

1. OPTIONAL CALLING PLANS**1.1. Local Usage Blocks of Time****A. TERMS AND CONDITIONS**

1. All terms and conditions relating to the individual service offerings found in this Guidebook as specified on the list of services (California Out of Territory Guidebook Part 2, Section 2) can be found in the Guidebook or tariff schedule indicated next to that service. All of these terms and conditions are applicable to the provisions of the service from this Guidebook.
2. All rates and charges may be adjusted at a later date.

B. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	
Local 250, each line	NO	\$46.00	(l)
Local 700, each line	NO	118.00	(l)
Local 1200, each line	NO	193.00	(l)
Out of Block, per minute	NO	0.017	

1. OPTIONAL CALLING PLANS (cont'd)**1.1. Local Usage Blocks of Time (cont'd)****B. RATES AND CHARGES (cont'd)****Business Solutions³ Retention and Winback Discount Schedules^{1,2}**

If an individual business access line customer also subscribes to Business Solutions³, they will receive a discount on their Local Usage Optional Calling Plan.

Retention discounts apply to all eligible new or existing customers.

Winback discounts apply to all customers who have discontinued their business with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier and operating within the Company's territory who now wish to return to the Company.

The Retention discount(s) will be applied as follows:

	<u>Monthly Discount</u>
Local 250	\$0.50
Local 700	1.75
Local 1200	3.60

The Winback discount(s) will be applied as follows:

Local 250	1.00
Local 700	2.80
Local 1200	4.80

- /1/ Retention and Winback discounts are mutually exclusive. A customer can only receive discounts under the Retention or Winback discounts as described above.
- /2/ The Local Usage Optional Calling Plan discount will apply to Business Solutions customers (see California Guidebook Part 4, Section 5)
- /3/ Frozen/Grandfathered One-Line Solution Discount, Two-Line Solution Discount (Business Solutions), Power Pack, Works, and Business PreferredSM (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out of Territory Guidebook Part 2, Section 2.

1. OPTIONAL CALLING PLANS (Cont'd)**1.2 Unlimited Local Calling****A. TERMS AND CONDITIONS**

1. All terms and conditions relating to the individual service offerings found in this Guidebook as specified on the list of services (California Out of Territory Guidebook Part 2, Section 2) can be found in the Guidebook or tariff schedule indicated next to that service. All of these terms and conditions are applicable to the provisions of the service from this Guidebook.
2. All rates and charges may be adjusted at a later date.

B. RATES AND CHARGES

The following monthly rates apply to each eligible BTN account for the Unlimited Local Calling Plan.

1. Retention and Winback descriptions

	<u>Nonrecurring</u>	<u>Monthly Account Charge</u>	<u>Monthly Rate Per Line</u>
a. Retention Rate ^{1,2}	NO	\$15.31	\$3.68
b. Winback Rate ^{1,2}	NO	14.81	2.18
c. Non-Business Solutions ³ Rate	NO	18.99	5.00

/1/ Per California Guidebook Part 4, Section 2.

/2/ Retention and Winback discounts are mutually exclusive. A customer can only receive discounts under the Retention or Winback discounts as described above.

/3/ Frozen/Grandfathered One-Line Solution Discount, Two-Line Solution Discount Power Pack, Works, and Business PreferredSM (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out of Territory Guidebook Part 2, Section 2, the "Non-Business Solutions" rate is not frozen/grandfathered.

2. VALUE PROMISESM**2.1 TERMS AND CONDITIONS**

- A. All terms and conditions relating to the individual service offerings found in this Guidebook as specified on the list of services (Out of Territory Guidebook Part 2, Section 2) can be found in the Guidebook or tariff schedule indicated next to that service. All of these terms and conditions are applicable to the provisions of service from this Guidebook.
- B. All rates and charges may be adjusted at a later date.

2.2 RATES AND CHARGES**A. ADVANTAGE 50****1. Option 1**

<u>Billed Usage</u>	<u>Discount Rate</u>
(a) \$0.01 - \$300.00	30%
(b) \$300.01+	35%

2. Option 2

<u>Hourly Rate</u>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage	(1) \$0.01 - \$300.00	30%
	(2) \$300.01+	35%

2. VALUE PROMISESM (cont'd)**2.2 RATES AND CHARGES (cont'd)****A. ADVANTAGE 50 (cont'd)**

Illustrative Only

Option 1

- a. \$750.00 = Applicable total message toll (C)
- b. \$300.00 @ 30% discount = \$90.00
- c. \$450.00 @ 35% discount = \$157.50
- d. Total amount discounted = \$247.50

Option 2

- a. 130.44 hours x \$5.75 per hour of usage = \$750.00 applicable total message toll (C)
(D)
- b. \$300.00 @ 30% discount = \$90.00
- c. \$450.00 @ 35% discount = \$157.50 (C)
- d. Total discounted amount = \$247.50 (C)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Advantage 50 Option 1	NO	\$7.50	BPLP1
Advantage 50 Option 2	NO	7.50	BPLH1

2. VALUE PROMISEsm (cont'd)**2.2 RATES AND CHARGES (cont'd)****A. ADVANTAGE 50 (cont'd)****3. Dial Station**

<u>DAY RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL 1-MINUTE</u>	<u>EACH ADDITIONAL MINUTE</u>
13-16	\$0.1140	\$0.0700
17-20	0.1140	0.0700
21-25	0.1360	0.1140
26-30	0.1360	0.1140
31-40	0.1360	0.1140
41-50	0.1470	0.1250
51-70	0.1470	0.1250
71+	0.1470	0.1360

<u>EVENING RATE</u>		
<u>RATE MILEAGE</u>	<u>INITIAL 1-MINUTE</u>	<u>EACH ADDITIONAL MINUTE</u>
13-16	\$0.0912	\$0.0560
17-20	0.0912	0.0560
21-25	0.1088	0.0912
26-30	0.1088	0.0912
31-40	0.1088	0.0912
41-50	0.1176	0.1000
51-70	0.1176	0.1000
71+	0.1176	0.1088

2. VALUE PROMISESM (cont'd)**2.2 RATES AND CHARGES (cont'd)****A. ADVANTAGE 50 (cont'd)****3. Dial Station (cont'd)**NIGHT/WEEKEND RATE

<u>RATE MILEAGE</u>	<u>INITIAL 1-MINUTE</u>	<u>EACH ADDITIONAL MINUTE</u>
13-16	\$0.0684	\$0.0420
17-20	0.0684	0.0420
21-25	0.0816	0.0684
26-30	0.0816	0.0684
31-40	0.0816	0.0684
41-50	0.0882	0.0750
51-70	0.0882	0.0750
71+	0.0882	0.0816

2. VALUE PROMISESM (cont'd)

2.2 RATES AND CHARGES(cont'd)

A. ADVANTAGE 50 (cont'd)

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2. VALUE PROMISESM (cont'd)

2.2 RATES AND CHARGES (cont'd)

A. ADVANTAGE 50 (cont'd)

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2. VALUE PROMISESM (Cont'd)**2.3 ADVANTAGE 5, 10 AND 25 CALLING -PLANS - BUSINESS****A. DESCRIPTION**

Advantage 5, 10 and 25 calling plans provide special rates for directly-dialed local toll calls. (C)
Calls are measured in six (5) second increments with a thirty (30) second minimum charge. To (C)
qualify for Advantage 5, 10 or 25 rates, the customer agrees to: 1) a one- or two-year term
commitment, 2) pay a minimum monthly billed amount, and 3) fulfill the other terms and conditions
set forth below.

B. REGULATIONS

1. Orders for new Advantage 5, 10 or 25, and additions or modifications to current Advantage 25 service may be placed verbally.
2. Advantage 5, 10 or 25 service is not available in conjunction with PBX basic service or custom (ICB) contracts.
3. The customer must commit to a minimum monthly billed amount for calls included under Advantage 5, 10 or 25.
4. The customer may cancel Advantage 5, 10 or 25 within thirty (30) days of the order date without penalty.
5. After the above thirty (30) day grace period, except as set forth in 4. preceding, if the customer cancels its Advantage 5, 10 or 25 plan, Acceleration Charges set forth in D1. following will be assessed for each remaining month in the term.

2. VALUE PROMISESM (cont'd)

2.3 ADVANTAGE 5, 10 AND 25 CALLING -PLANS - BUSINESS (cont'd)

B REGULATIONS (cont'd)

6. Acceleration Charges will not be assessed if:
 - the one-year term customer opts for a two-year term plan; or
 - if the customer changes from Advantage 5, 10 or 25 to a permanently-offered calling plan or a promotional offer as long as the term commitment of the customer's newly chosen plan is equal to or greater than the term remaining under the customer's current Advantage 25 plan.
7. The Company will notify the customer that its Advantage 5, 10 or 25 term plan will expire, thirty (30) days prior to its actual expiration date. The customer may terminate its Advantage 5, 10 or 25 plan on its expiration date by notifying the Company ten (10) business days prior to the expiration date.
8. If the customer does not notify the Company is wishes to terminate its Advantage 5, 10 or 25 plan prior to the expiration date, the Company will automatically renew the service for an identical term under the same terms and conditions as the expiring plan. The new plan will commence the day after the current plan expires. A thirty (30) day grace period set forth in 4 preceding, applies to all renewed Advantage 5, 10 or 25 plans.

2. VALUE PROMISESM (cont'd)**2.3 ADVANTAGE 5, 10 AND 25 CALLING -PLANS - BUSINESS (cont'd)****C RATES AND CHARGES****1. Term Commitments and Minimum Monthly Charges**

	Advantage 5		Advantage 10		Advantage 25	
Term	Minimum Billing Charge	USOC	Minimum Billing Charge	USOC	Minimum Billing Charge	USOC
One Year	\$4.75	AD5T1	\$9.50	ADTT1	\$25.00	V25T1
Two Year	\$4.75	AD5T2	\$9.50	ADTT2	\$25.00	V25T2

2. Direct-Dialed Toll Rates

	Advantage 5		Advantage 10		Advantage 25	
Term	Initial Thirty (30) Second Rate ¹	Rate for Each Additional Six Seconds ²	Initial Thirty (30) Second Rate ¹	Rate for Each Additional Six Seconds ²	Initial Thirty (30) Second Rate ¹	Rate for Each Additional Six Seconds ²
One Year	\$.0318	\$.0064	\$.0308	\$.0062	\$.0300	\$.0060
Two Year	\$.0299	\$.0060	\$.0289	\$.0058	\$.0280	\$.0056

/1/ Minimum charge per call or message.

/2/ Fractional amounts will be rounded to the next six (6) second increment.

2. VALUE PROMISESM (cont'd)

2.3 ADVANTAGE 5, 10 AND 25 CALLING -PLANS - BUSINESS (cont'd)

C. RATES AND CHARGES (cont'd)

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D. ACCELERATION CHARGES

1. Acceleration of Term Commitment Charges^{/1/}

(C)

Term	Advantage 5	Advantage 10	Advantage 25
One Year or Two Year	\$4.75	\$9.50	\$25.00

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/1/ Charge for each remaining full month of the term commitment.

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5. VALUE PROMISESM – FLAT RATE PLANS (cont'd)**5.1 FLAT RATE PRO FOR BUSINESS - OPTION 1 (FLAT RATE PRO 1)****A. DESCRIPTION**

Flat Rate Pro for Business - Option 1, offers postalized intraLATA usage rates to business customers based on term and monthly volume commitments. The postalized rate will be applied to all intraLATA usage including: Local, Zone 3, Local Toll, and Custom 8 usage.

B. REGULATIONS

1. Flat Rate Pro for Business - Option 1 is not available on residence exchange lines or on Centrex dormitory lines.
2. Flat Rate Pro for Business - Option 1 rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.^{/2/} (C)
4. These rates are applicable to Flat Rate Pro for Business - Option 1 only and do not apply to any other Company offered plans. (C)
5. Flat Rate Pro for Business - Option 1 is only available on billing telephone numbers (BTNs) billed to the customer of record.
6. Flat Rate Pro for Business - Option 1 is not available on Basic 8, Easy 8, 900^{/1/}, or Private Line Services.
7. The customer will receive one second billing with an eighteen second minimum on all Zone 3 and Local Toll. Custom 8 usage will be billed in 1/1,000 of an hour increments with no minimum.
8. A termination charge will apply when a customer chooses to cancel their Flat Rate Pro Option - 1 calling plan prior to the termination date.

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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5. VALUE PROMISESM – FLAT RATE PLANS (cont'd)**5.2 FLAT RATE PRO FOR BUSINESS - OPTION 1 (FLAT RATE PRO 1) (cont'd)****B. REGULATIONS (cont'd)**

9. Eligible calls for Flat Rate Pro 1 must be within the Company's Service Area.
10. Calls will be rated without sensitivity to time of day or distance.
11. Customers must commit to a 12 or 24-month commitment in writing.
12. The 12 or 24-month commitment remains in force when the account(s) are moved, superseded, billing name changed, or billing number(s) changed. The new customer must agree to maintain the remainder of the current term or the outgoing customer will be charged the termination charge.
13. If the customer discontinues service prior to the end of the term agreement, the customer will pay the Company 83% of their current monthly fee times the number of months remaining on the term agreement.
14. Customer must maintain all of their BTN's in the Flat Rate Pro 1 calling plan to remain in compliance with the Guidebook.
15. The Custom 8 installation charge and monthly recurring charges will be waived for Flat Rate Pro 1 customers. All other applicable regulations, rates and charges for Custom 8 service will apply. (See California Guidebook Part 10, Section 1.) If the customer discontinues service prior to the end of the agreement, the customer will pay the Company the amount of the waived charges, i.e., installation charges and the monthly recurring charges.
16. Term commitments will automatically be renewed at the end of the customers current commitment. Customers will have a 30-day grace period after the new term begins to cancel the new term without incurring any penalties.
17. Customers will be notified 30 days prior to the term expiration date that their term agreement will automatically be renewed with the same minimum monthly usage commitment and for the same term commitment unless the Company is notified by the customer.

5. VALUE PROMISESM – FLAT RATE PLANS (cont'd)**5.2 FLAT RATE PRO FOR BUSINESS - OPTION 1 (FLAT RATE PRO 1) (cont'd)****C. TERMINATION FEES****1. Flat Rate Pro for Business - Option 1**

The termination charge is determined by multiplying the remaining months on the term plan times 83% of the minimum monthly fee for the block and term selected by the customer.

D. RATES AND CHARGES

Charges apply to all completed calls. The charges for Flat Rate Pro 1 calls are applied on a per call basis.

Block	Minimum Monthly Block	One Year Term		Two Year Term	
		Rate Per Minute	Minimum Monthly Charge	Rate Per Minute	Minimum Monthly Charge
1	10,000	\$.037	\$ 370.00	\$.034	\$ 340.00
2	50,000	.035	1,750.00	.032	1,600.00
3	100,000	.033	3,300.00	.030	3,000.00
4	150,000	.031	4,650.00	.028	4,200.00

5. VALUE PROMISESM – FLAT RATE PLANS(cont'd)**5.3 FLAT RATE PRO FOR BUSINESS - OPTION 2 (FLAT RATE PRO 2)****A. DESCRIPTION**

Flat Rate Pro for Business - Option 2, offers postalized intraLATA usage rates to business customers based on term and monthly volume commitments. Flat Rate Pro 2 offers one flat rate per minute for local calls and a different flat rate per minute for all other eligible calls: Zone 3, Local Toll, card and Custom 8 calls.

B. REGULATIONS

1. Flat Rate Pro for Business - Option 2 is not available on residence exchange lines or on Centrex dormitory lines.
2. Flat Rate Pro for Business - Option 2 rates are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use.
3. Conference calls and any other calls requiring operator handling are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.^{/2/} /3/
4. These rates are applicable to Flat Rate Pro for Business - Option 2 only and do not apply to any other Company offered plans.
5. Flat Rate Pro for Business - Option 2 is only available on billing telephone numbers (BTNs) billed to the customer of record.
6. Flat Rate Pro for Business - Option 2 is not available on Basic 8, Easy 8, 900^{/1/}, or Private Line Services.
7. The customer will receive one second billing with an eighteen second minimum on all Zone 3 and Local Toll. Custom 8 usage will be billed in 1/1,000 of an hour increments with no minimum.
8. A termination charge will apply when a customer chooses to cancel their Flat Rate Pro Option - 2 calling plan prior to the termination date.

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

/3/ correction

5. VALUE PROMISESM - FLAT RATE PLANS (cont'd)**5.3 FLAT RATE PRO FOR BUSINESS - OPTION 2 (FLAT RATE PRO 2) (cont'd)****B. REGULATIONS (cont'd)**

9. Eligible calls for Flat Rate Pro 2 must be within the Company's Service Area.
10. Calls will be rated without sensitivity to time of day.
11. Customers must commit to a 12 or 24-month commitment in writing.
12. The 12 or 24-month commitment remains in force when the account(s) are moved, superseded, billing name changed, or billing number(s) changed. The new customer must agree to maintain the remainder of the current term or the outgoing customer will be charged the termination charge.
13. If the customer discontinues service prior to the end of the term agreement, the customer will pay the Company 83% of their current monthly fee times the number of months remaining on the term agreement.
14. Customer must maintain all of their BTN's in the Flat Rate Pro 2 calling plan to remain in compliance with the tariff.
15. The Custom 8 installation charge and monthly recurring charges will be waived for Flat Rate Pro 2 customers. All other applicable regulations, rates and charges for Custom 8 service will apply. (See California Guidebook Part 10, Section 1) If the customer discontinues service prior to the end of the agreement, the customer will pay the Company the amount of the waived charges, i.e., installation charges and monthly recurring charges.
16. Term commitments will automatically be renewed at the end of the customers current commitment. Customers will have a 30-day grace period after the new term begins to cancel the new term without incurring any penalties.
17. Customers will be notified 30 days prior to the term expiration date that their term agreement will automatically be renewed with the same minimum monthly usage commitment and for the same term commitment unless the Company is notified by the customer.

5. VALUE PROMISESM - FLAT RATE PLANS (cont'd)**5.3 FLAT RATE PRO FOR BUSINESS - OPTION 2 (FLAT RATE PRO 2) (cont'd)****C. TERMINATION FEES****1. Flat Rate Pro for Business - Option 2**

The termination charge is determined by multiplying the remaining months on the term plan times 83% of the minimum monthly fee for the block and term selected by the customer.

D. RATES AND CHARGES

Charges apply to all completed calls. The charges for Flat Rate Pro 2 calls are applied on a per call basis.

Block	Minimum Monthly Block	One Year Term		Two Year Term		Rate Per Minute for Non-Local	Monthly Minimum Charge
		Rate Per Minute For Local	Rate Per Minute for Non-Local	Minimum Monthly Charge	Rate Per Minute For Local		
1	10,000	\$.015	\$.062	\$ 385.00	\$.015	\$.057	\$ 360.00
2	50,000	.015	.060	1,875.00	.015	.053	1,700.00
3	100,000	.015	.058	3,650.00	.015	.050	3,250.00
4	150,000	.015	.056	5,325.00	.015	.048	4,725.00

6. VOLUME DISCOUNTS

6.1 TERMS AND CONDITIONS

- A. All terms and conditions relating to the individual service offerings found in this tariff schedule as specified on the list of services (California Out of Territory Guidebook Part 2, Section 2) can be found in the Guidebook or tariff schedule indicated next to that service. All of these terms and conditions are applicable to the provisions of service from this Guidebook.
- B. All rates and charges may be adjusted at a later date.

6. VOLUME DISCOUNTS (cont'd)**6.2 RATES AND CHARGES****A. VALUE PROMISESM ADVANTAGE 50 VOLUME DISCOUNTS¹**

<u>Billed Usage Threshold</u>	<u>Discount Rate</u>
\$2,500.00	5%
\$7,500.01	10%

Illustrative Only

A BTN with \$750 of message toll and belonging to a BAG with \$5,000.00 of message toll usage receives the following discounts: (C)
(C)

- a. \$750.00 = Applicable total message toll (C)
- b. \$247.50 = Discounted from Advantage 50
- c. \$502.50 = balance of usage not previously discounted (a-b)
- d. \$25.13 = 5% Volume Discount (c x 0.05)
- e. \$272.63 = Total discounted amount (b+d)
- f. \$477.37 = Customer's billed message toll (c-d) (C)

/1/ Volume discounts are applied to the balance of usage after discounted by Advantage 50.

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