

1. MISCELLANEOUS EXCHANGE SERVICES**1.2. NUMBER RETENTION SERVICE¹****A. DESCRIPTION**

1. Number Retention Service (NRS) allows business customers the option of retaining their existing number(s) when changing within or between grades of service and/or from another Local Exchange Carrier if a number change is required. Calls made to the customer's retained number are forwarded to the customer's assigned number. This is transparent to the calling party.

Simultaneous calls to the retained number may result in a busy signal to the calling party. The customer of NRS has the option of subscribing to additional access paths to the assigned number at charges as set forth in the following Rates and Charges.

B. DEFINITIONS

1. Primary Number - The first number of any business account when more than one number is billed together (commonly referred to as the pilot number). A separate bill is rendered for each primary number.
2. Additional Number - Any number billed with a primary number such as lines within:
1) the same hunting group, 2) same prefix, or 3) same address.
3. Sequential Number - A numerical series or grouping of telephone numbers that is continuous and uninterrupted. A sequential number range consists of no less than two numbers.

NOTE 1: Frozen/Grandfathered Number Retention Service pending CPUC Resolution. See California Guidebook Part 2, Section 1, Definitions.

1. MISCELLANEOUS EXCHANGE SERVICES (cont'd)**1.2. NUMBER RETENTION SERVICE^{/1/}(cont'd)****C. REGULATIONS**

1. NRS is offered on changes from Business Service or equivalent, PBX Trunk Service or equivalent, or Centrex Service or equivalent to Centrex Service, PBX DID-equipped Trunk Service, Supertrunk® Service^{/2/}, or Primary Rate ISDN Service if a number change is required when:
 - a customer's existing service has telephone numbers in different prefixes and the customer wants to add these numbers to a new or existing service.
2. NRS is not provided with Foreign Exchange Service, Foreign District Area Service and Foreign Prefix Service as set forth in California Guidebook Part 4, Section 3.
3. NRS is offered on changes from Centrex Service, Primary Rate ISDN, Supertrunk®^{/2/}, or PBX DID-equipped Trunk Service to Individual Business Service, PBX DID-equipped Trunk Service, or Centrex Service if a number change is required.
4. NRS is offered on changes between Centrex Service and Business Trunk Line Service - DID equipped if a number change is required when:
 - a customer has and wants to retain less than 20 sequential telephone numbers.
 - a customer will be served from a different prefix from a different Local Exchange Carrier.
5. Rates and Charges for NRS are in addition to all other applicable rates and charges.
6. NRS may only be offered where the customer's retained number and terminating number are in the Company's exchange where the customer's service was previously received and service is physically provided from the Company's wire center serving that exchange.
7. The terminating telephone number may be changed at the customer's request at the charges for a change of telephone number as shown in California Guidebook Part 3, Section 1.

/1/ Frozen/Grandfathered Number Retention Service. See California Guidebook Part 2, Section 1 – Definitions. (C)

/2/ Effective June 30, 2016, SuperTrunk Service is Grandfathered. See Part 20, Section 4. (N)

1. MISCELLANEOUS EXCHANGE SERVICES (cont'd)

1.2. NUMBER RETENTION SERVICE^{/1/} (cont'd)

C. REGULATIONS (cont'd)

8. If the customer disconnects Number Retention Service, the retained telephone number associated with NRS may be changed to Individual Business Access Line Service, Business Access Trunk Line Service, Centrex, PRI, or Supertrunk^{/2/} at the customer's request at new installation charges as shown in this Schedule. (C)
9. Listings in the directory serving the exchange in which the NRS service is located will be furnished as set forth in California Guidebook Part 4, Section 5 and California Guidebook Part 12, Section 1.
10. Number Retention Service may not be provided with 800 Service.
11. Customers subscribing to Centrex Service or Business Trunk Line Service - DID equipped, whose numbers are assigned out of the unique numbering blocks may keep their retained number(s) for a period of 12 months. At the discretion of the Company, the NRS may be discontinued, depending on facilities and operating conditions, after the 12 month period.
12. NRS is available where facilities and operating conditions permit.
13. NRS may be offered to an end user of the Company, provided that all other requirements of this tariff are met, when the end user customer of the Company subscribes to Joint User Service described in the California Out of Territory Guidebook Part 4, Section 5, with respect to business service provided to another customer of the Company, and wishes to retain the existing Company telephone number(s).
14. NRS may be offered to an end user customer of the Company, provided that all other requirements of this tariff are met, and all the following conditions exist:
 - a. the end user customer of the Company currently subscribes to Joint User Service described in the California Out of Territory Guidebook Part 4, Section 5, with respect to business service provided to another customer of the Company, as stated in 13. preceding, and
 - b. wishes to subscribe to a different Joint User Service with respect to business service provided to another customer of the Company, and

/1/ Frozen/Grandfathered Number Retention Service. See California Guidebook Part 2, Section 1 – Definitions. (C)

/2/ Effective June 30. 2016, SuperTrunk service is grandfathered. See Part 20, Section 4. (N)

1. MISCELLANEOUS EXCHANGE SERVICES (cont'd)**1.2 NUMBER RETENTION SERVICE¹ (cont'd)****C. REGULATIONS (cont'd)**

14. NRS may be offered to an end user customer of the Company, provided that all other requirements of this Guidebook are met, and all the following conditions exist: (Cont'd)

c. the business customer, as described in California Out of Territory Guidebook Part 4, Section 5, with respect to business service provided to another customer of the Company, allows the telephone number(s) from their existing Company service to be used for NRS service.

15. California Out of Territory Guidebook Part 7, Section 4, Remote Call Forwarding, may not be converted to NRS service under any circumstances.

D. RATES AND CHARGES

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
1. Number Retention Service			
a. First line equipped, one or more paths, initial			
- Each	\$ 50.00	\$ 7.00	CNR++
- Each additional access path ³	NO	NO	
b. Subsequent Access path ²			
- Each additional order	50.00	NO	

NOTE 1: Frozen/Grandfathered Number Retention Service pending CPUC Resolution. See California Guidebook Part 2, Section 1 – Definitions.

NOTE 2: The nonrecurring charge applies to each service order issued to add one or more access path(s).

NOTE 3: The nonrecurring charge does not apply if additional paths are ordered at the same time as Number Retention Service is ordered.

ACCESS ADVANTAGE PLUS

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Access Advantage Plus Service will no longer be available to new customers (no current contract or service) on or after November 1, 2016. Customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to Access Advantage Plus Service, including moves to different service addresses, will not be provisioned.

Access Advantage Plus is a channelized (1.544 Mbps) high capacity service that delivers up to 24 channels of DSO level data/and or voice connecting service. The service is provided as point to point from the Digital Cross Connect (DCS) equipped serving wire center to the customer premises. Access Advantage Plus is offered to end user customer designated premises and not a IEC Inter-exchange carrier point of presence (POP). Access Advantage Plus Service is available where facilities and operating conditions permit^{/1/}.

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

B. DEFINITIONS

Channelized - Denotes the multiplexing of the 1.544 Mbps Facility into 24 voice grade channels for connection to other services.

Access Advantage Plus Transport - Denotes the channelized 1.544 Mbps Facility between a customer premise and the service office for the location. This element is available for use only with the Company's connecting services as specified in California Out of Territory Guidebook Part 2, Section 2.

/1/ Access Advantage Plus is only available in GTE Territory at this time.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 40 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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C. SERVICES OFFERED AND DESCRIPTIONS**1. Access Advantage Plus Individual/Multi-Line Business Service**

Access Advantage Plus Individual/Multi-Line Business Line Service is a business measured service either single or multi-line which interconnect to the Access Advantage Plus Transport which terminates on the CPE at the customer premise and can only be purchased with Access Advantage Plus.

- a. Access Advantage Plus Individual/Multi-line Business Service is subject to the rules and regulations set forth in Schedule Cal.P.U.C. No. A2 and California Guidebook Part 4, Section 2 and Part 2, Section 2.
- b. The features available with this service and the applicable rates are set forth in California Guidebook Part 7, Section 2.
- c. Non-recurring charges for installation of Access Advantage Plus Individual/Multi-Line Business Service for 3 year^{/1/} TPP Plan Access Advantage Plus are waived. These charges will be waived when service is installed during anytime within the 3 year^{/1/} TPP Plan.
- d. Non-recurring charges associated with installation of the Hunting feature on Access Advantage Plus Individual/Multi-Line Business for 3 year^{/1/} TAP Plan Access Advantage Plus will be waived. These charges will be waived when service is installed during anytime within the 3 year^{/1/} TPP Plan.

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/1/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 41 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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C. SERVICES OFFERED AND DESCRIPTIONS (cont'd)

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2. Access Advantage Plus Private Branch Exchange Trunk Line Service

Access Advantage Plus Private Branch Exchange Trunk Line Service is a PBX trunk that interconnects to the Access Advantage Plus transport which terminates on the CPE at the customer premise and can only be purchased with Access Advantage Plus.

- a. Access Advantage Plus PBX service is subject to the rules and regulations as set forth in Schedule Cal. P.U.C. Nos. A2 and California Guidebook Part 4, Section 2 and Part 2, Section 2.
- b. The features available with this service and the applicable rates are set forth in California Guidebook Part 7, Section 2.
- c. Non-recurring charges for installation of Access Advantage Plus PBX Trunk Line Service for 3 year^{/1/} TPP Plan Access Advantage Plus are waived. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.
- d. Non-recurring charges associated with the installation of the Hunting feature on Access Advantage Plus PBX Trunk Line Service for 3 year^{/1/} TPP Plan Access Advantage Plus will be waived. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.

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/1/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 42 and has been renumbered.

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ACCESS ADVANTAGE PLUS (Cont'd)

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C. SERVICES OFFERED AND DESCRIPTIONS (cont'd)

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3. Access Advantage Plus Direct-In-Dialing (DID)

Access Advantage Plus Direct-In-Dialing will be available only to Access Advantage Plus PBX trunks which interconnect to the Access Advantage Plus Transport.

- a. Access Advantage Plus DID is subject to the rules and regulation as set forth in Cal. P.U.C. No. A2 and California Guidebook Part Part 6, Section 1 and Part 2, Section 2.
- b. The features available with this service and the applicable rates are set forth in California Guidebook Part 7, Section 2.
- c. Non-recurring charges for installation of Access Advantage Plus DID for 3 year^{/1/} TPP Plan Access Advantage Plus is waived. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.
- d. Non-recurring charges associated with the installation of the Hunting feature on Access Advantage Plus DID service for 3 year^{/1/} TPP Plan Access Advantage Plus will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.

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/1/ Effective October 11, 2013, 2- and 3-year Term Payment Plan (TPP) agreements are no longer available for new installations or renewals. Customers currently on a 2- or 3-year TPP agreement may continue service at their existing TPP agreement rate until the contracted TPP agreement expires. Upon completion of the current contracted TPP agreement, customers may continue receiving the service by entering into a new 1-year TPP agreement at the then current applicable TPP rates. If the customer does not enter into a new 1-year TPP agreement, or request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 43.

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ACCESS ADVANTAGE PLUS (Cont'd)

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C. SERVICES OFFERED AND DESCRIPTIONS (cont'd)

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4. Access Advantage Plus Centrex

Access Advantage Plus Centrex interconnects to the Access Advantage Plus which terminates on the CPE at the customer premise and can only be purchased with Access Advantage Plus.

- a. Access Advantage Plus Centrex is subject to the rules and regulations as set forth in Schedule Cal.P.U.C. No. A2 and California Guidebook Part 5, Section 1.
- b. The features available with Access Advantage Plus Centrex and applicable rates are set forth in California Guidebook Part 5, Section 1, except for the following Centrex features which are not available:
 - Airport Intercommunication Service (AIS)
 - Call Center Manager (CCM)
 - Centrex Management Service (CMS/CCRS)
 - Dormitory Service
 - DMS-100 Attendant Consoles
 - Electronic Business Sets (EBS)
 - Message Waiting Lamp Indication
 - ISDN
 - Centrex IS
 - Basic Rate ISDN
 - Primary Rate ISDN
- d. Alternate Serving Office Arrangement is not available with Access Advantage Plus.
- e. Non-recurring charges for installation of Access Advantage Plus Centrex service for 3 year^{/1/} TPP Plan Access Advantage Plus are waived. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.
- f. Non-recurring charges associated with installation of the Hunting feature on Access Advantage Plus Centrex service for 3 year^{/1/} TPP Plan Access Advantage Plus will be waived. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP Plan.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

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/2/ Material formerly appeared in Part 9, Section 3, Sheets 44 and 45, and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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C. SERVICES OFFERED AND DESCRIPTIONS (cont'd)

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5. The following data services can be accessed by Access Advantage Plus:
 - Advanced Digital Network (ADN) and applicable rates as set forth in California Out of Territory Guidebook Part 15, Section 3.
 - Voice Grade Service (VG) and applicable rates as set forth in California Out of Territory Guidebook Part 15, Section 3 (VG 32, 33, and 36).

D. REGULATIONS

1. The rules and regulations in this section are in addition to rules and regulations set forth in Schedule Cal.P.U.C. Nos. A2 and 175-T and California Guidebook Part 4, Section 2, Part 5, Section 1 and Part 2, Section 2.
 - a. Customer provided equipment must be compatible with Access Advantage Plus as specified in Technical Publication Publ 0780059-PB/NB. It shall be the responsibility of the customer to ensure the compatibility of customer-provided equipment or systems that are used in conjunction with this service, and the operating characteristics of such equipment or systems shall not interfere with any services offered by the Company.
 - b. When the customer's serving wire center is not equipped with Digital Cross Connect (DCS), the Company will route the traffic from the serving wire center to the nearest wire center where the digital cross connect and/or Frame Relay switch is located.
 - c. Digital Cross Connects are available at Company locations identified in the National Exchange Carrier Association Inc. Tariff FCC No. 4.
 - d. The customer of record for Access Advantage Plus must be the customer of record for the services offered with Access Advantage Plus. Joint use as described in California Guidebook Part 4, Section 5. does not apply.
 - e. Acceptance Testing (ACAT) as set forth in Schedule Cal.P.U.C. No. 175-T section 7.1.8 (A) and (B) in addition to the testing services and rates as set forth in Schedule Cal.P.U.C. No. 175-T section 13.3.5 are applicable to Access Advantage Plus.
 - f. If the Company has reason to believe that permitting the commencement or continuation of Access Advantage Plus in this tariff schedule is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its customers, the Company may refuse to provide or may discontinue providing such service.

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/1/ Material formerly appeared in Part 9, Section 3, Sheets 46 and 47, and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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D. REGULATIONS (cont'd)

1. The rules and regulations in this section are in addition to rules and regulations set forth in Schedule Cal.P.U.C. Nos. A2 and 175-T and California Guidebook Part 4, Section 2, Part 5, Section 1 and Part 2, Section 2. (cont'd)
 - g. The customer has exclusive responsibility and control over the content, quality and characteristics of services such as data transmittal, graphics or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
 - h. Listing Regulations as set forth in California Guidebook Part 12, Sections 1 and 4, and Part 11, Section 2 are applicable to the voice services specified with Access Advantage Plus.
 - i. Limitations of liability for Access Advantage Plus are subject to the regulations specified in California Guidebook Part 2, Section 2.
2. Availability
 - a. Access Advantage Plus is only available where facilities and operating conditions permit as determined by the Company. Where facilities and/or operating conditions do not permit, Special Construction as set forth in Schedule 175-T Section 15 shall apply.
 - b. Provisioning of any service that connects to Access Advantage Plus is subject to the availability and operational limitations of the facilities.
 - c. Access Advantage Plus and connecting services are only offered to the Company's End User customer.

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/1/ Material formerly appeared in Part 9, Section 3, Sheets 48 and 49, and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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D. REGULATIONS (cont'd)

3. Rate Regulations

Access Advantage Plus may be ordered on a month-to-month basis or under the Term Pricing Plan (TPP). The TPP provides the customer the option of choosing either a one, two^{/1/} or three^{/1/} year initial service period.

Rules, rate and regulations associated with measured rate service applicable to Access Advantage Plus are set forth in California Out of Territory Guidebook Part 4, Section 2.

a. Term Pricing Plan (TPP)

- (1) For customers that subscribe to a 1, 2^{/1/} or 3^{/1/} year Term Pricing Plan, the monthly rates in effect at the time the service is installed will not increase during the payment plan period.
- (2) Any decrease in TPP monthly recurring rates will be passed on to customers who participate in an applicable TPP.
- (3) Non-recurring charges for the installation of Access Advantage Plus on a 3 year TPP are waived.
- (4) Non-recurring charges on voice and data services as set forth herein (Part 9, Section 3) that connect to a 3 year^{/1/} TPP Access Advantage Plus will be waived. These charges will be waived if service is installed anytime within the 3 year^{/1/} TPP.
- (5) Non-recurring charges associate with the Hunting feature will be waived on 3 year^{/1/} Term Pricing Plan Access Advantage Plus. These charges will be waived when service is installed anytime within the 3 year^{/1/} TPP.

b. Termination Liability

- (1) For Term Pricing Plans (e.g. 1, 2^{/1/}, and 3^{/1/} year plans) discontinued prior to the end of their Payment Plan period, a Termination Liability Charge will apply as follows:

For TPP Plans discontinued prior to the end of the first year of the TPP period, the customer will be liable for 75% of the total monthly charges for the unexpired portion of the first year of service. As applicable, the customer will also be liable for 70% of the second year, and 60% of the third year of the total monthly charges for any remaining portion of the Term Pricing Plan.

- (2) For TPP Plans discontinued after the first year of the TPP Plan period, the customer will be liable for 70% of the total monthly charges for the next 12 month period of the TPP Plan and 60% as applicable for any remaining portion of the TPP Plan.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 50 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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D. REGULATIONS (cont'd)

3. Rate Regulations (cont'd)

c. Renewal for Term Pricing Plan^{/1/}

- (1) At the end of the service period, the customer's service will be billed under the month-to-month rates in effect at the time the service period expires unless the customer negotiates a new TPP service period or terminates service.
- (2) At the end of an extended service period, the customer's service will be billed under the Guidebook month-to-month rates in effect at the time the extended service period expires unless the customer negotiates a new TPP initial service period or terminates service.

d. Change of the 1, 2^{/1/}, or 3^{/1/} Year Term Pricing Plan

- (1) Customers may change to a shorter TPP Plan by paying the associated Termination Liability Charges with the original TPP Plan. The rates that will apply will be the current rates in effect for the TPP Plan ordered. However, no new nonrecurring charges will apply.
- (2) If a customer requests an existing TPP Plan to be converted to a month-to-month basis at any time prior to the expiration of the service period, termination charges will apply.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 51 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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E. ORDERING OPTIONS**1. General**

This section sets forth the regulations and order related charges for Access Advantage Plus orders.

These charges are in addition to other applicable charges as set forth in other sections of this tariff. Access Advantage Plus allows specific data and exchange voice services to be connected at DS0 levels to a channelized (1.544 Mbps) high capacity facility.

a. Ordering Options

The customer shall provide all information necessary for the Company to provide and bill for the requested service. In addition to the order information required, the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

- b. Customers purchasing Access Advantage Plus and the connecting services must be customers purchasing the service for their own use.
- c. Access Advantage Plus must be ordered with B8ZS and ESF signaling capabilities.

2. Service Date Change Charge

Access Advantage Plus order dates for the installation of new services or migration of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Company accordingly delays the start of service, a Service Date Change Charge will apply. If the customer requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied.

If the service date is changed to an earlier date, and the Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Company that Expedited Order Charges as set forth in C.1 following apply. Such charges will apply in addition to the Service Date Change Charge.

If the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers, a new service date may be established that is prior to the original standard or negotiated interval service date.

A service date change charge will apply on a per order, per occurrence basis for each service date changed as specified in Schedule Cal.P.U.C. No. 175-T, Section 5.2.2.

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/1/ Material formerly appeared in Part 9, Section 3, Sheets 52 and 53, and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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E. ORDERING OPTIONS (cont'd)

3. Order Modifications

a. Expedited Order Charge

When placing an Access Advantage Plus Order, a customer may request an expedited service date. A customer may also request an earlier service date on a pending Access Advantage Plus Order. If the Company determines that service can be provided to meet the requested service date and that additional labor cost or extraordinary costs are required the customer will be notified and will be provided with an estimate of the additional charges involved. Such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the Company will, upon authorization from the customer to incur the additional labor charges, and to bill the customer for such charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in Schedule Cal.P.U.C. No. 175-T, Section 13.2.6.

To develop, determine and bill the customer the extraordinary costs which may be involved, the special construction terms and conditions as set forth in Schedule Cal.P.U.C. No. 175-T, Section 15 will be used by the Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Schedule Cal.P.U.C. No. 175-T, Section 15.

When the request for expediting occurs subsequent to the issuance of the Access Advantage Plus Order, a Service Date Charge as set forth preceding also applies.

Any Expedited Order Charges in excess of 10% over the estimate of the additional charges shall not be billed.

b. Cancellation of an Access Advantage Plus Order

(1) A customer may cancel an Access Advantage Plus Order for the installation of service on any date prior to the service date. The cancellation date is the date the Company received written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer is unable to accept Access Advantage Plus within 30 calendar days of the original service date, the customer has the choice of the following options:

- The Access Advantage Plus Order shall be cancelled and charges set forth in (b) following will apply; or
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Advantage Plus Order.

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/1/ Material formerly appeared in Part 9, Section 3, Sheet 54 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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E. ORDERING OPTIONS (cont'd)

3. Order Modifications (cont'd)

- b. Cancellation of an Access Advantage Plus Order (cont'd)
 - (2) When a customer cancels an Access Advantage Plus Order for the installation of service, a Cancellation Charge will apply as follows:
 - (a) Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
 - (b) Where the customer cancels an Access Advantage Plus Order prior to the start of installation of Access Advantage Plus facilities, no charges shall apply.
 - (c) Where installation of Access Advantage Plus facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
 - (i) The charge for the minimum period of Access Advantage Plus ordered by the customer (Recurring and Nonrecurring charges).
 - (ii) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge will include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
 - (d) In no event will cancellation charges be applied until the customer is notified of such charges. Cancellation charges as set forth in (c)(ii) preceding are determined from the last critical date completed. Such dates are provided to the customer on the firm order confirmation at the time the order is placed.
 - (e) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
 - (f) If the Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding e.g., acts of God, government requirements, work stoppages and civil commotions), the customer may cancel the Access Advantage Plus Order without incurring cancellation charges.

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/2/ Material formerly appeared in Part 9, Section 3, Sheet 55 and has been renumbered.

ACCESS ADVANTAGE PLUS (Cont'd)

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F. RATES AND CHARGES

1. Access Advantage Plus Transport

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>	<u>USOC</u>
Access Advantage Plus Transport	\$2500.00	\$500.00	TMEAA
<u>Term Pricing Plan</u>			
1- Year Rate Term Pricing Plan	1000.00	450.00	FPAF1
2-Year Rate Term ^{/2/} Pricing Plan	500.00	375.00	FPAF2
3-Year Rate Term ^{/2/} Pricing Plan	None	325.00	FPAF3

2. Access Advantage Plus Services

Access Advantage Plus Individual Line Business Service	40.00 ^{/1/}	5.68	1AS
Access Advantage Plus Multi-line Business Service	40.00 ^{/1/}	5.68	1MA
Access Advantage Plus PBX Trunks			
- Manual or combination trunk line	40.00 ^{/1/}	5.68	TMM
- Out only trunk line	40.00 ^{/1/}	5.68	TMR
- In only trunk line	40.00 ^{/1/}	5.68	TMX
Access Advantage Plus DID Trunks	40.00 ^{/1/}	7.97	TMC
Access Advantage Plus Centrex			
Station Line	40.00 ^{/1/}	7.62	RXG
Extension Line	40.00 ^{/1/}	7.62	RXQ

/1/ Nonrecurring charges for the connecting voice services will be waived at anytime while the customer is on a 3 year Term Pricing Plan for the Access Advantage Plus Transport.

/2/ Effective October 11, 2013, customers may not establish new term plans greater than 1 year for Access Advantage Plus service, and existing term plans may not be renewed or extended for a term greater than 1 year.

/3/ Material formerly appeared in Part 9, Section 3, Sheet 56 and has been renumbered.

/3/

ACCESS ADVANTAGE PLUS PACKAGES^{/1}^{/2/}

Access Advantage Plus Packages will no longer be available to new customers (no current contract or service) on or after November 1, 2016. Customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to Access Advantage Plus Packages, including moves to different service addresses, will not be provisioned.

Access Advantage Plus Packages is a set of service packages that provide a customer with a channelized DS1 facility for voice and/or data services. These service packages are provided over the Access Advantage Plus transport facility to the customer premises. Customers may select from an Add-On Menu of products to add to their service package. Access Advantage Plus Packages is only available on a 24 or 36 month term agreement.

^{/2/}**A. TERMS AND CONDITIONS**

1. The rules and regulations in this section are in addition to the rules and regulations set forth in Schedule Cal.P.U.C. Nos. A2 and California Out of Territory Guidebook Part 2, Section 2 and herein (Part 9, Section 3).
2. Access Advantage Plus Packages options and services are only available where Access Advantage Plus Packages and facilities and/or operating conditions permit as determined by the Utility. Where facilities and/or operating conditions do not permit, Special Construction as set forth in Schedule Cal.P.U.C. No. 175-T, Section 15 shall apply.
3. Access Advantage Plus Packages is only offered on a 24 month or 36 month term commitment.
4. Customers who select a 24 month term will pay the full price for installation of the Access Advantage Plus Packages and for any additional services (from the Add-On Menu of options as set forth herein (Part 9, Section 3). Additionally, they must pay installation charges for all additional services added during the 24 month term.
5. Customers who select a 36 month term will have their installation charges waived for the Access Advantage Plus Packages and for any additional services (from the Add-On Menu of options as set forth herein (Part 9, Section 3). added initially or during the term commitment. Service rearrangement charges however, will not be waived.
6. Caller ID, Custom 8 and Hunting are included in Access Advantage Plus Packages. Customers who elect not to have these features will pay the full package price.
7. Centrex Classic Feature package is included in Centrex Plus and Centrex. Customers who elect not to have these features will pay the full package price.

^{/1/} Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

^{/2/}

^{/2/} Material formerly appeared in Part 9, Section 3, Sheet 57 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/1} (cont'd)

/2/

A. TERMS AND CONDITIONS (cont'd)

8. Conference calls and any other calls requiring operator handling are not included and will be billed at the applicable message toll rates. Only California Direct Dialed IntraLATA calls originating and terminating within the Company's Service Area are included.
9. Three months prior to the end of the term, the customer will be notified in writing that they are nearing the end of their term. At that time, the customer may either subscribe to another term of the same length, choose the alternate term or disconnect. If the customer takes no action the service will be automatically renewed for the same term. Customers will have a 60-day grace period after the new term begins to cancel the new term without incurring penalties.
10. At the expiration of the current term if the customer elects to renew their 24 month term or migrate from a 36 month term to a 24 month term, they will receive a Loyalty Bonus credit on their phone bill of \$500. Customers who renew their 36 month term or migrate from a 24 month term to a 36 month term will receive a Loyalty Bonus credit of \$1,000. Renewal will be at the current Guidebook rate.
11. If the customer elects to renew their term or is automatically renewed, the customer will receive the Loyalty Bonus credit after 60 days after the end of the grace period as set forth in 10., preceding.
12. If the Guidebook rates for Access Advantage Plus Packages or services from Add-On Menu decrease during the term the customer will automatically receive the lower Guidebook rate. If the rates increase, the current rates will be grandfathered for the duration of the term.

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/2/

/2/ Material formerly appeared in Part 9, Section 3, Sheet 58 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/1} (cont'd)

/2/

A. TERMS AND CONDITIONS (cont'd)

13. Installation charges may be waived if an Access Advantage Plus Packages customer moves from one location to another location. In order to receive the waiver of installation charges, the customer must commit to a new 36 month term at the current rate. The new 36 month term starts when the service order for the change of address is completed. If the customer does not commit to a new 36 month term, they may elect to pay applicable installation charges and maintain the Access Advantage Plus Packages service for the remainder of the initial term. The new location must be within Pacific Bell's serving area where Access Advantage Plus equipment and facilities are available.
14. Customers may add up to 40 additional lines Working Telephone Number (WTNs) to Access Advantage Plus Packages and receive the same usage rate as the Access Advantage Plus Packages options. The customer must add the lines to a Billed Telephone Number (BTN) that is part of an Access Advantage Plus Packages options.
15. If, as a result of subscribing to an Access Advantage Plus Packages, a customer must deconsolidate billing for business line or trunks, or establish sectional billing for Centrex lines, any associated recurring and/or non-recurring charges for these services will be waived.
16. Access Advantage Plus Packages is only available to the Company's customer of record. (C)
17. Customers subscribing to another Value Promise plan or Custom 8 Billing Account Groups (BAGs) are not eligible for Access Advantage Plus Packages.
18. Calls will be rated at the rate schedule as determined by the customer's monthly call volume.
19. An Access Advantage Plus Packages customer may migrate their existing service to a new Access Advantage Plus Package 36 month term; installation charges will be waived and the customer will not incur early termination fees associated with an Access Advantage Plus Packages. If the customer migrates to a new 24 month term package, the customer will be charged the applicable Access Advantage Plus Package early termination fees and will be billed installation charges associated with the Access Advantage Plus Packages and additional services.
20. BTN aggregation is permitted for up to 10 additional BTN's outside Access Advantage Plus Packages. However, the BTN's associated with Access Advantage Plus Packages must also be part of the Access Advantage Plus Packages Usage Plan. All BTN's must reside in either Northern California or Southern California. The aggregation can include only one Custom 8 number.

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/2/

/2/ Material formerly appeared in Part 9, Section 3, Sheet 59 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/4/} (cont'd)

/5/

B. SERVICE DESCRIPTIONS1. Voice And Data Service Packages^{/2/}

a. Integrated Lines

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Individual/Multi-Line Business Lines
- Hunting on all lines within the package
- One (1) Custom 8 number on a Business Line termination within the package
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

b. Integrated Centrex

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Centrex Lines
- One (1) Classic Feature Package on all lines within the package
- One (1) Custom 8 number on a Centrex Line termination within the package
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

c. Integrated Trunks

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Private Branch (PBX)
- Assured Trunks^{/1/} and/or Access Advantage Plus DID Trunks
- Hunting on all trunks within the package
- One (1) Custom 8 number on a Business Trunk termination within the package
- Caller ID on all lines within the package^{/3/}
- Access Advantage Plus Packages Usage Plan

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Access Advantage Plus Transport, Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/3/ Not available on DID Trunks.

/4/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/5/ Material formerly appeared in Part 9, Section 3, Sheet 60 and has been renumbered.

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/5/

ACCESS ADVANTAGE PLUS PACKAGES^{/4/} (cont'd)

/5/

B. SERVICE DESCRIPTIONS (cont'd)1. Voice And Data Service Packages^{/2/} (cont'd)

d. Integrated Lines

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Individual/Multi-Line Business Lines
- Hunting on all lines within the package
- One (1) Custom 8 number on a Business Line termination within the package
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

e. Integrated Centrex

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Centrex Lines
- One (1) Classic Feature Package on all lines within the package
- One (1) Custom 8 number on a Centrex Line termination within the package
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

f. Integrated Trunks

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Private Branch (PBX)
- Assured Trunks^{/1/} and/or Access Advantage Plus DID Trunks
- Hunting on all trunks within the package
- One (1) Custom 8 number on a Business Trunk termination within the package
- Caller ID on all lines within the package^{/3/}
- Access Advantage Plus Packages Usage Plan

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Access Advantage Plus Transport, Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/3/ Not available on DID Trunks.

/4/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/5/ Material formerly appeared in Part 9, Section 3, Sheet 61 and has been renumbered.

(C)

/5/

ACCESS ADVANTAGE PLUS PACKAGES^{/4/} (cont'd)

/5/

B. SERVICE DESCRIPTIONS (cont'd)2. Voice Only Service Packages^{/2/}

a. Lines

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Individual/Multi-Line Business Lines
- Hunting on all lines within the package
- One (1) 800 number on a Business Line Termination
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

b. Centrex

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Centrex Lines
- One (1) Classic Feature Package (per line)
- One (1) 800 number on a Business Line Termination
- Caller ID on all lines within the package
- Access Advantage Plus Packages Usage Plan

c. Trunks

- Access Advantage Plus Transport (24 channel capacity)
- Twelve (12) Access Advantage Plus Private Branch (PBX)
- Assured Trunks^{/1/} and/or Access Advantage Plus DID Trunks
- One (1) 800 number on a Business Trunk Termination
- Caller ID on all trunks within the package^{/3/}
- Hunting on all trunks within the package
- Access Advantage Plus Packages Usage Plan

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

(C)

/3/ Not available on DID Trunks.

/4/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/5/

/5/ Material formerly appeared in Part 9, Section 3, Sheet 62 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

B. SERVICE DESCRIPTIONS (cont'd)**3. Add-On Menu^{/2/}**

The following services can be added to each of the nine (9) options as specified herein, (see B.1 and B.2):

- Integrated Line
- Integrated Centrex
- Access Advantage Plus Private Branch Exchange (PBX) Assured Trunks^{/1/}
- Access Advantage Plus DID Trunks
- Centrex Classic Feature Package
- Custom 8 number on a Business Line Termination
- Hunting
- Caller ID
- Voice Grade Service (VG 32, 33 & 36)
- ADN

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/ Material formerly appeared in Part 9, Section 3, Sheet 63 and has been renumbered.

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/4/

ACCESS ADVANTAGE PLUS PACKAGES^{/1} (cont'd)

/2/

C. EARLY TERMINATION FEES

A Termination Fee will apply as follows:

1. The customer terminates the plan before the expiration date.
2. The term commitment remains in force when an account is moved, superseded, billing name changed, or billing number changed. The new customer must agree to maintain the remainder of the current term or the outgoing customer will be charged the early termination fee.
3. Customers may not switch to another Company Value Promise term calling plan or Contract. If a customer chooses to switch to a different plan they will be subject to the early termination fee.
4. With Access Advantage Plus Packages Usage Plan 1 the customers are required to bill a combined average of a least 1000 Minutes of Use (MOU) of IntraLATA Toll and/or Custom 8 minutes per month over the most recent three months to remain on the Access Advantage Plus Packages Plan. If the customer bills less than the required 1000 MOU per month as stated above, the plan will be terminated and early termination fees will apply.
5. With Access Advantage Plus Packages Usage Plan 2 the customer will be billed a minimum of \$80.00 per month for IntraLATA Toll and/or Custom 8. This minimum charge is in lieu of the required level of MOU per month specified in D. above for Usage Plan 1.
6. If the customer receives a Loyalty Bonus and terminates their service prior to the end of the subsequent term commitment, they will be billed the full amount of the Loyalty Bonus.
7. The customer has the option at any time to change their current term to a longer term (24 months to 36 months) without any early termination fees applicable to the current term plan and without new non-recurring charges applicable to the new longer term. Additions from the Add-On Menu will be covered under the new term. In addition, the new term the customer chooses begins on the service order completion date and is treated as a new term plan period.
8. Customers may change to a shorter term plan by paying the associated early termination fees with the current term plan.
9. If the customer discontinues service prior to the end of the term agreement the customer will pay the utility the sum of the recurring monthly charges for the option, plus any additional services from the Add-On Menu and \$100.00 for usage, times the number of months remaining on the term agreement, plus any Loyalty Bonus associated with the current term.

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/2/

/2/ Material formerly appeared in Part 9, Section 3, Sheets 64 and 65, and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{1/} (cont'd)

/2/

D. ACCESS ADVANTAGE PLUS PACKAGES USAGE PLAN

1. The Access Advantage Plus Packages Usage Plan consists of Local, ZUM Zone 3, IntraLATA Toll and Custom 8 usage.
2. Local usage will be timed in full minute increments. ZUM Zone 3 and IntraLATA Toll will be timed in 1 second increments with a minimum of 18 seconds per message. Custom 8 usage will be billed in 1/1000 of hour increments.
3. Customers who bill over 7,000 MOU monthly including at least 1,000 MOU of combined IntraLATA Toll, and/or Custom 8 will receive a per minute credit for a maximum of 500 minutes depending on actual use. Credit will be applied in arrears.
4. If, in any month, the customer's usage exceeds 1,000 MOU of IntraLATA Toll, an additional 15% discount off the Guidebook usage rate will be automatically applied on that month's bill.
5. If, in any month, the customer's usage exceeds 1,000 MOU of Custom 8, an additional 15% discount off the Guidebook usage rate will be automatically applied on that month's bill.
6. If, a customer has more lines or trunks than are included in their Access Advantage Plus Packages option on the same Access Advantage Plus Transport, their usage may also be counted towards the 7,000 MOU threshold, as well as the 1,000 MOU threshold as described in D.2.
7. Access Advantage Plus Packages Usage Plan cannot be included in any other Company calling plan or Contract. Other Company calling plans cannot be included as part of the Access Advantage Plus Packages options.

^{1/} Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/2/

^{2/} Material formerly appeared in Part 9, Section 3, Sheet 66 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

E. RATES AND CHARGES

1. Voice and Data Service Packages^{/1/}

	<u>RATES^{/2/}</u>	
	24 Months Non-Recurring Charge	Monthly Recurring Charge
a. Integrated Lines		
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Individual/ Multi-Lines Business Lines		
- Hunting on all lines within the package		
- One (1) Custom 8 number on a Business Line		
- Termination within the package		
- Caller ID on all lines within the package		
- Access Advantage Plus Packages Usage Plan ^{/2/}		
	\$1,715.00	\$360.00
b. Integrated Centrex		
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Centrex Lines		
- One (1) Classic Feature Package on all lines within the package		
- One (1) Custom 8 number on a Centrex Line		
- Termination within the package		
- Caller ID on all lines within the package		
- Access Advantage Plus Packages Usage Plan ^{/2/}		
	\$1,416.00	\$375.00

/1/ Access Advantage Plus Transport, Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

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/2/ Usage rates apply in addition to listed recurring charges.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/

/4/ Material formerly appeared in Part 9, Section 3, Sheet 67 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/5/} (cont'd)

/6/

E. RATES AND CHARGES (cont'd)

1. Voice and Data Service Packages^{/4/} (cont'd)

	<u>RATES^{/2/}</u>	
	24 Months Non-Recurring Charge	Monthly Recurring Charge
c. Integrated Trunks		
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Private Branch (PBX) Assured Trunks ^{/1/} and/or		
- Access Advantage Plus DID Trunks		
- Hunting on all trunks within the package		
- One (1) Custom 8 number on a Business Line		
- Termination within the package		
- Caller ID on all lines within the package ^{/3/}		
- Access Advantage Plus Packages Usage Plan ^{/2/}		
	\$1,715.00	\$360.00

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Not available on DID Trunks.

/4/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/5/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/6/ Material formerly appeared in Part 9, Section 3, Sheet 68 and has been renumbered.

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(C)

/6/

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

E. RATES AND CHARGES (cont'd)

2. Voice Only Service Packages^{/1/}

		<u>RATES^{/2/}</u>
	24 Months Non-Recurring Charge	Monthly Rates
a. Lines		
		\$1,340.00 \$385.00
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Individual/ Multi-Line Business Lines		
- Hunting on all lines within the option		
- One (1) Custom 8 number on a Business Line		
- Termination within the option		
- Caller ID on all lines within the option		
- Access Advantage Plus Packages Usage Plan ^{/2/}		
b. Centrex		
		\$1,340.00 \$400.00
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Centrex Lines		
- One (1) Classic Feature Package on all lines within the option		
- One (1) Custom 8 number on a Centrex Line		
- Termination within the option		
- Caller ID on all lines within the option		
- Access Advantage Plus Packages Usage Plan ^{/2/}		

/1/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

(C)

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/ Material formerly appeared in Part 9, Section 3, Sheet 69 and has been renumbered.

/4/

ACCESS ADVANTAGE PLUS PACKAGES^{/5/} (cont'd)

/6/

E. RATES AND CHARGES (cont'd)

2. Voice Only Service Packages^{/4/} (cont'd)

		<u>RATES^{/2/}</u>	
	24 Months Non-Recurring Charge		Monthly Rates
c. Trunk		\$1,340.00	\$385.00
- Access Advantage Plus Transport (24 channel capacity)			
- Twelve (12) Access Advantage Plus Private Branch (PBX) Trunks ^{/1/} and/or			
- Access Advantage Plus DID Trunks			
- Hunting on all trunks within the package			
- One (1) Custom 8 number on a Business Line			
- Termination within the package			
- Caller ID on all lines within the package ^{/3/}			
- Access Advantage Plus Packages Usage Plan ^{/2/}			

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Not available on DID Trunks.

/4/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/5/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/6/ Material formerly appeared in Part 9, Section 3, Sheet 70 and has been renumbered.

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(C)

/6/

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

E. RATES AND CHARGES (cont'd)

3. Voice and Data Service Packages^{/1/}

		<u>RATES^{/2/}</u>
	36 Months Non-Recurring Charge	Monthly Rates
a. Integrated Lines		
		NO \$360.00
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Individual/ Multi-Line Business Lines		
- Hunting on all lines within the package		
- One (1) Custom 8 number on a Business Line		
- Termination within the option		
- Caller ID on all lines within the package		
- Access Advantage Plus Packages Usage Plan ^{/2/}		
b. Integrated Centrex		
		NO \$360.00
- Access Advantage Plus Transport (24 channel capacity)		
- Twelve (12) Access Advantage Plus Centrex Lines		
- One (1) Classic Feature Package on all lines within the option		
- One (1) Custom 8 number on a Centrex Line		
- Termination within the option		
- Caller ID on all lines within the package		
- Access Advantage Plus Packages Usage Plan ^{/2/}		

/1/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/ Material formerly appeared in Part 9, Section 3, Sheet 71 and has been renumbered.

/4/

ACCESS ADVANTAGE PLUS PACKAGES^{15/} (cont'd)

/6/

E. RATES AND CHARGES (cont'd)

3. Voice and Data Service Packages^{4/} (cont'd)

		<u>RATES^{/2}</u>	(C)
	36 Months Non-Recurring Charge		
		<u>Monthly Rates</u>	
c. Integrated Trunks			
- Access Advantage Plus Transport (24 channel capacity)			
- Twelve (12) Access Advantage Plus (PBX) Trunks ^{/1} and/or			
- Access Advantage Plus DID Trunks			
- Hunting on all trunks within the package			
- One (1) Custom 8 number on a Business Line			
- Termination within the packages			
- Caller ID on all lines within the package ^{/3}			
- Access Advantage Plus Packages Usage Plan ^{/2}			
		NO	\$360.00

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Not available on DID Trunks.

/4/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/5/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/6/ Material formerly appeared in Part 9, Section 3, Sheet 72 and has been renumbered.

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/6/

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

E. RATES AND CHARGES (cont'd)

3. Voice and Data Service Packages^{/1/} (cont'd)

		<u>RATES^{/2/}</u>	(C)
	36 Months Non-Recurring Charge	Monthly Rates	
d. Integrated Lines			
	- Access Advantage Plus Transport (24 channel capacity) - Twelve (12) Access Advantage Plus Individual/ Multi-Line Business Lines - Hunting on all lines within the package - One (1) Custom 8 number on a Business Line - Termination within the option - Caller ID on all lines within the package - Access Advantage Plus Packages Usage Plan ^{/2/}	NO	\$360.00
e. Integrated Centrex			
	- Access Advantage Plus Transport (24 channel capacity) - Twelve (12) Access Advantage Plus Centrex Lines - One (1) Classic Feature Package on all lines within the option - One (1) Custom 8 number on a Centrex Line - Termination within the option - Caller ID on all lines within the package - Access Advantage Plus Packages Usage Plan ^{/2/}	NO	\$360.00

/1/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2

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/2/ Usage rates apply in addition to listed recurring charges.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/

/4/ Material formerly appeared in Part 9, Section 3, Sheet 73 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/5/} (cont'd)

E. RATES AND CHARGES (cont'd)

3. Voice and Data Service Packages^{/4/} (cont'd)

		<u>RATES^{/2/}</u>	
	36 Months Non-Recurring Charge	Monthly Rates	
f. Integrated Trunks			
- Access Advantage Plus Transport (24 channel capacity)			
- Twelve (12) Access Advantage Plus Private Branch (PBX) Trunks ^{/1/} and/or			
- Access Advantage Plus DID Trunks			
- Hunting on all trunks within the package			
- One (1) Custom 8 number on a Business Line			
- Termination within the packages			
- Caller ID on all lines within the package ^{/3/}			
- Access Advantage Plus Packages Usage Plan ^{/2/}			
	NO	\$360.00	

1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Not available on DID Trunks.

/4/ Access Advantage Plus Transport, Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/5/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/6/ Material formerly appeared in Part 9, Section 3, Sheet 74 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/3/} (cont'd)

/4/

E. RATES AND CHARGES (cont'd)

4. Voice Only Service Packages^{/1/}

		<u>RATES^{/2/}</u>	
	36 Months Non-Recurring Charge		Monthly Rates
a. Lines			
	<ul style="list-style-type: none"> - Access Advantage Plus Transport (24 channel capacity) - Twelve (12) Access Advantage Plus Individual/ Multi-Line Business Lines - Hunting on all lines within the package - One (1) Custom 8 number on a Business Line - Termination within the package - Caller ID on all lines within the package - Access Advantage Plus Packages Usage Plan^{/2/} 	NO	\$385.00
b. Centrex			
	<ul style="list-style-type: none"> - Access Advantage Plus Transport (24 channel capacity) - Twelve (12) Access Advantage Plus Centrex Lines - One (1) Classic Feature Package on all lines within the package - One (1) Custom 8 number on a Centrex Line - Termination within the package - Caller ID on all lines within the package - Access Advantage Plus Packages Usage Plan^{/2/} 	NO	\$400.00

/1/ Access Advantage Plus Integrated Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

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(C)

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/

/4/ Material formerly appeared in Part 9, Section 3, Sheet 75 and has been renumbered.

ACCESS ADVANTAGE PLUS PACKAGES^{/4/} (cont'd)

/5/

E. RATES AND CHARGES (cont'd)

4. Voice Only Service Packages^{/3/} (cont'd)

		<u>RATES^{/2/}</u>	
	36 Months Non-Recurring Charge		Monthly Rates
c. Trunks			
- Access Advantage Plus Transport (24 channel capacity)			
- Twelve (12) Access Advantage Plus (PBX) Trunks and/or			
- Access Advantage Plus DID Trunks ^{/1/}			
- Hunting on all trunks within the package			
- One (1) Custom 8 number on a Business Line			
- Termination within the package			
- Caller ID on all lines within the package			
- Access Advantage Plus Packages Usage Plan ^{/2/}			
	NO	\$385.00	

/1/ In-Only, Out-Only, or 2-way Trunks.

/2/ Usage rates apply in addition to listed recurring charges.

/3/ Access Advantage Plus Transport, Integrated Lines, Integrated Centrex and Integrated Trunks are described herein, preceding; Custom 8 is described in this Guidebook, Part 10, Section 1; Classic Feature Package is described in this Guidebook, Part 5, Section 1; Caller ID is described in California Guidebook Part 7, Section 2 and Hunting is described in California Guidebook Part 4, Section 2.

/4/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/5/ Material formerly appeared in Part 9, Section 3, Sheet 76 and has been renumbered

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ACCESS ADVANTAGE PLUS PACKAGES^{3/} (cont'd)

/4/

E. RATES AND CHARGES (cont'd)

5. Access Advantage Plus Packages Usage Plan

			Non-Recurring Charge	Monthly Rate
Access Advantage Plus Packages Usage Plan 1 (minimum charge)			NO	NO
Access Advantage Plus Packages Usage Plan 2 (minimum charge)			NO	\$80.00

Threshold MOU	Local	ZUM Zone 3	Threshold MOU	IntraLATA Toll	Threshold MOU	Custom 8
£7000	\$0.014	\$0.034	£1000	\$0.062	£1000	\$0.062
>7000	\$0.014	\$0.034	>1000	15% Discount	>1000	15% Discount

6. Add-On Menu^{2/}

Services that can be added to options as specified in B.3., preceding.

• AA Plus Individual/Multi-Line Business Lines	RR ^{1/}	RR ^{1/}
• AA Plus Centrex Lines	RR ^{1/}	RR ^{1/}
• AA Plus PBX Trunks	RR ^{1/}	RR ^{1/}
• AA Plus DID Trunks	RR ^{1/}	RR ^{1/}
• Centrex Classic Feature Package	RR ^{1/}	RR ^{1/}
• Custom 8 number on a business line termination	RR ^{1/}	RR ^{1/}
• Hunting	RR ^{1/}	RR ^{1/}
• Caller ID	RR ^{1/}	RR ^{1/}
• Voice Grade Service (VG 32, 33 & 36)	RR ^{1/}	RR ^{1/}
• ADN	RR ^{1/}	RR ^{1/}

/1/ Rates and charges for add on lines and features are set forth herein (Part 9, Section 3) and in California Out of Territory Guidebook Part 4, Section 1; Part 5, Section 1; Part 7, Section 5; Part 8, Section 2; Part 15, Section 3 and in California Guidebook Part 6, Section 7.

/2/ Monthly credits for bonus minutes will be awarded if in any month, Customer bill 7,000 MOU and a minimum of 1,000 of these minutes are IntraLATA Toll, or Custom 8. Credits will be awarded for any MOU between 7,000 and 7,499 at a Weighted average rate of \$0.021 per minute.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Packages service, and existing term plans may not be renewed or extended.

/4/ Material formerly appeared in Part 9, Section 3, Sheet 77 and has been renumbered.

/4/

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

/1/

Effective November 30, 2018, CSME Service will no longer be available for purchase by new or existing customers. The Company will no longer accept orders for adds, moves, changes or new term plans for CSME Service, and existing term plans may not be renewed, converted or extended. Following the expiration of a customer's existing CSME term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued.

(N)

(N)

A. Description

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Customized Switched Ethernet (CSME) Service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100 Mbps or 1 Gbps.

B. Terms and Conditions

1. All terms and conditions relating the individual service offering found in this Guidebook as specified on the list of services California 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 in this Guidebook.
2. All rates and charges may be adjusted at a later date.
3. CSME service is available at the listed rates in this Guidebook where facilities and operating conditions permit. Where facilities can only be provided as a Special Construction offering, special construction charges as set forth in Schedule Cal. P.U.C. No. 175-T, Section 15, in an Individual Case Basis (ICB) will apply.
4. Meet-Point Billing, as described in AT&T California Guidebook Part 6, Section 9 is not available under this Guidebook.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 5.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/3/

C. Rates and Charges

	<u>Nonrecurring Charges</u>	<u>36 Months</u>	<u>60 Months^{/2/}</u>	<u>120 Months^{/2/}</u>	<u>Monthly Extension</u>
Standard Features Per location					
10 Mbps Connection	ICB	ICB	ICB	ICB	ICB
Subsequent 10Mbps Connection ^{/1/}	ICB	ICB	ICB	ICB	ICB
100 Mbps Connection	ICB	ICB	ICB	ICB	ICB
Subsequent 100Mbps Connection ^{/1/}	ICB	ICB	ICB	ICB	ICB
1 Gbps	ICB	ICB	ICB	ICB	ICB
Repeater	ICB	ICB	ICB	ICB	ICB
		<u>Nonrecurring Charges</u>		<u>Monthly Charges</u>	
Ethernet Virtual Connection (EVC) -per connection		ICB		ICB	
Additional MAC Addresses 151-200		ICB		ICB	
Service Order Change Charge		ICB		NA	
Miscellaneous Change Charge		ICB		NA	
Service Order Cancellation Charge		ICB		NA	
Order Expedite		ICB		NA	

/1/ Any subsequent 10 Mbps or 100 Mbps Connections must be terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for CSME Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/3/ Material formerly appeared in Part 6, Section 9, Sheets 6 and 7.

/3/