchange Service	
	Business Measured Rate Service	Part 4, Section 2
	DID Service	Part 4, Section 2
	Direct Dialed Calls to Directory Assistance	Part 11, Section 2
	Hunting	Part 4, Section 2
	Measured Rate Service	Part 4, Section 2
	PBX Service	Part 4, Section 2
	SuperTrunk® Service	Part 4, Section 2
	Zone Usage Measurement	Part 4, Section 2
	Premium Exchange Services	
	Custom Calling Services - Business	Part 7, Section 2
	Toll Blocking	Part 20, Section 7
		Part 7, Section 5
B.	Centrex Service	
	Basic Centrex Access	Part 5, Section 1
	Centrex Options and Features	Part 5, Section 1
C.	ISDN Service	
	BRI	Part 17, Section 1
	PRI	Part 17, Section 2

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		<u>Refer To California Guidebook</u>
A.	Basic Exchange Service	
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	DID Service	Part 4, Section 2
	Direct Dialed Calls to Directory Assistance	Part 11, Section 2
	Hunting	Part 4, Section 2
	Measured Rate Service	Part 4, Section 2
	PBX Service	Part 4, Section 2
	SuperTrunk® Service ^{/1}	Part 20, Section 4
	Zone Usage Measurement	Part 4, Section 2
	Premium Exchange Services	
	Custom Calling Services - Business	Part 7, Section 2
	Toll Blocking	Part 20, Section 7
		Part 7, Section 5
B.	Centrex Service	
	Basic Centrex Access	Part 5, Section 1
	Centrex Options and Features	Part 5, Section 1
C.	ISDN Service	
	BRI	Part 17, Section 1
	PRI	Part 17, Section 2

/1/ Effective June 30, 2016, SuperTrunk service is Grandfathered. See Part 20, Section 4.

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2. TERMS AND CONDITIONS (cont'd)

2.1 LIST OF SERVICES (cont'd)

Refer to <u>California Guidebook</u>		
I. Measured Rate Services	Part 4, Section 2	(C)
Business Measured Rate Service	Part 4, Section 2	(C)
j. Advanced Intelligent Network	Part 6, Section 5	
Custom Virtual Network		
K. Miscellaneous Service Offerings		
Account Codes	Part 8, Section 8	
Compact Disk Bill (CD Bill)	Part 8, Section 8	
Duplicate Bill Charge	Part 8, Section 8	
Preferential Bill Date (PBD)	Part 8, Section 8	
Summary Billing (SB)	Part 8, Section 8	
L. Easy 8 Toll-Free Service ^{/2/}		(C)
Easy 8 Toll-Free Service - Business	Part 10, Section 1	
M. Premium Exchange Services		
Business Preferred ^{/1/}	Part 7, Section 2	(C)
Custom BizSaver	Part 20, Section 7	
Custom Calling Service Direct	Part 20, Section 4	
Connection - Business		
Custom Calling Services - Business		
Feature Select ^{/3/}	Part 7, Section 1	
Part 7, Section 2		
Part 20, Section 7		
Part 20, Section 7		
One-Line Solution Discount ^{/1/} (Business Solutions)	Part 20, Section 7	(C)
Remote Call Forwarding Service - Business	Part 20, Section 4	
Two-Line Solution Discount ^{/1/} (Business Solutions)	Part 7, Section 4	
Usage Sensitive Custom Calling Services	Part 20, Section 4	(C)
	Part 7, Section 2	

/1/ Frozen/Grandfathered One Line Solution Discount, Two-Line Solution Discount, Power Pack, Works, Business PreferredSM (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out of Territory Guidebook Part 2, Section 2.

/2/ Limited Offering Service effective September 5, 2007. See California Out of Territory Guidebook Part 10, Section 1 following.

/3/ Feature Select is Grandfathered effective September 28, 2012.

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2. TERMS AND CONDITIONS (cont'd)**2.1 LIST OF SERVICES (cont'd)**

Refer to
California Out-of-Territory Guidebook

N. Access Advantage Plus in Verizon Territory	
Access Advantage Plus Individual/	Part 9, Section 3
Multiline Business Service	
Access Advantage Plus Private Branch/	Part 9, Section 3
Exchange Trunk Line Service	
Access Advantage Plus Direct-In-Dialing	Part 9, Section 3
Access Advantage Plus - Centrex	
O. Integrated Pathway Advantage	Part 9, Section 3
Integrated Pathway Advantage Usage Plan	Part 9, Section 3

2. TERMS AND CONDITIONS (cont'd)**2.1 LIST OF SERVICES (cont'd)**

Refer to
California Out-of-Territory Guidebook

N. Access Advantage Plus in Verizon Territory	
Access Advantage Plus Individual/ Multiline Business Service	Part 9, Section 3
Access Advantage Plus Private Branch/ Exchange Trunk Line Service	Part 9, Section 3
Access Advantage Plus Direct-In-Dialing	Part 9, Section 3
Access Advantage Plus - Centrex	Part 9, Section 3
 O. Integrated Pathway Advantage	Part 9, Section 3
Integrated Pathway Advantage Usage Plan	Part 9, Section 3
 P. Access Services	(N)
General Regulations – Access Services	Part 2, Section 2
Rate Regulations – Access Services	Part 2, Section 2
Ordering Options – Access Services	Part 2, Section 2
Special Construction – Access Services	Part 2, Section 5
Coordinated End User Service (CE-US)	Part 15, Section 1
Voice Grade Services	Part 15, Section 2
High Capacity Service	Part 15, Section 3
Advanced Digital Network	Part 15, Section 3
Optical Carrier Network (OCN) Point-to-Point Service	Part 15, Section 3
OC-3, OC-12, OC-48 Dedicated SONET Ring Service	Part 15, Section 3
GigaMAN Service	Part 15, Section 4
DecaMAN Service	Part 15, Section 4
SONET Ring and ACCESS Services	Part 20, Section 15
Video	Part 18, Section 1

2. TERMS AND CONDITIONS (cont'd)**2.1 LIST OF SERVICES (cont'd)**

Refer to
California Out-of-Territory Guidebook

N. Access Advantage Plus in Verizon Territory		
Access Advantage Plus Individual/ Multiline Business Service	Part 20, Section 6	(C)
Access Advantage Plus Private Branch/ Exchange Trunk Line Service	Part 20, Section 6	(C)
Access Advantage Plus Direct-In-Dialing	Part 20, Section 6	—
Access Advantage Plus - Centrex	Part 20, Section 6	(C)
 O. Integrated Pathway Advantage	Part 20, Section 6	(C)
Integrated Pathway Advantage Usage Plan	Part 20, Section 6	(C)
 P. Access Services		
General Regulations – Access Services	Part 2, Section 2	
Rate Regulations – Access Services	Part 2, Section 2	
Ordering Options – Access Services	Part 2, Section 2	
Special Construction – Access Services	Part 2, Section 5	
Coordinated End User Service (CE-US)	Part 15, Section 1	
Voice Grade Services	Part 15, Section 2	
High Capacity Service	Part 15, Section 3	
Advanced Digital Network	Part 15, Section 3	
Optical Carrier Network (OCN) Point-to-Point Service	Part 15, Section 3	
OC-3, OC-12, OC-48 Dedicated SONET Ring Service	Part 15, Section 3	
GigaMAN Service	Part 15, Section 4	
DecaMAN Service	Part 15, Section 4	
SONET Ring and ACCESS Services	Part 20, Section 15	
Video	Part 18, Section 1	

2. TERMS AND CONDITIONS (cont'd)**2.1 LIST OF SERVICES (cont'd)**

Refer to
California Guidebook

P. Bargain Hunting	Part 7, Section 5
Q. Business Access Lines Non-Recurring Charge Waiver ^{/1/}	Part 3, Section 1
R. Win/Winback Access Line NRC Waiver for Customers with 1-3 Lines	Part 3, Section 1
S. OPT-E-MAN® Service	Part 6, Section 9
T. Customized Switched Ethernet (CSME) Service	Part 6, Section 9

/1/ Frozen/Grandfathered Business Access Lines Non-Recurring Charge Waiver effective July 7, 2006. See California Out-of-Territory Guidebook Part 2, Section 2. – Discontinuance of Services.

2. TERMS AND CONDITIONS (cont'd)**2.1 LIST OF SERVICES (cont'd)**

Refer to
California Guidebook

P. Bargain Hunting	Part 7, Section 5
Q. Business Access Lines Non-Recurring Charge Waiver ^{/1/}	Part 3, Section 1
R. Win/Winback Access Line NRC Waiver for Customers with 1-3 Lines	Part 3, Section 1
S. OPT-E-MAN® Service	Part 6, Section 9
T. Customized Switched Ethernet (CSME) Service	Part 6, Section 9
U. AT&T Switched Ethernet Service SM	Part 6, Section 9 (N)

/1/ Frozen/Grandfathered Business Access Lines Non-Recurring Charge Waiver effective July 7, 2006.
See California Out-of-Territory Guidebook Part 2, Section 2. – Discontinuance of Services.

2. TERMS AND CONDITIONS (cont'd)

2.2. LATE PAYMENT CHARGE - ALL PRODUCTS AND SERVICES

Each account^{1/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$30.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in Part 2, Section 2 preceding.

^{1/} Also see Late Payment Charge, Part 2 Section 2 preceding and California Guidebook Part 2, Section 2.

2. TERMS AND CONDITIONS (cont'd)

2.2. LATE PAYMENT CHARGE - ALL PRODUCTS AND SERVICES

Each account^{/1/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$5.00 or more. (C)
The unpaid balance shall include all charges appearing on the bill except as stated in Part 2, Section 2 preceding.

^{/1/} Also see Late Payment Charge, Part 2 Section 2 preceding and California Guidebook Part 2, Section 2.

2. TERMS AND CONDITIONS (cont'd)**2.2. OTHER CHARGES**

(C)

A. Late Payment Charge – All Products and Services

(C)

Each account^{/1/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$5.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in Part 2, Section 2 preceding.

B. Cost Assessment Charge (CAC)

(N)

A Cost Assessment Charge (CAC) is assessed on a per line basis for residential and business customers, as shown in the AT&T California Guidebook, Part 2 Section 2, Paragraph 29.

(N)

^{/1/} Also see Late Payment Charge, Part 2 Section 2, preceding, and AT&T California Guidebook Part 2, Section 2. (C)

2. TERMS AND CONDITIONS (cont'd)

2.2. OTHER CHARGES

A. Late Payment Charge – All Products and Services

Each account^{1/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$5.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in Part 2, Section 2 preceding.

B. Cost Assessment Charge (CAC)

A Cost Assessment Charge (CAC) is assessed on a per line or trunk basis for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below.

Refer to the AT&T California Guidebook, Part 2, Section 2, Paragraph 29.

Monthly Rate
Business

Cost Assessment Charge (CAC) 0.99%

Transport services

(a) OPT-E-MAN® Service

(b) Customized Switched Metro Ethernet (CSME) Service

(c) AT&T Switched Ethernet ServiceSM

0.99%

1

(N)

/1/ Also see Late Payment Charge, Part 2 Section 2, preceding, and AT&T California Guidebook Part 2, Section 2.

2. TERMS AND CONDITIONS (cont'd)**2.2. OTHER CHARGES****A. Late Payment Charge – All Products and Services**

Each account^{/1/}

The greater of \$10.00 or 1.5 percent, calculated monthly, on an unpaid live balance of \$5.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in Part 2, Section 2 preceding.

B. Cost Assessment Charge (CAC)

A Cost Assessment Charge (CAC) is assessed on a per line or trunk basis or as shown below for residence and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to the transport services listed below. (C)

Refer to the AT&T California Guidebook, Part 2, Section 2, for additional rates. (C)

	<u>Monthly Rate</u>	
	<u>Business</u>	
Cost Assessment Charge (CAC)	2.92%	(I)
Transport services		
(a) OPT-E-MAN® Service		
(b) Customized Switched Metro Ethernet (CSME) Service		
(c) AT&T Switched Ethernet Service SM		

/1/ Also see Late Payment Charge, Part 2 Section 2, preceding, and AT&T California Guidebook Part 2, Section 2.

2. TERMS AND CONDITIONS (cont'd)**2.3 REGULATIONS – ACCESS SERVICES (cont'd)****2.3.1 General Information (cont'd)****2.3.1.1 Channel Types (cont'd)**

Digital Data - a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6 or 56.0 kbps.

Advanced Digital Network - a channel for the digital transmission of synchronous serial data at the fixed speeds of 2.4, 4.8, 9.6, 19.2, 56, 64 Kbps and 1.544 Mbps. Also variable speed bands of 1.2 to 38.4 Kbps and 1.2 to 64.0 Kbps.^{/1}

High Capacity - a channel for the transmission of isochronous serial digital data at rates of 1.544, 3.152, 6.312, 44.736 or 274.176 Mbps.

SONET Ring and Access Service^{/2} - a channel for the transmission of synchronous or asynchronous data at the rates of 1.5, 45, 155 and 622 Mbps or 2.4 Gbps, 100 Mbps and 1 Gbps.

GigaMANSM - a channel for the transmission of one-way digital signals at 1 Gbps.

Dedicated OC-192 SONET Ring Service - is a 9.953 Gbps transport Service. OC-192 is designed for transport of lower speed optical services, e.g., OC-3 or OC3c, OC-12 or OC-12c, OC-48 or OC-48c, and 1 Gbps.

Optical Carrier Network (OCN), Point to Point service, designed for transport of synchronous data at the rates of 155.52 Mbps, 622.08 Mbps, 2488.32 Mbps and 9953.28 Mbps.

Multi-service Optical Network Ring service - designed for the physical transport of multiple data signals utilizing each of these wavelengths represents a transmission channel in the MON Ring system and is protocol independent of every other channel in the system, as set forth in Schedule Cal.P.U.C. No. D12.

Detailed descriptions of each of the channel types are provided in Part 15.

/1/ Provided only to existing customers and services working as of January 1, 1995.

/2/ Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006.
See 2.3.2.4.F.

2. TERMS AND CONDITIONS (cont'd)**2.3 REGULATIONS – ACCESS SERVICES (cont'd)**

2.3.5 Payment Arrangements and Credit Allowances (cont'd)

2.3.5.1 Payment of Rates, Charges and Deposits (cont'd)

- C. When a payment for Access Service charges billed under this Guidebook is due to the Company 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 Company as set forth in Schedule Cal. P.U.C. No. 175-T, Section 8.2.3 the Company may, with at least 31 days notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Company 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 Company.
- 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 Guidebook will be prorated to the number of days or major fraction of days based on a 30 day month. The Company 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 2.4.2,E.).

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 Guidebook 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).

2. TERMS AND CONDITIONS (cont'd)**2.3 REGULATIONS – ACCESS SERVICES (cont'd)**

2.3.5 Payment Arrangements and Credit Allowances (cont'd)

2.3.5.4 Credit Allowance for Service Interruptions (cont'd)

B. When A Credit Allowance Applies (cont'd)

(9) (a) Unprotected DecaMAN® Service

For unprotected DecaMAN Service, no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of service as follows:

- an interruption of 10 seconds to four hours at the rate of 10% of the monthly rates
- an interruption of four hours to 12 hours at the rate of 25% of the monthly rates
- an interruption of 12 to 24 hours at the rate of 50% of the monthly rate
- an interruption of 24 hours or greater, at the rate of 100% of the monthly rates.

Unprotected DecaMAN Service is considered interrupted when the customer reports the interruption to the Company and the Company confirms that continuity has been lost. The credit allowance for service interruptions shall not exceed 100% of the applicable monthly rates during any billing period.

(b) Protected DecaMAN Service

A Service Level Agreement (SLA) is offered with fully-protected DecaMAN Service, which provides the customer with a performance commitment that includes a service credit if the service does not perform as described.

Service availability^{/1} performance of 99.999% is offered on a DecaMAN Service with Protection (defined as Equipment Plus Fiber Path Protection for every segment of the service).

If this SLA is not met or if there is any single event of unavailability of service of greater than ten (10) seconds, the customer will be entitled to a credit equal to 100% of the monthly rate not to exceed the total monthly charges for the service. Only one such credit in a billing period will apply.

/1/ Service availability will be determined using unavailable seconds as defined in ANSI T1.503.2002 Network Performance Parameter for Dedicated Digital Service Definitions and Measurements.

2. TERMS AND CONDITIONS (cont'd)**2.3 REGULATIONS – ACCESS SERVICES (cont'd)**

2.3.5 Payment Arrangements and Credit Allowances (cont'd)

2.3.5.4 Credit Allowance for Service Interruptions (cont'd)

B. When A Credit Allowance Applies (cont'd)

(9) (b) Protected DecaMAN® Service (cont'd)

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

In order to qualify for this credit, the event of unavailability must be determined by the Company 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 DecaMAN Service fiber path or due to customer requested modifications to the service that may require down time. Routine maintenance is not counted against unavailability.

SLAs are applicable to customers who purchase Equipment Plus Alternate Wire Center Path Protection or Equipment Plus Fiber Path Protection with Local Channel Path Protection on both ends of a circuit (both local channels), as well as Inter-Wire Center Path Protection when applicable. The Customer is responsible for notifying the Company when the service parameter within the calendar month falls below the committed level. The customer must request a service credit within 25 calendar days after the end of the month when the unavailability event occurred.

2. TERMS AND CONDITIONS (cont'd)**2.4 RATE REGULATIONS – ACCESS SERVICES (cont'd)****2.4.12 GigaMAN® Service****(1) Term Pricing Plans****A. General Information**

Rates and charges are offered with a 1, 2, 3, or 5 year Term Pricing Plan (TPP). For customers that subscribe to a 1, 2, 3, or 5 year TPP, the monthly rates in effect at the time the service is installed will be in effect. If the Company initiates rate changes resulting in a decrease of rates for an existing service with a 1, 2, 3, or 5 year fixed service period, those rate changes will be passed along to the customer. Rate changes resulting in an increase of rates for an existing service will not exceed the original rate for that selected service period unless mandated by the California Public Utilities Commission.

3. ORDERING OPTIONS – ACCESS SERVICES (cont'd)**3.2 ACCESS ORDER (cont'd)****3.2.4 Channel Specification For Access Orders**

- A. Where there are analog or digital high capacity facilities to a Hub on order, or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Special Access Service requested in the Access Order. The Company will make a reasonable effort to accommodate the customer's request. If a facility assignment is not specified by the customer, the Company will provide the service from available inventory.
- B. For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for SONET Ring and Access Service in Part 20, Section 15 or under Special Facilities Routing as set forth in Schedule Cal. P.U.C. No. 175-T, Section 11.

3.2.5 Minimum Period

- A. Except as set forth in B., C., D. and Schedule Cal. P.U.C. No. 175-T, Section 9.1.4, the minimum period for which Access Service is provided and for which charges are applicable is one month.
- B. The minimum period for Video Payment Plans, GigaMAN® Term Pricing Plans, or Fiber AdvantageSM DS3 and DS3x3 service Rate Stability Payment Plan is one year.
- C. The minimum period for Fiber AdvantageSM DS3x12 or dedicated rings for SONET Ring and Access service^{/1/} is a 3 year Rate Stability Payment Plan. The minimum period for OC-3, OC-12, OC-48 Dedicated SONET Ring service is a three year term pricing plan.
- D. The minimum period for part-time Television and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.). The minimum period for AVS-270 is 3 months.
- E. Service Rearrangements as set forth in 3.2.8., following, for Special Access Services may be made without a change in minimum period requirements.

/1/ Frozen/Grandfathered SONET Ring and Access Service effective June 30, 2006. See 2.3.2.4.F.

3. ORDERING OPTIONS – ACCESS SERVICES (cont'd)**3.2 ACCESS ORDER (cont'd)****3.2.9 Moves^{/1/,/2/}**

A move involves a change in the physical location of one of the following:

- The Point of Termination at the customer's designated premises
- The customer's premises
- The EIS Point of Termination

The charges for the move are dependent on whether the move is to a new location within the same premises or to a different premises.

A. Moves Within the Same Premises

When the move is to a new location within the same premises, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the Special Access Service termination affected. There will be no change in the minimum period requirements.

B. Moves To a Different Premises

Moves to a different premises will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

/1/ Move rules for GigaMAN® can be found in Part 15, Section 4.
/2/ Move rules for DecaMAN® can be found in Part 15, Section 4.

3. ORDERING OPTIONS – ACCESS SERVICES (cont'd)**3.2 ACCESS ORDER (cont'd)**3.2.9 Moves^{/1,/2/} (cont'd)C. Moves for Fiber AdvantageSM DS3x3 and DS3x12 (cont'd)

When a Fiber AdvantageSM DS3x3 or DS3x12 service is hubbed into individual Fiber AdvantageSM DS3 services, and the customer desires to move the location of one of the Fiber AdvantageSM DS3 services, and the Fiber AdvantageSM DS3x3 or Fiber AdvantageSM DS3x12 service results in no change, then the nonrecurring charge associated with the individual Fiber AdvantageSM DS3 service channel termination under their current payment plan will apply. The fixed period associated with the payment plan for the rearranged Fiber AdvantageSM DS3 will not change.

When a Fiber AdvantageSM DS3 service is hubbed into individual Fiber AdvantageSM DS1 service under a Rate Stability Payment Plan, and the customer desires to move the location of that Fiber AdvantageSM DS1 service, and there is no change to Fiber AdvantageSM DS3, then the nonrecurring charge associated with the individual Fiber AdvantageSM DS1 service channel termination under that current Rate Stability Payment Plan will apply. The fixed period associated with the payment plan for the rearranged Fiber AdvantageSM DS1 service will not change.

During a 3 or 5 year Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term, a customer may move one end of a Fiber Advantage DS3, DS3x3 or DS3x12 Service to another location, within the same LATA, without incurring termination charges, provided the following conditions are met:

- The Fiber Advantage DS3, DS3x3 or DS3x12 Service has satisfied the twelve month minimum service period requirement at the old location;

/1/ Move rules for GigaMAN® can be found in Part 15, Section 4.

/2/ Move rules for DecaMAN® can be found in Part 15, Section 4.

3. ORDERING OPTIONS – ACCESS SERVICES (cont'd)**3.2 ACCESS ORDER (cont'd)****3.2.9 Moves^{/1,/2/} (cont'd)****C. Moves for Fiber AdvantageSM DS3x3 and DS3x12 (cont'd)**

- The customer subscribes to a new Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term at the new location, dependent upon the remaining months of their current Term Plan.

The following conditions apply:

- 42 months or less – the customer may purchase a new 3 or 5 year Rate Stability Plan.
- 43 months or greater – the customer may purchase only a new 5 year Rate Stability Plan.
- The expiration date for the new Rate Stability Payment Plan term is beyond the end of the original Rate Stability Plan term;
- No lapse in service occurs;
- Nonrecurring Charges will apply, when applicable;
- The new service is provided for the same customer of record as the disconnected service;
- The monthly rates for the new service at the new location will be those rates in effect at the time the new service is installed; and
- Spare facilities must be available or Special Construction charges, as set forth in Part 2, Section 5, following, may apply.

/1/ Move rules for GigaMAN® can be found in Part 15, Section 4.

/2/ Move rules for DecaMAN® can be found in Part 15, Section 4.

4. 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>
PBX Trunk Service	Part 4, Section 2
Direct-Inward Dialing (DID) Service	Part 4, Section 2
Mileage and Channel Termination Charges (Trunk-based service, PBX services and Voice Grade Service)	Part 4, Section 5
Voice Grade Service	Part 15, Section 2
High Capacity Service (64 kbps, 3.152 Mbps and 6.312 Mbps)	Part 15, Section 3
Advanced Digital Network (2.4, 4.8, 9.6, 19.2, 56 and 64 Kbps)	Part 15, Section 3
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 17, Section 1
Primary Rate ISDN (PRI)	Part 17, Section 2

Effective Date

Wire Center

07/17/2019

RDNGCA02

Exchange

California

Redding

Other InformationDistribution Areas 412750, 421150,
421250, 421357, 421650, 440150,
440557 and 460150

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Mileage and Channel Termination Charges (Trunk-based service, PBX services and Voice Grade Service)	Part 4, Section 5
Custom Calling Service Direct Connection – Business	Part 7, Section 2
Voice Grade Service	Part 15, Section 2
High Capacity Service (64 kbps, 3.152 Mbps and 6.312 Mbps)	Part 15, Section 3
Advanced Digital Network (2.4, 4.8, 9.6, 19.2, 56 and 64 Kbps)	Part 15, Section 3
Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 20, Section 17
Primary Rate ISDN (PRI)	Part 17, Section 2

(C)

Effective DateWire Center

07/17/2019

RDNGCA02

Exchange

California

Redding

Other InformationDistribution Areas 412750, 421150,
421250, 421357, 421650, 440150,
440557 and 460150

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Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI)	Part 20, Section 17

Effective DateWire Center

07/17/2019

RDNGCA02

Exchange

California

Redding

Other Information

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

10/01/2021

CSMSCA11

California

Newport Beach

Distribution Areas 311550 and 311602

(N)

(N)