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RULES AND REGULATIONS

PRELIMINARY STATEMENT

Tariff schedules applicable to Telecommunications Service of Verizon West Coast Inc. designated Utility number Cal. P.U.C. U1020C, 1800 41st Street, Everett, Washington. Operating in (or near) Crescent City, Smith River and Klamath in Del Norte County and Orick in Humboldt County California.

Verizon West Coast Inc. renders exchanges and toll telephone service and directory advertising service throughout its territory as shown on maps filed with the commission.

These tariff schedules have been regularly filed with the Public Utilities Commission of the State of California and are the effective rates and rules of this utility.

Service will be furnished in accordance with these tariff schedules and no officer, employee, or representative of the utility has any authority to waive, alter or amend these tariff schedules or any part thereof in any respect.

Hard copies of effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at a charge by writing:

Verizon Northwest Inc.
Tariff Administration
Public Affairs, Policy and Communications
WA0105RA
1800 41st Street
Everett, WA 98203

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(T)

Downloadable copies of the effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at no charge at the following website: www.verizon.com/tariffs

The Rules and Regulations filed herewith define the phrases and terms used and the procedures the Utility follows in rendering service.

The Utility furnishes twenty-four hour daily telecommunication service throughout the following listed exchanges and special rate areas:

Exchange

Crescent City
Gasquet, SRA
Hiouchi, SRA
Klamath
Orick
Smith River

RULES AND REGULATIONS

PRELIMINARY STATEMENT

Tariff schedules applicable to Telecommunications Service of Verizon West Coast Inc. designated Utility number Cal. P.U.C. (T)
U1020C, 1800 41st Street, Everett, Washington. Operating in (or near) Crescent City, Smith River and Klamath in Del Norte County (N)
and Orick in Humboldt County California.

Verizon West Coast Inc. renders exchanges and toll telephone service and directory advertising service throughout its territory as (T)
shown on maps filed with the commission.

These tariff schedules have been regularly filed with the Public Utilities Commission of the State of California and are the effective
rates and rules of this utility.

Service will be furnished in accordance with these tariff schedules and no officer, employee, or representative of the utility has any
authority to waive, alter or amend these tariff schedules or any part thereof in any respect.

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(D)

Hard copies of effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained (N)
at a charge by writing:

Verizon Northwest Inc.
Tariff Administration
Public Policy and External Affairs
WA0101RA
1800 41st Street
Everett, WA 98203

Downloadable copies of the effective tariffs of the Utility which have been approved by the California Public Utilities Commission may
be obtained at no charge at the following website: www.verizon.com/tariffs

(N)

The Rules and Regulations filed herewith define the phrases and terms used and the procedures the Utility follows in rendering
service.

The Utility furnishes twenty-four hour daily telecommunication service throughout the following listed exchanges and special rate
areas:

Exchange

Crescent City
Gasquet, SRA
Hiouchi, SRA
Klamath
Orick
Smith River

RULES AND REGULATIONS

PRELIMINARY STATEMENT

Tariff schedules applicable to Telecommunications Service of GTE West Coast Incorporated, 1800 41st Street, Everett, Washington. Operating in (or near) Crescent City, Smith River and Klamath in Del Norte County and Orick in Humboldt County California.

GTE West Coast Incorporated renders exchanges and toll telephone service and directory advertising service throughout its territory as shown on maps filed with the commission.

These tariff schedules have been regularly filed with the Public Utilities Commission of the State of California and are the effective rates and rules of this utility.

Service will be furnished in accordance with these tariff schedules and no officer, employee, or representative of the utility has any authority to waive, alter or amend these tariff schedules or any part thereof in any respect.

GTE West Coast Incorporated renders exchange and toll telecommunication and classified directory advertising service throughout its territory as shown on maps filed with the commission.

The Rules and Regulations filed herewith define the phrases and terms used and the procedures the Utility follows in rendering service.

The Utility furnishes twenty-four hour daily telecommunication service throughout the following listed exchanges and special rate areas:

Exchange

Crescent City
Gasquet, SRA
Hiouchi, SRA
Klamath
Orick
Smith River

RULES AND REGULATIONS

CONCURRENCES

A. WIDE AREA TELEPHONE SERVICE AND 800/888 SERVICES

1. General

Applicable to intrastate Wide Area Telephone Service (WATS) and 800/888 Services, and within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

For Wide Area Telephone Service (WATS), Dedicated 800/888 services and GTE Business Line 800 Service_ and GTE Residence Line 800 Service_ provided to customers located within the exchange areas of GTE West Coast Incorporated (GTE-WC). See GTE West Coast Incorporated Wide Area Telecommunications Service Tariff.

3. Conditions

WATS and 800/888 services may not be available in some locations and capabilities for providing all services listed may vary among central office serving areas. Customers must inquire to determine the availability of specific services offered.

RULES AND REGULATIONS

CONCURRENCES

B. LONG DISTANCE TELECOMMUNICATIONS SERVICE

1. General

Applicable to Long Distance Telecommunications Service within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

For dial calling card and credit card station, dial station, coin station, coin person, operator station, and operator person message toll calling, originating or terminating with respect to a rate center of an exchange of GTE West Coast Incorporated. See GTE West Coast Incorporated Long Distance Telecommunications Service Tariff.

C. DIRECTORY ASSISTANCE AND OPERATOR SERVICES

See Section 9, for information regarding Concurrences For Operator Services and Directory Assistance.

RULES AND REGULATIONS

DESCRIPTION OF SERVICE

A. GENERAL

The Utility provides exchange services throughout the territory it serves.

The Utility provides exchange service within the Local Exchange in accordance with its rate schedules and as follows:

1. Classes of Service.

The following classes of services are furnished:

- a) Business Service
- b) Residence Service
- c) Universal Lifeline Telephone Service

2. Types of Service

- a) Flat Rate Service
- b) Coin/Coinless Pay Telephone Service

3. Grades of Service

Grade of Service

One-Party Service
Class A Trunk Service
Class B Trunk Service
Semipublic Service

RULES AND REGULATIONS

DESCRIPTION OF SERVICE (Continued)

A. GENERAL (Continued)

3. Grades of Service (Continued)

Rates and charges applicable to each type and grade of business-class and residence-class service are located in Section 4, Network Access Service, including the application of rates and charges for Universal Lifeline Telephone Service.

Miscellaneous services are furnished by the Utility under its tariff schedules.

The classification of business or residence to a telephone service is governed by the actual or obvious use made of the service. If a residence-class service is found to be used largely or principally for business purposes, the Utility will provide business service.

B. OFF-PREMISES EXTENSION

See Section 10, OFF-PREMISES EXCHANGE ACCESS SERVICE.

C. CUSTOMER RESPONSIBILITY

The customer is responsible for compliance with changes in regulations or standards, if required by the Federal Communications Commission or the California Public Utilities Commission.

Only certified customer premises equipment may be connected to the switched network.

RULES AND REGULATIONS

APPLICATION FOR SERVICE

A. GENERAL APPLICATION FOR SERVICE

Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the Utility, as a condition precedent to the initial establishment of service.

The application form will generally set forth the following information:

- o Date and place of application.
- o Location of premises to be served.
- o Date applicant will be ready for service.
- o Whether instrumentalities are in place on premises where service is desired.
- o Purpose for which service is to be used.
- o Address to which bills are to be mailed or delivered.
- o Whether applicant is the owner or tenant of, or agent for the premises.
- o Service desired - class, type and grade.
- o Information for listing in alphabetical and classified telephone directories.
- o Such other information as the Utility may reasonably require.

The Utility may accept an oral or written application form from a subscriber for additions to or changes in the present service of the subscriber, except that a written application will always be required when joint-user service or directory listings in connection with business service are requested and when an additional listing in connection with residence service is required.

Any application is merely a request for service and does not in itself bind the Utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

A. GENERAL APPLICATION FOR SERVICE (Continued)

Each applicant will be required to provide legal surname, middle name or middle initial, and first name. This information may be verified by the Utility. The application for service will be considered complete unless otherwise specified in this tariff, when at least one of the following valid identification items has been presented by the applicant(s).

- California Driver's License number
- California Identification Card number
- Social Security Card number (See Note, below)
- Immigration and Naturalization Service Identification number
- United States passport number
- Other item of identification acceptable to the Utility

Note: Although the Utility may request an applicant to provide a Social Security card or number for identification, refusal to provide the card or number shall not result in denial of service. As ordered in Decision No. 91-05-018, "Prior to the request for identification information, the Utility will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; (2) if another acceptable item of identification is provided their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN." (D)

The Utility may request an applicant to visit a public office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

A. GENERAL APPLICATION FOR SERVICE (Continued)

Each applicant will be required to provide legal surname, middle name or middle initial, and first name. This information may be verified by the Utility. The application for service will be considered complete unless otherwise specified in this tariff, when at least one of the following valid identification items has been presented by the applicant(s).

- California Driver's License number
- California Identification Card number
- Social Security Card number (See Note, below)
- Immigration and Naturalization Service Identification number
- United States passport number
- Other item of identification acceptable to the Utility

Note: Although the Utility may request an applicant to provide a Social Security card or number for identification, refusal to provide the card or number shall not result in denial of service, or cause for requiring a deposit. As ordered in (N) Decision No. 91-05-018, "Prior to the request for identification information, the Utility will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; (2) if another acceptable item of identification is provided sufficient to enable the carrier to verify the customer's identity and run a credit check, their (N) application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN."

The Utility may request an applicant to visit a public office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

A. GENERAL APPLICATION FOR SERVICE (Continued)

Each applicant will be required to provide legal surname, middle name or middle initial, and first name. This information may be verified by the Utility. The application for service will be considered complete unless otherwise specified in this tariff, when at least one of the following valid identification items has been presented by the applicant(s).

- California Driver's License number
- California Identification Card number
- Social Security Card number (See Note, below)
- Immigration and Naturalization Service Identification number
- United States passport number
- Other item of identification acceptable to the Utility

Note: Although the Utility may request an applicant to provide a Social Security card or number for identification, refusal to provide the card or number shall not result in denial of service. As ordered in Decision No. 91-05-018, "Prior to the request for identification information, the Utility will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN."

The Utility may request an applicant to visit a public office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

B. CANCELLATION OF APPLICATION

An application for service cancelled by the applicant or by the Utility prior to the establishment of the service applied for, is subject to the following conditions:

1. Cancelled by Applicant

- a. If cancellation is requested by the applicant prior to the time the facilities are installed on the applicant's premises, the application will be cancelled by the Utility and no charge will be made the applicant except as may be specifically covered by written contract as provided for in the tariff schedules.
- b. If cancellation is requested by the applicant subsequent to the time facilities are installed on applicant's premises, but not connected for service, the application will be cancelled by the Utility and the Utility will collect all charges applicable to the facilities actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.
- c. If cancellation of an application for service is requested by the applicant subsequent to the time facilities are installed on applicant's premises and connected for service, such cancellation will be considered as an order to discontinue service and the conditions of paragraph (b) above the minimum requirements of the rate schedule under which service is furnished will apply.

2. Cancelled by the Utility

If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

(D)
(D)

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

B. CANCELLATION OF APPLICATION

An application for service cancelled by the applicant or by the Utility prior to the establishment of the service applied for, is subject to the following conditions:

1. Cancelled by Applicant

- a. If cancellation is requested by the applicant prior to the time the facilities are installed on the applicant's premises, the application will be cancelled by the Utility and no charge will be made the applicant except as may be specifically covered by written contract as provided for in the tariff schedules.
- b. If cancellation is requested by the applicant subsequent to the time facilities are installed on applicant's premises, but not connected for service, the application will be cancelled by the Utility and the Utility will collect all charges applicable to the facilities actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.
- c. If cancellation of an application for service is requested by the applicant subsequent to the time facilities are installed on applicant's premises and connected for service, such cancellation will be considered as an order to discontinue service and the conditions of paragraph (b) above the minimum requirements of the rate schedule under which service is furnished will apply.

2. Cancelled by the Utility

If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the applicant will be refunded. When the Utility denies an application for telecommunications service that is subject to Commission jurisdiction, the Utility shall inform the applicant of the reason within 10 days thereafter. The Utility's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice. (N)
(N)

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

B. CANCELLATION OF APPLICATION

An application for service cancelled by the applicant or by the Utility prior to the establishment of the service applied for, is subject to the following conditions:

1. Cancelled by Applicant

- a. If cancellation is requested by the applicant prior to the time the facilities are installed on the applicant's premises, the application will be cancelled by the Utility and no charge will be made the applicant except as may be specifically covered by written contract as provided for in the tariff schedules.
- b. If cancellation is requested by the applicant subsequent to the time facilities are installed on applicant's premises, but not connected for service, the application will be cancelled by the Utility and the Utility will collect all charges applicable to the facilities actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.
- c. If cancellation of an application for service is requested by the applicant subsequent to the time facilities are installed on applicant's premises and connected for service, such cancellation will be considered as an order to discontinue service and the conditions of paragraph (b) above the minimum requirements of the rate schedule under which service is furnished will apply.

2. Cancelled by the Utility

If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

C. DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours. A notice, indicating the point at which such schedules are available, will be posted in a conspicuous place in each of the offices of the Utility and the offices of the Utility's agents where patrons receive attention.

In exchanges of the Utility where more than one Type and/or Class of residence exchange access service is offered, the Utility, or its authorized employees, must provide each applicant for residence exchange access service, at the time application for service is made, with a full explanation of each such Type and/or Class of residence exchange access service which is available in the exchange for which the applicant is requesting residence exchange access service. The disclosure of available residence exchange services shall include an explanation of Universal Lifeline Telephone Service. Each such (D) explanation of the available residence exchange access services shall include a quotation of the applicable recurring rates and (D) nonrecurring charges applicable to each such residence service.

Where there are additional residence optional services (other than exchange access service) available, the Utility, or its authorized employees, may call applicant's attention, at the time application is made, to the availability of such optional services and the customer may designate which optional service they desire. The Utility shall provide a quotation of the applicable recurring rates and nonrecurring charges applicable to each such service designated by the customer. The quotation of applicable rates and charges shall be stated separately for each optional service designated by the customer.

At the time when a customer requests a move, change or addition to an existing residence service, the Utility, or its authorized employees, must provide a full explanation of available residence exchange access service options and optional services in a manner consistent with the provisions of this Rule and must also provide a quotation of the applicable recurring rates and nonrecurring charges applicable to each service requested by the customer.

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

C. DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC

(N)

The rates and charges billed by and paid to the Utility for telephone service shall be the rates and charges legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates and charges for services in effect in a particular territory will be kept at all times at a point within that territory where such schedules will be available for public inspection during regular business office hours. A notice, indicating the point at which such schedules are available, will be posted in a conspicuous place in each of the offices of the Utility and the offices of the Utility's agents where patrons receive attention.

In exchanges of the Utility where more than one Type and/or Class of residence exchange access service is offered, the Utility, or its authorized employees, must provide each applicant for residence exchange access service, at the time application for service is made, with a full explanation of each such Type and/or Class of residence exchange access service which is available in the exchange for which the applicant is requesting residence exchange access service. The disclosure of available residence exchange services shall include an explanation of Universal Lifeline Telephone Service and Deaf and Disabled Trust Programs. Each such explanation of the available residence exchange access services shall include a quotation of the applicable recurring rates and nonrecurring charges applicable to each such residence service.

Where there are additional residence optional services (other than exchange access service) available, the Utility, or its authorized employees, may call applicant's attention, at the time application is made, to the availability of such optional services and the customer may designate which optional service they desire. The Utility shall provide a quotation of the applicable recurring rates and nonrecurring charges applicable to each such service designated by the customer. The quotation of applicable rates and charges shall be stated separately for each optional service designated by the customer.

At the time when a customer requests a move, change or addition to an existing residence service, the Utility, or its authorized employees, must provide a full explanation of available residence exchange access service options and optional services in a manner consistent with the provisions of this Rule and must also provide a quotation of the applicable recurring rates and nonrecurring charges applicable to each service requested by the customer.

(N)

RULES AND REGULATIONS

APPLICATION FOR SERVICE (Continued)

C. RESPONSIBILITY FOR PAYMENT OF BILLS

The subscriber for telephone service is held responsible for the payment of all exchange, toll and other charges properly applicable to his service in accordance with the tariff schedules.

D. SERVICE NOT TO BE IMMEDIATELY USED

The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.

E. OVERTIME CHARGES

When a customer orders installations, moves or changes which cannot be completed during scheduled working hours, he may be required to pay the overtime charges as shown in Section 5, SERVICE CHARGES, of this tariff. Overtime charges are in addition to the multi-element service connection charges and will also apply to network related activities performed on an overtime basis. The customer must agree to this provision before such overtime will be performed.

CONTRACTS

Contracts will not be required as a condition precedent to service except:

Where required by provisions contained in a filed rate schedule, in which case the term of the contract will be that specified in the schedule;

Where the building of a line extension will be necessary in which case the term of the contract will be three years;

Where temporary service is to be furnished under the provision of Section 2, TEMPORARY SERVICE OR SPECULATIVE PROJECTS, in which case the term of the contract will be of sufficient length to cover the period of contemplated operations but not more than three years.

RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract for telephone service will contain substantially the following provision:

"This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. CUSTOMERS' BILLS

1. Regular Bills

Each regular bill for telephone service, except bills rendered on an annual basis, will contain on the face or back thereof the following statement:

"Bills are due and payable upon presentation."

"If the amount due is not paid within fifteen days from the date of presentation, service may be disconnected. Restoration will not occur until the bill is paid in full."

Approximately 15 days after the billing date, the Utility will mail a Notice of Account Past Due to those customers with unpaid bills stating:

"Your account is past due in the amount of \$. Payment of the total amount must reach our office by the above final date to avoid:

- * Interruption to incoming and/or outgoing service without further notice
- * A \$. Business or \$. Residence restoral charge per line
- * Possible new or additional deposit"

RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. CUSTOMERS' BILLS (Continued)

2. Annual Bills

Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"If this bill is not paid within 30 days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid."

"If a balance from a previous bill has not been paid, service is subject to discontinuance prior to the date referred to above." (N)
(N)

3. Disputed Bills

Each monthly or annual bill for telephone service will provide on the face or back thereof, information for the customer about what to do in the case of a disputed bill, including the mailing address and contact numbers for the Commission. (T)
(T)

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RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. CUSTOMERS' BILLS (Continued)

2. Annual Bills

Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"If this bill is not paid within 30 days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid."

3. Disputed Bills

Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

"If you believe you have been billed incorrectly, please call our Customer Billing Center within 30 days of this billing for prompt reconciliation."

"Should you question this bill, please request an explanation from the Utility. If you have a complaint you cannot resolve with us, you may write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov or call 1-800-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D. C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online at www.cpuc.ca.gov.

(C)

(C)

(N)

(N)

RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. CUSTOMERS' BILLS (Continued)

2. Annual Bills

Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"If this bill is not paid within 30 days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid."

3. Disputed Bills

Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

"If you believe you have been billed incorrectly, please call our Customer Billing Center within 30 days of this billing for prompt reconciliation."

"Should you question this bill, please request an explanation from the Utility. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Building Civic Center, San Francisco, California 94102, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings."

"All billing and service inquiries regarding Federal Communications Commission charges may be referred to the Informal Complaints and Public Inquiries Branch, Enforcement Division, Common Carrier Bureau, Federal Communications Commission, Washington D.C. 20554, Telephone number 1+202-632-7553."

RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

C. DEPOSIT RECEIPTS

Each receipt for a deposit collected for the establishment of credit will contain the following provision on the face thereof. (N)(T)

This deposit, less the amount of any unpaid bills for telephone service, will be refunded together with any interest due at 7 percent per annum, upon discontinuance of service or after the deposit has been held for 12 consecutive months, provided service has been continuous and all bills for such service have been paid in accordance with the rules as approved by the Public Utilities Commission of the State of California.

If service is terminated before the expiration of 12 months from the date thereof, the deposit will be refunded with interest upon payment of all charges then due. (N)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Each applicant for telephone service may be required to establish his credit before service is furnished.

A. BUSINESS CUSTOMERS

1. Flat Rate and Semipublic Coin/Coinless Pay Telephone Service where the minimum charges are billed in advance

- a. Except as hereinafter specified, the credit of an applicant will be established with the advance payment, before the installation of service, of the service connection and installation charges together with an amount equal to the minimum charges for the exchange service as specified in the tariff schedules.

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

See (D) Deposits in this section.

(T)
(D)
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(D)

A. BUSINESS CUSTOMERS

1. Flat Rate and Semipublic Coin/Coinless Pay Telephone Service where the minimum charges are billed in advance
 - a. Except as hereinafter specified, the credit of an applicant will be established with the advance payment, before the installation of service, of the service connection and installation charges together with an amount equal to the minimum charges for the exchange service as specified in the tariff schedules.

RULES AND REGULATIONS

SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

C. DEPOSIT RECEIPTS

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statements:

"This deposit is to guarantee the payment of charges of service to be furnished by GTE West Coast Incorporated. Accrued simple interest will be paid annually or at the time of refund, at the rate of 7/12% per month, commencing on date of receipt. The deposit may be returned at any time at the option of the Utility.

When service has been terminated, this deposit will be refunded, plus accrued interest provided, however, that deduction may be made for any amount due the Utility at that time."

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Each applicant for telephone service may be required to establish his credit before service is furnished.

A. BUSINESS CUSTOMERS

1. Flat Rate and Semipublic Coin/Coinless Pay Telephone Service where the minimum charges are billed in advance
 - a. Except as hereinafter specified, the credit of an applicant will be established with the advance payment, before the installation of service, of the service connection and installation charges together with an amount equal to the minimum charges for the exchange service as specified in the tariff schedules.

RULES AND REGULATIONS

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT (Continued)

1. (Continued)

- b. A deposit, determined in accordance with Section 2, DEPOSITS, may be required under any of the following conditions:

Where service is to be furnished on the premises where exchange service has been previously furnished for the use of the same person or persons within a period of 60 days and the final bill for that service is unpaid.

When the applicant within a period of three years has been declared bankrupt, or is a partnership, company or corporation controlled by a person or persons who, within a period of three years prior to the date of the application, has been declared bankrupt.

When the applicant for business service has failed to pay a final bill of the Utility for any class of service furnished applicant in California by the Utility within three years prior to the date of the application.

When temporary service or service for speculative projects is applied for, as provided for in Section 2, DEPOSITS.

2. Semipublic Coin/Coinless Pay Telephone Exchange Service where the charges are billed in arrears

The credit of an applicant will be established when the terms of any one of the following conditions are fulfilled:

- a. That the applicant is the owner of the premises upon which the Utility is requested to establish service.
- b. That the applicant makes a cash deposit with the Utility to secure the payment of bills for telephone service to be furnished by the Utility as applied or, as provided in Section 2, DEPOSITS.

RULES AND REGULATIONS

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT (Continued)

A. BUSINESS CUSTOMERS (Continued)

2. (Continued)

- c. That the applicant furnishes a guarantor, satisfactory to the Utility, for payment to the Utility of the bills for telephone service to be furnished by the Utility as applied for.
- d. That the applicant has previously been a subscriber of the Utility in the exchange in which service is applied for and has paid all bills for service within the period set forth in Section 2, LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE, for a period of 12 consecutive months immediately prior to the date when the applicant discontinued taking service from the Utility, provided such service was received within two years prior to the date of the new application for service.

3. Establishment and Re-establishment of Credit by Applicant Now Served by the Utility or Present Subscriber

- a. An applicant for flat rate, message rate or semipublic coin-box service will have established credit when the applicant is a subscriber to an existing service and has paid all bills for that service in accordance with Section 2, LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE, for a period of 12 consecutive months immediately prior to the date of the new application; otherwise the provision of Paragraph A above shall apply.
- b. A subscriber who is delinquent in the payment of a bill for telephone service, as provided in Section 2, DISCONTINUANCE AND RESTORATION OF SERVICE, or whose service is temporarily or permanently disconnected for nonpayment may be required to re-establish credit by paying the bill and making a deposit with the Utility.
- c. The Utility may permit the subscriber to pay telephone bills on a weekly or other periodic basis in lieu of making a cash deposit for the re-establishment of credit before disconnection of service.

RULES AND REGULATIONS

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT (Continued)

B. RESIDENCE CUSTOMERS

Each applicant will be required to furnish a complete application as specified in Section 2, APPLICATION FOR SERVICE and establish credit in one of the following ways:

Applicant is a customer of the Utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months prior to the date of the present application. The applicant will provide the Utility with the verifiable telephone number of their other service.

Applicant has been a customer of the Utility or any other telephone utility in California in the last two years, and during the last twelve months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Utility with verifiable telephone number and disconnection date of their previous service.

Applicant is the owner of the premises upon which the Utility is requested to furnish service, or is the owner of other local real estate.

Applicant has been continuously employed by present employer (including military) for a period of one year or more, or is retired on pension.

Applicant's credit is otherwise established to the satisfaction of the Utility.

Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills for the telephone service requested in the application.

Applicant pays the deposit prescribed in Section 2, DEPOSITS.

RULES AND REGULATIONS

DEPOSITS

A. AMOUNTS TO ESTABLISH CREDIT

1. Flat Rate Service

No deposits from applicants for flat rate exchange service will be required to establish credit except as provided in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

(D)

(D)

2. Semipublic Coin-box Exchange Service

(T)

The amount of deposit which the Utility may require for the establishment of credit for semipublic coin-box local service will be equal to the minimum monthly charge for that service.

B. AMOUNTS TO RE-ESTABLISH CREDIT

The amount of the deposit which may be required from an applicant or customer to re-establish credit for telephone service, as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, or from any customer whose service has been discontinued for nonpayment of bills or who has failed to pay bills upon second notice in the time required by second notice, shall not exceed a sum equal to the average of the periodic bills (excluding charges for intrastate (900)XXX-XXXX calls) for that telephone service for the immediately preceding months, not exceeding six months.

(D)

(D)

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for telephone service when such service is discontinued.

RULES AND REGULATIONS

DEPOSITS

A. AMOUNTS TO ESTABLISH CREDIT

1. Flat Rate Service

No deposits from applicants for flat rate exchange service will be required to establish credit except as provided in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

2. If residential or small business customers as defined in Cal. P.U.C. General Order No. 168, are required to pay a deposit per the conditions under A. Amount to Establish Credit, the amount of the deposit may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service. The Utility may also require an additional deposit from residential or small business customers for services it provides other than the basic service. (N)

3. Semipublic Coin-box Exchange Service (T)

The amount of deposit which the Utility may require for the establishment of credit for semipublic coin-box local service will be equal to the minimum monthly charge for that service.

B. AMOUNTS TO RE-ESTABLISH CREDIT

The amount of the deposit which may be required from an applicant or customer, excluding residential or small business customers as defined in Cal. P.U.C. General Order No. 168, to re-establish credit for telephone service, as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, or from any customer whose service has been discontinued for nonpayment of bills or who has failed to pay bills upon second notice in the time required by second notice, shall not exceed a sum equal to the average of the periodic bills (excluding charges for intrastate (900)XXX-XXXX calls) for that telephone service for the immediately preceding months, not exceeding six months. (N)

If residential or small business customers as defined in Cal. P.U.C. General Order No. 168, are required to pay a deposit per the conditions under A. Amount to Establish Credit, the amount of the deposit may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service. The Utility may also require an additional deposit from residential or small business customers for services it provides other than the basic service. (N)

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for telephone service when such service is discontinued.

RULES AND REGULATIONS

DEPOSITS

A. AMOUNTS TO ESTABLISH CREDIT

1. Flat Rate Service

No deposits from applicants for flat rate exchange service will be required to establish credit except as provided in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

2. Semipublic Coin-box Exchange Service

The amount of deposit which the Utility may require for the establishment of credit for semipublic coin-box local service will be equal to the minimum monthly charge for that service.

B. AMOUNTS TO RE-ESTABLISH CREDIT

The amount of the deposit which may be required from an applicant or customer to re-establish credit for telephone service, as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, or from any customer whose service has been discontinued for nonpayment of bills or who has failed to pay bills upon second notice in the time required by second notice, shall not exceed a sum equal to the average of the periodic bills (excluding charges for intrastate (900)XXX-XXXX calls) for that telephone service for the immediately preceding months, not exceeding six months.

C. APPLICABILITY TO UNPAID ACCOUNTS

Deposits prescribed herein are applicable to unpaid bills for telephone service when such service is discontinued.

RULES AND REGULATIONS

DEPOSITS (Continued)

D. RETURN OF DEPOSITS

The Utility will refund the deposit in accordance with the following:

1. When the service is ordered discontinued by the customer or is cancelled by the applicant, except when there are charges due the Utility for the customer's telephone service, in which case the deposit will be applied to the charges and the excess portion of the deposit will be returned.
2. When the deposit has been held for 12 consecutive months from the date of receipt, exchange service has been continuous and all bills for telephone service have been paid in accordance with the tariff schedules.
3. When an application has been cancelled prior to the establishment of service, unless there are charges due the Utility for telephone service, in which case the deposit will be applied to the charges applicable in accordance with the tariff schedules and the excess portion of the deposits will be returned.
4. When the record of payment is such that the Utility feels that the deposit is no longer required.

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(D)

E. INTEREST ON DEPOSITS

1. The Utility will compute simple interest on deposits at the rate of 7/12 percent per month for each full month deposits are held, except as noted in 2 below. Such interest will be paid at the time the deposit is returned. (T)
(T)
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held.

(D)

RULES AND REGULATIONS

DEPOSITS (Continued)

D. RETURN OF DEPOSITS

The Utility will refund the deposit in accordance with the following:

1. When the service is ordered discontinued by the customer or is cancelled by the applicant, except when there are charges due the Utility for the customer's telephone service, in which case the deposit will be applied to the charges and the excess portion of the deposit will be returned.
2. When the deposit has been held for 12 consecutive months from the date of receipt, exchange service has been continuous and all bills for telephone service have been paid in accordance with the tariff schedules.
3. When an application has been cancelled prior to the establishment of service, unless there are charges due the Utility for telephone service, in which case the deposit will be applied to the charges applicable in accordance with the tariff schedules and the excess portion of the deposits will be returned.
4. When the record of payment is such that the Utility feels that the deposit is no longer required.
5. For consumers and small business as defined in Cal. P.U.C. General Order No. 168, the Utility will refund deposit amounts associated with basic service, with interest as calculated in E.1 below, after one continuous year of timely payments for basic service. Not later than 30 days after basic service is discontinued, the deposit, less the amount of any unpaid bills for basic telephone service, will be refunded together with any interest due. The Utility will refund deposits associated with other services (non-basic) not later than 120 days after service is discontinued. (N)

E. INTEREST ON DEPOSITS

1. Deposits shall earn on the monthly, unused balance not less than simple annual interest based on the three-month financial commercial paper rate published by the Federal Reserve Board on November 30th of the prior year.¹ (C)
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held. (C)

¹ Effective July 31, 2005 per Cal. P.U.C. General Order No. 168.

(N)

RULES AND REGULATIONS

DEPOSITS (Continued)

D. RETURN OF DEPOSITS

The Utility will refund the deposit in accordance with the following:

1. When the service is ordered discontinued by the customer or is cancelled by the applicant, except when there are charges due the Utility for the customer's telephone service, in which case the deposit will be applied to the charges and the excess portion of the deposit will be returned.
2. When the deposit has been held for 12 consecutive months from the date of receipt, exchange service has been continuous and all bills for telephone service have been paid in accordance with the tariff schedules.
3. When an application has been cancelled prior to the establishment of service, unless there are charges due the Utility for telephone service, in which case the deposit will be applied to the charges applicable in accordance with the tariff schedules and the excess portion of the deposits will be returned.
4. When the record of payment is such that the Utility feels that the deposit is no longer required.

E. INTEREST ON DEPOSITS

1. The Utility will compute simple interest on deposits at the rate of 7/12 percent per month for each full month deposits are held, except as mentioned in 2., below. Such interest will be paid at the time the deposit is returned.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held.

RULES AND REGULATIONS

NOTICES

A. NOTICES TO SUBSCRIBERS

Notices from the Utility to a subscriber normally will be given in writing, either delivered to his or mailed to his address.

In emergencies, where delay may result in impaired service or in hazards to the subscriber, the public, or the Utility's facilities, the Utility may resort to verbal notices given by telephone or by personal contact.

B. NOTICES FROM SUBSCRIBERS

Notices from a subscriber to the Utility may be given verbally by him or his authorized agent at the Utility's office, or by written communications mailed thereto.

RENDERING AND PAYMENT OF BILLS

The customer is responsible for the payment of all exchange, toll and other charges applicable to his service, made in accordance with the Utility's rules and schedules of rates.

A. BILLING PERIOD

Bills for exchange and toll service will be rendered and coin boxes opened, as nearly as possible, at regular intervals. Except where the period specified in the rate schedule differs, the normal billing period will be one month. Where it is deemed necessary by the Utility, bills may be rendered more frequently.

When the period for which service is taken is less than one month, in the case of service normally furnished on a monthly basis, the minimum fixed charge will be that for one month's service. In the case of service normally furnished on an annual basis, the minimum fixed charge will be that for one year's service.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

B. RENDERING OF BILLS

Bills for flat rate exchange service, including the rate per month for Semipublic Telephone Service, may be rendered in advance and are payable in advance.

Bills for toll will be rendered in arrears. In general, will be presented with the bills for exchange service.

The Utility may render a special bill for accumulated exchange and toll service charges whenever the unpaid amount, billed and unbilled, materially exceeds any prepaid charges or any deposits made in connection with the particular service. The Utility may also render special bills for exchange and toll service on a weekly or other periodic basis in place of the requirement for a cash deposit for reestablishment of credit as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

C. COMPUTATION OF BILLS

Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods of more or less than a billing month, will be prorated in the proportion of the number of days in the period of service involved to the number of calendar days in the billing month.

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Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

Service temporarily disconnected will be charged for at the regular rates for a period not exceeding 15 days following the date of temporary disconnection.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

B. RENDERING OF BILLS

Bills for flat rate exchange service, including the rate per month for Semipublic Telephone Service, may be rendered in advance and are payable in advance.

Bills for toll will be rendered in arrears. In general, will be presented with the bills for exchange service.

The Utility may render a special bill for accumulated exchange and toll service charges whenever the unpaid amount, billed and unbilled, materially exceeds any prepaid charges or any deposits made in connection with the particular service. The Utility may also render special bills for exchange and toll service on a weekly or other periodic basis in place of the requirement for a cash deposit for reestablishment of credit as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

C. COMPUTATION OF BILLS

Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods of more or less than a billing month, will be prorated in the proportion of the number of days in the period of service involved to the number of calendar days in the billing month.

Opening, closing and monthly bills for basic service as defined in Cal. P.U.C. General Order No. 168 rendered for periods in excess of or less than a calendar month, will be prorated on the basis of the number of days in the period in question to the total number of days of that month or of an average month of thirty days. (N)
(N)

Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

Service temporarily disconnected will be charged for at the regular rates for a period not exceeding 15 days following the date of temporary disconnection.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

B. RENDERING OF BILLS

Bills for flat rate exchange service, including the rate per month for Semipublic Telephone Service, may be rendered in advance and are payable in advance.

Bills for toll will be rendered in arrears. In general, will be presented with the bills for exchange service.

The Utility may render a special bill for accumulated exchange and toll service charges whenever the unpaid amount, billed and unbilled, materially exceeds any prepaid charges or any deposits made in connection with the particular service. The Utility may also render special bills for exchange and toll service on a weekly or other periodic basis in place of the requirement for a cash deposit for reestablishment of credit as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options. (N)
(N)

C. COMPUTATION OF BILLS

Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods of more or less than a billing month, will be prorated in the proportion of the number of days in the period of service involved to the number of calendar days in the billing month.

Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

Service temporarily disconnected will be charged for at the regular rates for a period not exceeding 15 days following the date of temporary disconnection.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

B. RENDERING OF BILLS

Bills for flat rate exchange service, including the rate per month for Semipublic Telephone Service, may be rendered in advance and are payable in advance.

Bills for toll will be rendered in arrears. In general, will be presented with the bills for exchange service.

The Utility may render a special bill for accumulated exchange and toll service charges whenever the unpaid amount, billed and unbilled, materially exceeds any prepaid charges or any deposits made in connection with the particular service. The Utility may also render special bills for exchange and toll service on a weekly or other periodic basis in place of the requirement for a cash deposit for reestablishment of credit as set forth in Section 2, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT.

C. COMPUTATION OF BILLS

Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods of more or less than a billing month, will be prorated in the proportion of the number of days in the period of service involved to the number of calendar days in the billing month.

Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

Service temporarily disconnected will be charged for at the regular rates for a period not exceeding 15 days following the date of temporary disconnection.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

D. PAYMENT OF BILLS

Payment of bills for telephone service may be made at the office of the Utility or to a duly authorized collector of the Utility. All charges for exchange and toll service are payable only in lawful money of the United States. However, the Utility has the right to accept or refuse payment by checks from accounts held with foreign financial institutions. For payment of bills by VISA or MasterCard, see G. Payments By Credit Cards.

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Where a change or discontinuance of Semipublic Telephone Service necessitates the removal of the coin collecting equipment, the coin box shall be opened on the customer's premises at the time of disconnection of the service. The contents shall be counted in the presence of the customer or his representative, provided one or the other may reasonably be located.

Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service connection, installation and line extension charges, and deposits and advance payments for the establishment or re-establishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon completion of the work.

(D)

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

D. PAYMENT OF BILLS

Payment of bills for telephone service may be made at the office of the Utility or to a duly authorized collector of the Utility. All charges for exchange and toll service are payable only in lawful money of the United States. However, the Utility has the right to accept or refuse payment by checks from accounts held with foreign financial institutions. For payment of bills by VISA or MasterCard, see G. Payments By Credit Cards. Any payment made by a customer shall be applied first against the balance due on the customer's basic service unless the customer directs otherwise. (N)

Where a change or discontinuance of Semipublic Telephone Service necessitates the removal of the coin collecting equipment, the coin box shall be opened on the customer's premises at the time of disconnection of the service. The contents shall be counted in the presence of the customer or his representative, provided one or the other may reasonably be located.

Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service connection, installation and line extension charges, and deposits and advance payments for the establishment or re-establishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon completion of the work.

Material omitted now shown on Original Sheet No. 20.1.

(N)

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

D. PAYMENT OF BILLS

Payment of bills for telephone service may be made at the office of the Utility or to a duly authorized collector of the Utility. All charges for exchange and toll service are payable only in lawful money of the United States.

Where a change or discontinuance of Semipublic Telephone Service necessitates the removal of the coin collecting equipment, the coin box shall be opened on the customer's premises at the time of disconnection of the service. The contents shall be counted in the presence of the customer or his representative, provided one or the other may reasonably be located.

Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service connection, installation and line extension charges, and deposits and advance payments for the establishment or re-establishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon completion of the work.

E. LATE PAYMENT CHARGE (LPC)

A late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill carries an unpaid balance brought forward that reflects \$20.00, or more, outstanding indebtedness as of 21 days after the bill date of the current bill. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

The Utility is subject to a 1.5 percent monthly penalty for any billing error which a customer has paid in order to avoid an LPC. The penalty shall be applied as a credit to the customer's account, unless the customer requests it to be refunded by check.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

E. LATE PAYMENT CHARGE (LPC)

A late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance of \$20.00 or more carried forward. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

Customers who pay a bill subject to a late payment charge which is in error, shall receive a comparable monthly 1.5 percent penalty on the amount in error from the Utility. This penalty shall apply to any amount overcollected through a check encoding error or known billing dispute. The penalty shall be applied as a credit to the customer's account, unless the customer requests that it be refunded by a check. The customer shall be informed of the latter option promptly upon recognition of the error.

A late payment charge will apply if payment is not received at the Utility or one of its payment agents by the late payment date printed on the bill. The late payment date will not be less than 22 days from the date the bill is mailed or electronically available via the internet by the Utility. When a customer claims that the late payment date was less than 22 days from the date of the mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than 22 days from the date of mailing, the customer will be allowed at least 22 days from the date of actual mailing in which to make payment before a late payment charge is imposed.

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(D)

Upon notification of disputed charges on the bill, the Utility may temporarily suspend the application of the late payment charge. If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply. If the Utility resolves the billing dispute in favor of the Utility and payment of the disputed amount has been withheld, the Utility will notify the customer and payment of the disputed amount is due by the due date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff. In the event the Utility determines that the customer's billing dispute claim was made in bad faith, the Utility reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

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RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

E. LATE PAYMENT CHARGE (LPC)

A late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance of \$20.00 or more carried forward. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

Customers who pay a bill subject to a late payment charge which is in error, shall receive a comparable monthly 1.5 percent penalty on the amount in error from the Utility. This penalty shall apply to any amount overcollected through a check encoding error or known billing dispute. The penalty shall be applied as a credit to the customer's account, unless the customer requests that it be refunded by a check. The customer shall be informed of the latter option promptly upon recognition of the error.

A late payment charge will apply if payment is not received at the Utility or one of its payment agents by the late payment date printed on the bill. The late payment date will not be less than 22 days from the date the bill is mailed or electronically available via the internet by the Utility. When a customer claims that the late payment date was less than 22 days from the date of the mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than 22 days from the date of mailing, the customer will be allowed at least 22 days from the date of actual mailing in which to make payment before a late payment charge is imposed.

If a customer has notified the Utility of disputed charges on the bill, during the time the investigation is pending, no late charge or penalties may be collected, the charge may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed charges.

If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply. If the Utility resolves the billing dispute in favor of the Utility and payment of the disputed amount has been withheld, the Utility will notify the customer and payment of the disputed amount is due by the due date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff. In the event the Utility determines that the customer's billing dispute claim was made in bad faith, the Utility reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

(L) Material previously shown on Original Sheet No. 20.

(L)
(T)
(T)
(C)
(L)(C)
(N)
(N)

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

F. BACKBILLING PROCEDURES

Except as specified below, a bill shall not include any previously unbilled charge, commonly called "backbilling", for service furnished prior to three months immediately preceding the date of the bill. This limitation on backbilling does not apply to cases involving customer fraud.

Collect, credit card and third party calls shall have a five month backbilling limitation.

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(D)

G. PAYMENTS BY CREDIT CARDS

Holders of currently effective Discover, Visa or MasterCard credit cards may use any of these cards to pay bills for telephone services. This form of payment will be considered the same as payment to a payment agent. Other means of accepting credit cards may be available at the discretion of the Utility.

H. OTHER PAYMENT OPTIONS

Automatic Bank Payment (ABP) is available as an alternate payment method to customers. The customer's bank, savings and loan or credit union account is debited each month for the amount owing on their telephone bills. Twelve days after the monthly telephone statement is issued, the payment is deducted from the customer's account.

Other forms of payment such as electronic payment check by phone, or debit cards, are available as alternate payment methods to customers. Verizon does not charge the customer a fee for these services. However, if the customer has enrolled with a vendor for these services, the vendor may charge the customer a fee. The Utility may charge or modify these alternative payment options at its discretion. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

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RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

F. BACKBILLING PROCEDURES

Except as specified below, a bill shall not include any previously unbilled charge, commonly called "backbilling", for service furnished prior to three months immediately preceding the date of the bill. This limitation on backbilling does not apply to cases involving customer fraud. (N)
(N)

Collect, credit card and third party calls shall have a five month backbilling limitation.

Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used.¹ (N)
(N)

G. PAYMENTS BY CREDIT CARDS

Holders of currently effective Discover, Visa or MasterCard credit cards may use any of these cards to pay bills for telephone services. This form of payment will be considered the same as payment to a payment agent. Other means of accepting credit cards may be available at the discretion of the Utility.

H. OTHER PAYMENT OPTIONS

Automatic Bank Payment (ABP) is available as an alternate payment method to customers. The customer's bank, savings and loan or credit union account is debited each month for the amount owing on their telephone bills. Twelve days after the monthly telephone statement is issued, the payment is deducted from the customer's account.

Other forms of payment such as electronic payment check by phone, or debit cards, are available as alternate payment methods to customers. Verizon does not charge the customer a fee for these services. However, if the customer has enrolled with a vendor for these services, the vendor may charge the customer a fee. The Utility may charge or modify these alternative payment options at its discretion. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

Where a customer is offered and agrees to an alternative payment plan, the Utility must provide confirmation of the terms in writing if the customer so requests. (N)
(N)

¹Effective July 31, 2005 per Cal. P.U.C. General Order No. 168.

(T)

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

F. BACKBILLING PROCEDURES

Except as specified below, a bill shall not include any previously unbilled charge, commonly called "backbilling", for service furnished prior to three months immediately preceding the date of the bill.

Collect, credit card and third party calls shall have a five month backbilling limitation.

G. PAYMENTS BY CREDIT CARDS

Holders of currently effective Discover, Visa or MasterCard credit cards may use any of these cards to pay bills for telephone services. This form of payment will be considered the same as payment to a payment agent. Other means of accepting credit cards may be available at the discretion of the Utility.

H. OTHER PAYMENT OPTIONS

Automatic Bank Payment (ABP) is available as an alternate payment method to customers. The customer's bank, savings and loan or credit union account is debited each month for the amount owing on their telephone bills. Twelve days after the monthly telephone statement is issued, the payment is deducted from the customer's account.

Other forms of payment such as electronic payment check by phone, or debit cards, are available as alternate payment methods to customers. Verizon does not charge the customer a fee for these services. However, if the customer has enrolled with a vendor for these services, the vendor may charge the customer a fee. The Utility may charge or modify these alternative payment options at its discretion. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

Material omitted now shown on Original Sheet No. 21.1.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (Continued)

F. BACKBILLING PROCEDURES

Except as specified below, a bill shall not include any previously unbilled charge, commonly called "backbilling", for service furnished prior to three months immediately preceding the date of the bill.

Collect, credit card and third party calls shall have a five month backbilling limitation.

DISPUTED BILLS

Should the subscriber dispute the correctness of a bill for telephone service and not pay the same within the period set forth this Section 2, DISPUTED BILLS, the Utility will notify the subscriber in writing:

- A. That in lieu of paying the disputed bill he may deposit with the California Public Utilities Commission, State Building, San Francisco, the amount claimed by the Utility to be due.
- B. That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
- C. That upon receipt of the deposit, the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- D. That service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- E. That failure of the subscriber to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice.

RULES AND REGULATIONS

DISPUTED BILLS

Should the subscriber dispute the correctness of a bill for telephone service and not pay the same within the period set forth in this Section 2, DISPUTED BILLS, the Utility will notify the subscriber in writing: (T)(D)

- A. That in lieu of paying the disputed bill he may deposit with the California Public Utilities Commission, State of California, Attn: Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, the disputed portion claimed by the Utility to be due. The portion of the bill not subject to dispute must be paid to the Utility by the due date indicated on the bill.
- B. That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
- C. That upon receipt of the deposit, the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- D. That service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- E. That failure of the subscriber to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice.
- F. Any customer who has initiated a complaint or requested an investigation within five days of receiving the disputed bill, will be given an opportunity upon the customer's request, for review of such complaint or investigation by a management employee of the Utility. Consideration will be given to permitting the amortization of the unpaid balance of the account over a reasonable period of time. Telephone service will not be discontinued as long as the customer of the account complies with the terms of the agreement and continues to pay current charges as they accrue in subsequent billing. In the event a deposit has been made with the Public Utilities Commission and if before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he/she shall also deposit with the Commission the additional disputed amounts claimed by the Utility to be due for such additional bills before they become past due. Failure to do so, will warrant discontinuance of his/her service in accordance with the rules and regulations in Section 2 of this tariff. The portion of the bill not subject to dispute must be paid to the Utility by the due date indicated on the bill. (T)(D)

G.

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RULES AND REGULATIONS

DISPUTED BILLS

In the case of a billing dispute between a customer and the Utility, the Utility shall investigate the charge(s) the customer has informed the Utility are in question, and shall reach a determination and communicate it to the customer within 30 days. (C)

The portion of the bill not subject to dispute must be paid to the Utility by the due date indicated on the bill.

The Utility will not disconnect service to a subscriber before seven calendar days after the date the Utility notifies the customer in writing of the results of its investigation. In no event will the Utility disconnect service prior to the due date shown on the bill on which the disputed charges appeared.

If the dispute cannot be resolved with mutual satisfaction, the customer may contact the Consumer Affairs Branch (CAB) of the Public Utilities Commission for informal review. Mailing address and contact numbers for the Commission are printed on the customer's bill.

The Utility may not disconnect service to a customer for nonpayment of a disputed amount if the customer has: (a) submitted a claim to the Consumer Affairs Branch for informal review; and (b) deposited the disputed amount with the Public Utilities Commission. No late charge or penalty may be imposed on the amount in dispute deposited with the Commission. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.

In the event a deposit has been made with the Commission, and if before completion of the CAB review, additional bills become due which the customer wishes to dispute, he/she shall also deposit with the Commission the additional disputed amounts claimed by the Utility to be due for such additional bills before they become past due. Failure to do so will warrant discontinuance of his/her service in accordance with Discontinuance and Restoration of Service of this tariff. The portion of the bill not subject to dispute must be paid to the Utility by the due date indicated on the bill.

If the investigation of the disputed charges is settled in favor of the Utility, consideration may be given to permitting the payment of the unpaid charges in monthly payments over a reasonable period of time. (C)

That, if before completion of the Commission's review, additional bills become due which the subscriber wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with this Section 2, DISPUTED BILLS, Rules and Regulations. (L)(T)
(L)

(L) Material previously shown on 1st Revised Sheet No. 22.

(T)

RULES AND REGULATIONS

(L)

DISPUTED BILLS

Should the subscriber dispute the correctness of a bill for telephone service and not pay the same within the period set forth this Section 2, DISPUTED BILLS, the Utility will notify the subscriber in writing:

(L)

- A. That in lieu of paying the disputed bill he may deposit with the California Public Utilities Commission, State of California, Attn: Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, the disputed portion claimed by the Utility to be due. The portion of the bill not subject to dispute must be paid to the Utility by the due date indicated on the bill (C)
(C)
- B. That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission. (L)
- C. That upon receipt of the deposit, the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- D. That service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- E. That failure of the subscriber to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice. (L)

(L) Material previously shown on Original Sheet No. 21.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE

A. NONPAYMENT OF BILLS

1. All Classes, Types and Grades of Exchange Service

Service to a particular location, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the non-recurring and recurring charges for basic service furnished, provided the bill therefore has not been paid within:

Thirty calendar days after presentation when bills are rendered yearly;

Fifteen calendar days after presentation of all other bills.

In the case where a deposit to guarantee bills has been made, in which case the service will not be temporarily or permanently discontinued until the amount of the deposit has been fully absorbed.

Telephone service will not be temporarily or permanently disconnected for nonpayment of charges for intrastate (900)XXX-XXX calls.

Basic service (as defined in D 96-10-066, appendix B, page 5) will not be disconnected for nonpayment of toll charges.

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If a balance from a previous bill has not been paid, service may be discontinued prior to the date referred to above. If service is discontinued, restoration will be not made until the charges for which the service has been discontinued have been paid. If service is discontinued restoration will not be made until the above charges and the Restoral Charge specified in Section 5, Service Charges of this tariff have been paid. Credit worthiness as set forth in Establishment and Re-Establishment of Credit will also be reevaluated.

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All residential customers (excluding Universal Lifeline customers) requesting a payment arrangement that extends beyond their disconnect date will have their toll service blocked, at no charge. Toll service will automatically be restored once the delinquent balance is paid.

2. Application of Unused Portion of Prepayments or Deposits for Telephone Service

Telephone service will not be temporarily or permanently disconnected until the amount of the charges therefor equal or exceed in amount the unused portion of any prepayments and deposits made in connection with the particular service; but in no case in less than the above prescribed number of days after the first day covered by that bill.

(D)

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE

A. NONPAYMENT OF BILLS

1. All Classes, Types and Grades of Exchange Service

Service to a particular location, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the non-recurring and recurring charges for basic service furnished, provided the bill therefore has not been paid within:

Thirty calendar days after presentation when bills are rendered yearly;

Fifteen calendar days after presentation of all other bills.

In the case where a deposit to guarantee bills has been made, in which case the service will not be temporarily or permanently discontinued until the amount of the deposit has been fully absorbed.

Telephone service will not be temporarily or permanently disconnected for nonpayment of charges for intrastate (900)XXX-XXX calls.

Basic service (as defined in D 96-10-066, appendix B, page 5) will not be disconnected for nonpayment of toll charges.

Basic Exchange Service (basic service as defined in Cal. P.U.C. General Order No. 168) may not be disconnected on any day Utility Service Representatives are not available to assist customers.

The Utility, as a carrier of last resort, may not disconnect basic residential or single line business service, either flat rate or measured rate (basic service as defined in Cal. P.U.C. General Order No. 168) for nonpayment of any charge other than non-recurring or recurring charges for that same service, including government fees and taxes calculated on that service that are remitted to the government.

If a balance from a previous bill has not been paid, service may be discontinued prior to the date referred to above. If service is discontinued, restoration will be not made until the charges for which the service has been discontinued have been paid. If service is discontinued restoration restoration will not be made until the above charges and the Restoral Charge specified in Section 5, Service Charges of this tariff have been paid. Credit worthiness as set forth in Establishment and Re-Establishment of Credit will also be reevaluated.

All residential customers (excluding Universal Lifeline customers) requesting a payment arrangement that extends beyond their disconnect date will have their toll service blocked, at no charge. Toll service will automatically be restored once the delinquent balance is paid.

2. Application of Unused Portion of Prepayments or Deposits for Telephone Service

Telephone service will not be temporarily or permanently disconnected until the amount of the charges therefor equal or exceed in amount the unused portion of any prepayments and deposits made in connection with the particular service; but in no case in less than the above prescribed number of days after the first day covered by that bill.

Material omitted now shown on 1st Revised Sheet No. 21.1.

RULES AND REGULATIONS

DISPUTED BILLS (Continued)

- F. That, if before completion of the Commission's review, additional bills become due which the subscriber wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with this Section 2, DISPUTED BILLS, Rules and Regulations.

DISCONTINUANCE AND RESTORATION OF SERVICE

A. NONPAYMENT OF BILLS

1. All Classes, Types and Grades of Exchange Service (C)

Service to a particular location, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the non-recurring and recurring charges for basic service furnished, provided the bill therefor has not been paid within: (C)

Thirty calendar days after presentation when bills are rendered yearly; (T)

Fifteen calendar days after presentation of all other bills. (T)

In the case where a deposit to guarantee bills has been made, in which case the service will not be temporarily or permanently discontinued until the amount of the deposit has been fully absorbed.

Telephone service will not be temporarily or permanently disconnected for nonpayment of charges for intrastate (900)XXX-XXX calls.

Basic service (as defined in D 96-10-066, appendix B, page 5) will not be disconnected for nonpayment of toll charges. (N)

2. Application of Unused Portion of Prepayments or Deposits for Telephone Service

Telephone service will not be temporarily or permanently disconnected until the amount of the charges therefor equal or exceed in amount the unused portion of any prepayments and deposits made in connection with the particular service; but in no case in less than the above prescribed number of days after the first day covered by that bill.

RULES AND REGULATIONS

DISPUTED BILLS (Continued)

- F. That, if before completion of the Commission's review, additional bills become due which the subscriber wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with this Section 2, DISPUTED BILLS, Rules and Regulations.

DISCONTINUANCE AND RESTORATION OF SERVICE

A. NONPAYMENT OF BILLS

1. All Classes, Types and Grades of Exchange and Toll Service

Service to a particular location, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided the bill therefor has not been paid within:

Thirty calendar days after presentation when bills are rendered yearly;

Fifteen calendar days after presentation of all other bills.

In the case where a deposit to guarantee bills has been made, in which case the service will not be temporarily or permanently discontinued until the amount of the deposit has been fully absorbed.

Telephone service will not be temporarily or permanently disconnected for nonpayment of charges for intrastate (900)XXX-XXX calls.

2. Application of Unused Portion of Prepayments or Deposits for Telephone Service

Telephone service will not be temporarily or permanently disconnected until the amount of the charges therefor equal or exceed in amount the unused portion of any prepayments and deposits made in connection with the particular service; but in no case in less than the above prescribed number of days after the first day covered by that bill.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

A. NONPAYMENT OF BILLS (Continued)

3. Former Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service.

4. Toll Service

When a customer's exchange service is temporarily or permanently discontinued as provided for in these Rules, the customer's toll service will also be discontinued.

In such a case, if such question or dispute cannot be adjusted with mutual satisfaction, the customer may deposit with the Public Utilities Commission, State of California, Attn: Consumer Affairs Branch, at its office located at 505 Van Ness Avenue, San Francisco, CA 94102, the amount claimed by the Utility to be due. Deposit checks, money orders, etc. must be made payable to the Public Utilities Commission, State of California. Failure upon the part of the customer to make such a deposit within fifteen (15) days after notice by the Utility that such deposit must be made or service may be discontinued, shall warrant the Utility in discontinuing the service without further notice.

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(T)(D)

Basic service (as defined in D.96-10-066, Appendix B, page 5) will not be disconnected for nonpayment of toll charges.

B. UNSAFE OR PROHIBITED FACILITIES, APPLIANCES, OR APPARATUS

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe; or if their use is prohibited under any law, ordinance, or regulation, until such law, ordinance or regulation shall be repealed or be declared invalid by a court of competent jurisdictions; and may refuse to furnish telephone service on such premises until the applicant or subscriber shall have remedied the unsafe condition and complied with the laws, ordinances and regulations or legal requirements applicable to that premises.

C. SERVICE DETRIMENTAL TO OTHER SUBSCRIBERS

The company will not establish service which will be detrimental to the service of its other subscribers, and will discontinue telephone service to any subscriber utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Utility to cease so doing.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

A. NONPAYMENT OF BILLS (Continued)

3. Former Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service.

4. Toll Service

When a customer's exchange service is temporarily or permanently discontinued as provided for in these Rules, the customer's toll service will also be discontinued.

Basic service (as defined in D.96-10-066, Appendix B, page 5) will not be disconnected for nonpayment of toll charges.

In such a case, if such question or dispute cannot be adjusted with mutual satisfaction, the customer may deposit the amount claimed by the Utility to be due with the Public Utilities Commission at the following address:

California Public Utilities Commission
Consumer Affairs Branch, Room 2003
505 Van Ness Avenue
San Francisco, CA 94102
Toll Free: 1-800-649-7570
TDD: 1-800-229-6846
E-mail: consumer-affairs@cpuc.ca.gov

(N)

(N)

B. UNSAFE OR PROHIBITED FACILITIES, APPLIANCES, OR APPARATUS

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe; or if their use is prohibited under any law, ordinance, or regulation, until such law, ordinance or regulation shall be repealed or be declared invalid by a court of competent jurisdictions; and may refuse to furnish telephone service on such premises until the applicant or subscriber shall have remedied the unsafe condition and complied with the laws, ordinances and regulations or legal requirements applicable to that premises.

C. SERVICE DETRIMENTAL TO OTHER SUBSCRIBERS

The company will not establish service which will be detrimental to the service of its other subscribers, and will discontinue telephone service to any subscriber utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Utility to cease so doing.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

A. NONPAYMENT OF BILLS (Continued)

3. Former Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service.

B. UNSAFE OR PROHIBITED FACILITIES, APPLIANCES, OR APPARATUS

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe; or if their use is prohibited under any law, ordinance, or regulation, until such law, ordinance or regulation shall be repealed or be declared invalid by a court of competent jurisdictions; and may refuse to furnish telephone service on such premises until the applicant or subscriber shall have remedied the unsafe condition and complied with the laws, ordinances and regulations or legal requirements applicable to that premises.

C. SERVICE DETRIMENTAL TO OTHER SUBSCRIBERS

The company will not establish service which will be detrimental to the service of its other subscribers, and will discontinue telephone service to any subscriber utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Utility to cease so doing.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

D. FRAUD

The notice and disconnection requirements in this section do not apply where the customer's acts or omissions demonstrate an intention to defraud the Utility, or threaten the integrity or security of the Utility's operations or facilities. The Utility shall have the right to refuse or to discontinue telephone service if the acts of the subscriber or the conditions upon his premises are such as to indicate intention to defraud the Utility or because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Telephone Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge.

E. FAILURE TO MEET DEPOSIT REQUIREMENTS

A subscriber's telephone service may be temporarily or permanently discontinued for failure to make deposits required under Section 2, DEPOSITS.

F. NONCOMPLIANCE

The Utility shall have the right to discontinue telephone service to a subscriber for noncompliance with any of these rules and regulations if, after written notice of at least five days, he shall not have come into compliance therewith.

G. NOTICE TO CUSTOMER

Except as provided by these Rules, the Utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon written notice of at least seven days, such notice to be sent by First Class mail, addressed to the customer and advising the customer of the intention to discontinue, the reasons for the discontinuance and the steps which must be taken to avoid discontinuance.

(D)

(D)

(D)

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

D. FRAUD

The notice and disconnection requirements in this section do not apply where the customer's acts or omissions demonstrate an intention to defraud the Utility, or threaten the integrity or security of the Utility's operations or facilities. The Utility shall have the right to refuse or to discontinue telephone service if the acts of the subscriber or the conditions upon his premises are such as to indicate intention to defraud the Utility or because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Telephone Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge. (N)

E. FAILURE TO MEET DEPOSIT REQUIREMENTS

A subscriber's telephone service may be temporarily or permanently discontinued for failure to make deposits required under Section 2, DEPOSITS.

F. NONCOMPLIANCE

The Utility shall have the right to discontinue telephone service to a subscriber for noncompliance with any of these rules and regulations if, after written notice of at least five days, he shall not have come into compliance therewith.

G. NOTICE TO CUSTOMER

Except as provided by these Rules, the Utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon written notice of at least seven days, such notice to be sent by First Class mail, addressed to the customer and advising the customer of the intention to discontinue, the reasons for the discontinuance and the steps which must be taken to avoid discontinuance. Each notice shall include all of the following:

- 1) Carrier's name
- 2) The name and address of the customer, and the telephone number(s) associated with the delinquent account
- 3) Information sufficient for the customer to identify what service(s) are to be terminated, and the delinquent amounts. If basic service is to be disconnected, the notice shall state the minimum amount that must be paid to retain basic service.
- 4) The time or date by which payment, or arrangement for payment, must be made to avoid termination
- 5) A toll-free telephone number to reach a carrier service representative who can provide customer assistance.
- 6) The telephone number of the Commission's Consumer Affairs Branch where the customer may direct inquiries.

Material omitted now shown on Original Sheet No. 24.1.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

D. FRAUD

The Utility shall have the right to refuse or to discontinue telephone service if the acts of the subscriber or the conditions upon his premises are such as to indicate intention to defraud the Utility or because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Telephone Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge.

E. FAILURE TO MEET DEPOSIT REQUIREMENTS

A subscriber's telephone service may be temporarily or permanently discontinued for failure to make deposits required under Section 2, DEPOSITS.

F. NONCOMPLIANCE

The Utility shall have the right to discontinue telephone service to a subscriber for noncompliance with any of these rules and regulations if, after written notice of at least five days, he shall not have come into compliance therewith.

G. SUBSCRIBER'S REQUEST FOR SERVICE DISCONTINUANCE

A subscriber may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The Utility will hold the subscriber responsible for payment of all bills for service furnished until the date specified by the subscriber or the date the Utility discovered the removal.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

G. NOTICE TO CUSTOMER (Continued)

Such notice shall also advise the customer of the provisions under Disputed Bills and shall advise the customer that he may invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in cases of abandonment of premises or service, emergency, or in the event of the discovery of a dangerous condition on the customer's premises, or in the case of the customer's utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

(D)

(D)

The Utility shall not by reason of delinquency in payment discontinue telephone service on any Saturday, Sunday or legal holiday observed by the Utility. (T)

H. SUBSCRIBER'S REQUEST FOR SERVICE DISCONTINUANCE

A subscriber may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The Utility will hold the subscriber responsible for payment of all bills for service furnished until the date specified by the subscriber or the date the Utility discovered the removal.

(D)

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

G. NOTICE TO CUSTOMER (Continued)

(N)

Such notice shall also advise the customer of the provisions under Disputed Bills and shall advise the customer that he may invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in cases of abandonment of premises or service, emergency, or in the event of the discovery of a dangerous condition on the customer's premises, or in the case of the customer's utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

The notice rule does not apply to termination of non-tariffed service for having reached either

- 1) a usage or spending limit, prepaid or otherwise, that was arranged with the customer in advance, or
- 2) the end of a prepaid period of service known to and anticipated by the customer in advance.

The notice rule does not apply where the customer's acts or omissions demonstrate an intention to defraud the Utility, or threaten the integrity or security of the Utility's operations or facilities.

The Utility shall not by reason of delinquency in payment discontinue basic exchange service on any Saturday, Sunday or legal holiday observed by the Utility.

(N)

H. SUBSCRIBER'S REQUEST FOR SERVICE DISCONTINUANCE

(L)(T)

A subscriber may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The Utility will hold the subscriber responsible for payment of all bills for service furnished until the date specified by the subscriber or the date the Utility discovered the removal.

(L)

(L) Material previously shown on Original Sheet No. 24.

(N)

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

I. BACK BILLS

If the Utility renders a back bill to a subscriber for service received and which has not theretofore been billed to the subscriber within a period of 90 days from the date service was furnished, and if the subscriber has paid bills for service subsequent to the period covered by the back bill and prior to the time of rendering the back bill, then the Utility will not discontinue the customer's service for failure to pay that back bill if questioned or disputed by the customer. A bill will not include any previously unbilled charges for service furnished prior to three months immediately preceding the date of the bill with the following exceptions which allow backbilling for five months from the bill date: (1) Collect calls, (2) Calling card calls, (3) Third party calls. (T)(D)
(D)

J. RESTORATION - RECONNECTION CHARGE

The Utility may collect a reconnection charge when restoring service which has been temporarily disconnected. Multi-element service connection charges set forth in Section 5, SERVICE CHARGES, will apply when restoring service which has been permanently disconnected in accordance with the provisions of this rule.

K. ABUSIVE LANGUAGE BY CUSTOMERS

The Utility may discontinue the telephone service of any customer who uses vile, abusive, or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the Utility's system, after the customer has been advised of that fact.

L. TEMPORARY OR PERMANENT DISCONTINUANCE OF SERVICE

When the Utility has the right to temporarily or permanently discontinue telephone service as provided for in these rules and regulations, it may do either at its option.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

I. BACK BILLS (T)

If the Utility renders a back bill to a subscriber for service received and which has not theretofore been billed to the subscriber within a period of 90 days from the date service was furnished, and if the subscriber has paid bills for service subsequent to the period covered by the back bill and prior to the time of rendering the back bill, then the Utility will not discontinue the customer's service for failure to pay that back bill if question or dispute cannot be adjusted with mutual satisfaction, the customer may deposit the amount claimed by the Utility to be due with the Public Utilities Commission at the following address: California Public Utilities Commission, Consumer Affairs Branch, Room 2003, 505 Van Ness Avenue, San Francisco, CA 94102. A bill will not include any previously unbilled charges for service furnished prior to three months immediately preceding the date of the bill with the following exceptions which allow backbilling for five months from the bill date: (1) Collect calls, (2) Calling card calls, (3) Third party calls. (C)

J. RESTORATION - RECONNECTION CHARGE (T)

The Utility may collect a reconnection charge when restoring service which has been temporarily disconnected. Multi-element service connection charges set forth in Section 5, SERVICE CHARGES, will apply when restoring service which has been permanently disconnected in accordance with the provisions of this rule.

K. ABUSIVE LANGUAGE BY CUSTOMERS (T)

The Utility may discontinue the telephone service of any customer who uses vile, abusive, or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the Utility's system, after the customer has been advised of that fact.

L. TEMPORARY OR PERMANENT DISCONTINUANCE OF SERVICE (T)

When the Utility has the right to temporarily or permanently discontinue telephone service as provided for in these rules and regulations, it may do either at its option.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

H. BACK BILLS

If the Utility renders a back bill to a subscriber for service received and which has not theretofore been billed to the subscriber within a period of 90 days from the date service was furnished, and if the subscriber has paid bills for service subsequent to the period covered by the back bill and prior to the time of rendering the back bill, then the Utility will not discontinue the customer's service for failure to pay that back bill if questioned or disputed by the customer. A bill will not include any previously unbilled charges for service furnished prior to three months immediately preceding the date of the bill with the following exceptions which allow backbilling for five months from the bill date: (1) Collect calls, (2) Calling card calls, (3) Third party calls.

I. RESTORATION - RECONNECTION CHARGE

The Utility may collect a reconnection charge when restoring service which has been temporarily disconnected. Multi-element service connection charges set forth in Section 5, SERVICE CHARGES, will apply when restoring service which has been permanently disconnected in accordance with the provisions of this rule.

J. ABUSIVE LANGUAGE BY CUSTOMERS

The Utility may discontinue the telephone service of any customer who uses vile, abusive, or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the Utility's system, after the customer has been advised of that fact.

K. TEMPORARY OR PERMANENT DISCONTINUANCE OF SERVICE

When the Utility has the right to temporarily or permanently discontinue telephone service as provided for in these rules and regulations, it may do either at its option.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

L. DIRECTORY ADVERTISING CHARGES

A customer's telephone service will not be temporarily or permanently discontinued for failure of that customer to pay charges for advertising in the telephone directory.

M. CONNECTION OF USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:

- o Storage capability of numbers to be called; or
- o A random or sequential number generator that produces numbers to be called; and
- o An ability to dial a call; and

an ADAD has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An Automatic Dialing-Announcing Device may be operated while connected to the telephone network, except under the following conditions:
 - a. An Automatic Dialing-Announcing Device may be used pursuant to a prior agreement from the called party that (s)he desires to receive such telephone communications; or

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

M. CONNECTION OF USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES (Continued)

2. An Automatic Dialing-Announcing Device may be operated while connected to the telephone network, except under the following conditions: (Continued)
 - b. An Automatic Dialing-Announcing Device may be used if the recorded message is preceded by an announcement made by a human operator who:
 - o States the nature and length in minutes of the recorded message; and
 - o Identifies the individual business, group, or organization calling; and
 - o Asks the called party whether (s)he is willing to listen to the recorded message; and
 - o Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.
 - c. Before an automatic dialing-announcing device may be operated while connected to the telephone network, the potential user of such device shall notify the telephone utility in writing of the intended use of the automatic dialing-announcing device equipment. The written notice shall contain a statement of the calendar days and clock hours during which the automatic dialing-announcing devices will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

M. CONNECTION OF USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES (Continued)

2. An Automatic Dialing-Announcing Device may be operated while connected to the telephone network, except under the following conditions: (Continued)
 - d. The telephone utility shall review the statement of intended use of automatic dialing-announcing device equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the utility's facilities. If the utility finds that a reasonable probability exists that the automatic dialing-announcing device operation will overload its network, the utility may refuse to provide connections for the automatic dialing-announcing devices or provide them subject to conditions necessary to prevent an overload. If, after service has been established, it is determined that the volume of calling originated by the automatic dialing-announcing device is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the utility may discontinue the service after five days' notice to the customer. If use of the automatic dialing-announcing device creates a call blockage in a telephone company switching office, the utility may disconnect the service with no prior notice.
 - e. The telephone customer who uses automatic dialing-announcing device equipment shall notify the utility in writing within 30 days of any changes in the automatic dialing-announcing device operation which result in either an increase or decrease in traffic volume.
 - f. No automatic dialing-announcing device shall be connected to the network until the telephone utility has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the utility, by regulation or by statute, as customers who are not to receive automatic dialing-announcing device calls.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

M. CONNECTION OF USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES (Continued)

2. An Automatic Dialing-Announcing Device may be operated while connected to the telephone network, except under the following conditions: (Continued)
 - g. The telephone utility may discontinue the telephone service of any customer who uses an automatic dialing-announcing device in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the automatic dialing-announcing device creates a call blockage in a telephone company switching office.
 - h. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission's Rules of Practice and Procedure.
 - i. Before being connected to the switched network and automatic dialing-announcing device must also be certified for interconnection pursuant to the California Public Utilities Commission's General Order No. 138-Series or approved for interconnection by the Federal Communications Commission.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

California Public Utilities Commission's Decision No. 71797 in Case No. 4930, requires that each communications utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix A of that decision as a part of the rules in the utility's tariff schedules. Accordingly, Appendix A of Decision No. 71797, Case No. 4930, is quoted herein:

1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant, and shall disconnect existing service to a subscriber, upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law.
2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the subscriber the communications utility shall promptly restore such service.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law, and (2) the burden of persuading the Commission that the service should be refused or should not be restored.
5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or subscriber in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or subscriber may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
6. At the expiration of fifteen days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or subscriber, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or subscriber. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.
8. The term 'person', as used herein, includes a subscriber to communications service, an applicant for such service, a corporation, a company, a copartnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
9. The term "communications utility", as used herein, includes a 'telephone corporation' and a 'telegraph corporation', as defined in Division 1 of the California Pubic Utilities Code.

For the information of our customers, the addresses of the Commission's offices are as follows:

For Northern California
State Building
455 Golden Gate Avenue
San Francisco, California 94102

For Southern California
State Building
107 South Broadway
Los Angeles, California 90012

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

California Public Utilities Commissions's Decision No. 91188 in Case No. 4930, requires that each communications utility subject to the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix B of that decision as part of the Utility's tariff schedules. Accordingly the provisions of Appendix B of Decision No. 91188, Case No. 4930, are quoted herein:

1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the subscriber the communications utility shall promptly restore such service.
4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result, and (2) the burden of persuading the Commission that the service should be refused or should not be restored.
5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or subscriber in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or subscriber may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.

RULES AND REGULATIONS

DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

N. LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

6. At the expiration of 15 days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or subscriber, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or subscriber. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.
7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.
8. The term "person", as used herein, includes a subscriber to communications service, an applicant for such service, a corporation, a company, a copartnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
9. The term "communications utility", as used herein, includes a "telephone corporation" and a "telegraph corporation", as defined in Division I of the California Public Utilities Code.

RULES AND REGULATIONS

RATES AND OPTIONAL RATES

A. EFFECTIVE RATES

The rates to be charged by and paid to the Utility for telephone service will be the rates legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Utility's business offices.

B. OPTIONAL RATES

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. NEW RATES

When new schedules of rates are established, the Utility will use such means as may be practicable to bring them to the attention of those of its subscribers who may be affected thereby.

D. CHANGE OF SCHEDULE BY SUBSCRIBER

When a subscriber applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

E. RATES CHARGED BY CARRIERS OTHER THAN VERIZON

Rates charged by carriers for completion of 10XXX, calling card, and operator handled local calls are not listed in the tariffs of this Utility. The Utility will include a statement at pay telephone locations, as part of the signage, that placement of local calls by use of 10XXX, calling card, or Operator Handled services may cost more than directly dialing the local number.

F. ACQUISITION OF TARIFFS

Hard copies of effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at a charge by writing:

Verizon Northwest Inc.
Tariff Administration
Public Affairs, Policy and Communications
WA0105RA
1800 41st Street
Everett, WA 98203

(T)
(T)

Downloadable copies of the effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at no charge at the following website: www.verizon.com/tariffs

G. BASIC AND OPTIONAL SERVICE CHOICES

For details of rates, charges, terms, conditions and description of service, see the appropriate section in this Tariff. Services can be added, changed or canceled at anytime by calling the following: (or online at www.verizon.com).

Residential services 1-800-483-4000
Business services 1-800-483-5000

RULES AND REGULATIONS

RATES AND OPTIONAL RATES

A. EFFECTIVE RATES

The rates to be charged by and paid to the Utility for telephone service will be the rates legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Utility's business offices.

B. OPTIONAL RATES

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. NEW RATES

When new schedules of rates are established, the Utility will use such means as may be practicable to bring them to the attention of those of its subscribers who may be affected thereby.

D. CHANGE OF SCHEDULE BY SUBSCRIBER

When a subscriber applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

E. RATES CHARGED BY CARRIERS OTHER THAN VERIZON

(T)

Rates charged by carriers for completion of 10XXX, calling card, and operator handled local calls are not listed in the tariffs of this Utility. The Utility will include a statement at pay telephone locations, as part of the signage, that placement of local calls by use of 10XXX, calling card, or Operator Handled services may cost more than directly dialing the local number.

F. ACQUISITION OF TARIFFS

(N)

Hard copies of effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at a charge by writing:

Verizon Northwest Inc.
Tariff Administration
Public Policy and External Affairs
WA0101RA
1800 41st Street
Everett, WA 98203

Downloadable copies of the effective tariffs of the Utility which have been approved by the California Public Utilities Commission may be obtained at no charge at the following website: www.verizon.com/tariffs

G. BASIC AND OPTIONAL SERVICE CHOICES

For details of rates, charges, terms, conditions and description of service, see the appropriate section in this Tariff. Services can be added, changed or canceled at anytime by calling the following: (or online at www.verizon.com).

Residential services 1-800-483-4000
Business services 1-800-483-5000

(N)

RULES AND REGULATIONS

RATES AND OPTIONAL RATES

A. EFFECTIVE RATES

The rates to be charged by and paid to the Utility for telephone service will be the rates legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Utility's business offices.

B. OPTIONAL RATES

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. NEW RATES

When new schedules of rates are established, the Utility will use such means as may be practicable to bring them to the attention of those of its subscribers who may be affected thereby.

D. CHANGE OF SCHEDULE BY SUBSCRIBER

When a subscriber applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

E. RATES CHARGED BY CARRIERS OTHER THAN GTE

Rates charged by carriers for completion of 10XXX, calling card, and operator handled local calls are not listed in the tariffs of this Utility. The Utility will include a statement at pay telephone locations, as part of the signage, that placement of local calls by use of 10XXX, calling card, or Operator Handled services may cost more than directly dialing the local number.

RULES AND REGULATIONS

TEMPORARY SERVICE OR SPECULATIVE PROJECTS

A. ESTABLISHMENT OF TEMPORARY SERVICE OR SERVICE TO SPECULATIVE PROJECTS

The Utility will, if no undue hardship to its existing subscribers will result therefrom, furnish temporary service or service to speculative projects under the following conditions:

1. The applicant for such service may be required to pay to the Utility in advance, or otherwise as the Utility may elect, the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the Utility.
2. Each applicant may be required to deposit with the Utility a sum of money equal to the estimated amount of the Utility's (D) bill for such service or to otherwise secure, in a manner satisfactory to the Utility, the payment of any bills which may accrue by reason of such service to be furnished or supplied.

(D)

(D)

3. Nothing in this Rule or Regulation shall be construed as limiting or in any way affecting the right of the Utility to collect (T) from the patron any other or additional sum of money which may become due and payable to the Utility from the patron by reason of the service furnished or to be furnished hereunder.

B. CHANGE TO PERMANENT STATUS

If a subscriber operates for 36 consecutive months the machinery or equipment for which service was originally established on a temporary basis, and his operations at the end of that time have proven their permanency to the satisfaction of the Utility, the payment made pursuant to Section A.1 above will be adjusted to the terms of the extension rule, applicable to permanent service.

RULES AND REGULATIONS

TEMPORARY SERVICE OR SPECULATIVE PROJECTS

A. ESTABLISHMENT OF TEMPORARY SERVICE OR SERVICE TO SPECULATIVE PROJECTS

The Utility will, if no undue hardship to its existing subscribers will result therefrom, furnish temporary service or service to speculative projects under the following conditions:

1. The applicant for such service may be required to pay to the Utility in advance, or otherwise as the Utility may elect, the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the Utility.
2. Each applicant (excluding residential and small business customers as defined in Cal. P.U.C. General Order No. 168) may be required to deposit with the Utility a sum of money equal to the estimated amount of the Utility's bill for such service or to otherwise secure, in a manner satisfactory to the Utility, the payment of any bills which may accrue by reason of such service to be furnished or supplied. (C)
(C)
3. For residential or small business customers as defined in Cal. P.U.C. General Order No. 168, the deposit may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service. For residential or small business customers as defined in Cal. P.U.C. General Order No. 168, the Utility may require an additional deposit for services it provides other than basic service. (N)
(N)
4. Nothing in this Rule or Regulation shall be construed as limiting or in any way affecting the right of the Utility to collect from the patron any other or additional sum of money which may become due and payable to the Utility from the patron by reason of the service furnished or to be furnished hereunder. (T)

B. CHANGE TO PERMANENT STATUS

If a subscriber operates for 36 consecutive months the machinery or equipment for which service was originally established on a temporary basis, and his operations at the end of that time have proven their permanency to the satisfaction of the Utility, the payment made pursuant to Section A.1 above will be adjusted to the terms of the extension rule, applicable to permanent service.

RULES AND REGULATIONS

TEMPORARY SERVICE OR SPECULATIVE PROJECTS

A. ESTABLISHMENT OF TEMPORARY SERVICE OR SERVICE TO SPECULATIVE PROJECTS

The Utility will, if no undue hardship to its existing subscribers will result therefrom, furnish temporary service or service to speculative projects under the following conditions:

1. The applicant for such service may be required to pay to the Utility in advance, or otherwise as the Utility may elect, the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the Utility.
2. Each applicant may be required to deposit with the Utility a sum of money equal to the estimated amount of the Utility's bill for such service or to otherwise secure, in a manner satisfactory to the Utility, the payment of any bills which may accrue by reason of such service to be furnished or supplied.
3. Nothing in this Rule or Regulation shall be construed as limiting or in any way affecting the right of the Utility to collect from the patron any other or additional sum of money which may become due and payable to the Utility from the patron by reason of the service furnished or to be furnished hereunder.

B. CHANGE TO PERMANENT STATUS

If a subscriber operates for 36 consecutive months the machinery or equipment for which service was originally established on a temporary basis, and his operations at the end of that time have proven their permanency to the satisfaction of the Utility, the payment made pursuant to Section A.1 above will be adjusted to the terms of the extension rule, applicable to permanent service.

RULES AND REGULATIONS

INTERRUPTIONS AND FAILURES OF SERVICE

A. CREDIT ALLOWANCE FOR INTERRUPTION OF SERVICE

The Utility will credit a customer's bill in all cases where telephones are out of service, not due to conduct of the customer, for a period of 24 hours or more from the time the fact is reported by the customer or detected by the Utility, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the number of 24-hour periods out of service to thirty days.

When an out of service period exceeds 24 hours, credit allowance will be given in successive 24-hour multiples for each 24-hour period or major fraction thereof after the initial period.

In no case will the credit allowance for any period exceed the total fixed charges for exchange service for the billing period.

B. TEMPORARY SUSPENSION FOR REPAIRS

The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.

When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customers' service.

RULES AND REGULATIONS

INTERRUPTIONS AND FAILURES OF SERVICE (Continued)

C. ERRORS IN TRANSMITTING, RECEIVING OR DELIVERING ORAL MESSAGES BY TELEPHONE

The Utility shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the Utility and connecting utilities.

D. LOSS ARISING FROM NONDELIVERY OF WRITTEN MESSAGES

The Utility shall be liable for loss or damage which may occur in the course of the employment of any messenger not to exceed twenty times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same.

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

A. IN AREAS AFFECTED BY GENERAL PUBLIC INTEREST

The Utility will, at its expense, replace its existing aerial facilities with underground facilities along public streets and roads, and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost or condemnation, by the Utility, provided that:

RULES AND REGULATIONS

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Continued)

A. IN AREAS AFFECTED BY GENERAL PUBLIC INTEREST (Continued)

1. The governing body of the city or county in which such facilities are located has determined, after consultation with the Utility and after holding public hearings on the subject, that undergrounding is in the general public interest in a specified area for one or more of the following reasons:
 - o Such undergrounding will avoid or eliminate an unusually heavy concentration of aerial facilities;
 - o Said street, or road or right-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;
 - o Said street, road or right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.
2. The governing body adopted an ordinance creating an underground district in the area requiring, among other things,
 - o That all existing and future electric and communication distribution facilities will be placed underground, and
 - o That each property owner will provide and maintain the underground supporting structure needed on his property to furnish service to him from the underground facilities of the Utility when such are available.
3. The Utility will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced.

RULES AND REGULATIONS

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Continued)

B. AT THE REQUEST OF GOVERNMENTAL AGENCIES OR GROUPS OF APPLICANTS

In circumstances other than those covered by A. above, the Utility will replace its aerial facilities located in a specified area with underground facilities along public streets and roads, and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost or condemnation, by the Utility upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met:

1. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing, or are required by suitable legislation, to pay the cost or to provide and to transfer ownership to the Utility, of the underground supporting structure along the public way and other utility rights-of-way in the area, and
2. All property owners in the area are required by ordinance or other legislation, or all agree in writing, to provide and maintain the underground supporting structure on their property, and
3. The area to be undergrounded includes both sides of a street for at least one block, and
4. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area.

RULES AND REGULATIONS

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Continued)

C. AT THE REQUEST OF INDIVIDUAL APPLICANTS

In circumstances other than those covered by A, B, or C above, where mutually agreed upon by the Utility and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities.

D. AT UTILITY INITIATIVE

The Utility may, from time to time, replace sections of its aerial facilities with underground facilities at Utility expense for structural design considerations or its operating convenience.

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

A. LINE EXTENSIONS AND SERVICE CONNECTIONS

1. General

- a. Except as otherwise provided in these Rules, the Utility will, at its expense, construct, own and maintain all facilities necessary to serve applicants in accordance with its rates, rules and current construction standards, provided dedicated streets are available or acceptable easements can be obtained without charge or condemnation.
- b. Where an applicant requests a route or type of construction which is feasible but differs from that determined by the utility, he will be required to pay the estimated additional cost involved.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

1. General (Continued)

- c. In lieu of all or part of the payment in A.1.b. above, the applicant may furnish such materials or perform such work as may be mutually agreed between the Utility and the applicant. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility except that portion of underground supporting structures located on private property.
- d. Charges for line extensions and service connections in suburban areas are set forth in Section No. 5, LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS.
- e. Line extension and service connection provisions for temporary or speculative service are set forth in Section 2, TEMPORARY SERVICE AND SPECULATIVE PROJECTS.
- f. Where its own operating conditions warrant, the Utility will extend and maintain its facilities underground at its expense.
- g. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions (as defined in Section 3, DEFINITIONS) or new real estate developments; i.e. projects which do not satisfy the density requirement for a subdivision: (See h. and i. below for exemptions to this requirement)

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

1. General (Continued)

1) Five or more lots for single-family and/or multi-family dwellings; unless:

The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970 and an agreement has been entered into prior to May 5, 1972 with the electric utility for aerial service; or

The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

- Local ordinances do not require underground construction.
- Local ordinances or land use policies do not permit further division of the parcels so that parcel sizes less than 3 acres can be formed.
- Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel or any portion of a parcel of less than 3 acres.
- New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to*, and visible from*, a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

* "In proximity to" shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas. "Visible from" shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

1. General (Continued)

- h. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the Public Utilities Commission, or other governmental agency having jurisdiction, the Utility is not obligated to construct underground.
- i. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

2. Aerial Line Extensions

Aerial line extensions will be constructed at the Utility's expense subject to the general provisions in A. 1. above.

3. Underground Line Extensions

- a. Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for line extensions:
 - 1) The Utility will construct underground line extensions at its expense. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its prorated cost thereof.
 - 2) The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the Utility a reasonable construction period.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

1. General (Continued)

g. (Continued)

1) Continued)

- Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground line extension and service connection facilities. Whenever the Utility invokes this provision, the circumstances shall be described promptly in a letter to the Public Utilities Commission, with a copy to the applicant for the extension.
- The Utility does not elect to install the extension underground for its own operating convenience. Whenever the Utility elects to install the extension underground for its own operating convenience, the extra cost compared with overhead shall be borne by the Utility.

2) Five or more dwelling units in two or more buildings located on a single parcel of land.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

3. Underground Line Extensions (Continued)

- b. Within new subdivisions in their entirety where all or a portion of the requirement will be for business service and the Utility determines an underground supporting structure is needed:
 - 1) The Utility will provide the conduit material, and metallic manhole covers where specified, or, where mutually agreeable, the applicant may provide the conduit material to the Utility's specifications and the Utility will reimburse the applicant at the Utility's current cost for that type of conduit.
 - 2) If the specifications (in (4) below) include transiting conduit to serve parcels outside the subdivision, the Utility will provide all conduit material and reimburse the applicant his incremental cost attributable to transiting conduits over and above a total of four local and transiting conduits in any section of the underground supporting structure. The applicant and the Utility shall agree upon the amount of such reimbursement before construction begins.
 - 3) The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material or manhole covers provided to the applicant by the Utility.
 - 4) The applicant will construct to the Utility's specifications and deed to the Utility the complete underground supporting structure.
 - 5) The Utility will complete the line extension at its expense, subject to the provision of 1. above where buried cable is to be used.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

3. Underground Line Extensions (Continued)

c. From new subdivisions to the Utility's existing distribution facilities;

- 1) Responsibilities for the cost of construction of that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision will be the same as those within a subdivision as determined by A.3.a. or A.3.b. above for the type of construction employed.
- 2) For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a non-refundable amount equal to three-fourths of the estimated difference in cost between underground and aerial facilities.

d. Line extensions to and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, will be constructed in the manner determined in A.3.a. through A.3.c. above provided:

- 1) The applicant will pay in advance the estimated total cost of the Utility's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 60 days after completion of the Utility's construction. This adjusted advance, excluding any payments required by A.3.c.2) above, is refundable as provided in A.3.d.2) following.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

3. Underground Line Extensions (Continued)

d. (Continued)

- 2) When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the Utility will refund the refundable advance in A.3.d.1) above. If, at the end of the three-year period the subdivision density requirement has not been met, the Utility will refund that portion of the refundable advance proportional to the ratio of the then permanent main telephone and PBX trunk line termination density to the subdivision density requirement. No interest will be paid on such advances.

- e. In cases other than those included in A.3.a. through A.3.d. above, if the applicant requests or is required to have underground line extensions he will pay non-refundable in advance three-fourths of the estimated difference in cost between underground and equivalent aerial facilities.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

4. Aerial Service Connections

- a. Aerial service connections from aerial distribution facilities are furnished at the Utility's expense.
- b. Aerial service connections from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will pay in advance a non-refundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.
- c. Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

5. Underground Service Connections

When applicant requests or is required to have underground facilities, the Utility will furnish them under the following conditions.

- a. To property to be served.
 - 1) The Utility will construct underground service connections without charge from underground distribution facilities except as provided in A.5.a.2) and A.5.a.3) below.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

5. Underground Service Connections (Continued)

a. To property to be served. (Continued)

- 2) If an underground line extension is being constructed to and/or within a new real estate development as provided in A.3.d. above, the Utility's cost of underground service connections to the properties to be served are also subject to the advance and refund provisions of A.3.d.
- 3) Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro-rate cost thereof. If, however, soil conditions or topography will cause trenching cost to materially exceed the Utility's average trenching costs, the applicant will pay non-refundable such excess costs.
- 4) The Utility will construct underground service connections from aerial distribution facilities upon payment in advance by the applicant of a non-refundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities.

b. On property to be served.

For the purpose of this rule: A service connection (or a branch thereof) intended to serve all or a portion of one building is denoted as being "separate". Where a single service connection is intended to serve two or more buildings on the continuous property, the section extending from the property line and excluding the "separate" branches to individual buildings is denoted as the "common portion".

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

5. Underground Service Connections (Continued)

b. On property to be served. (Continued)

- 1) The trench or underground supporting structure for a "separate" service connection, and for any "common portion" for which an easement acceptable to the Utility (see 2) below) is not obtainable without charge or condemnation, will be provided as follows:

Where the Utility determines that buried wire or cable is to be used for the service connection, the applicant or customer will provide the trench or pay the trenching costs. Such trench will be to the Utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, utility easement or dedicated street, as required.

Where the Utility determines that conduit is to be used for the service connection, the applicant or customer will construct, own and maintain at his expense the underground supporting structure. Such underground supporting structure will be to the Utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, utility easement or dedicated street, as required.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

5. Underground Service Connections (Continued)

b. On property to be served. (Continued)

- 2) Where feasible, a single service connection will be constructed to serve two or more buildings on one continuous property. The trench or underground supporting structure for the "common portion" and those segments of "separate" portions lying within the boundary of the easement of such an arrangement will be constructed as follows, provide an easement acceptable to the Utility for such "common portion" has been obtained without charge or condemnation. Unless otherwise agreed between the applicant and the Utility, the width of such easement shall not exceed five feet. Where the easement of the "common portion" is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened, where required, to include those portions of "separate" service connections that will be constructed beneath the street payment.

Where all requirements will be for residential service the utility will provide the trench or underground supporting structure at its expense, and the applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final grade, all in time to give the Utility a reasonable construction period.

Where all or a portion of the requirement will be for business service and the Utility determines that buried wire or cable is to be used, the Utility will provide the trench at its expense, and the applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final grade, all in time to give the Utility a reasonable construction period.

RULES AND REGULATIONS

LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. LINE EXTENSIONS AND SERVICE CONNECTIONS (Continued)

5. Underground Service Connections (Continued)

b. On property to be served. (Continued)

2) (Continued)

Where all or a portion of the requirement will be for business service and the Utility determines that an underground supporting structure is required, the Utility will provide the conduit material, and metallic manhole covers where specified, or where mutually agreeable, the applicant may provide the conduit material to the Utility's specifications and the Utility will reimburse the applicant at the Utility's current cost for that type of conduit. The applicant will construct to the Utility's specifications and deed to the Utility the complete underground supporting structure. The applicant shall be responsible for loss, unreasonable breakage any liability in connection with the conduit material or manhole covers provided to the applicant by the Utility.

3) In either 1) or 2) above the Utility will at its expense furnish, install and maintain the service connection wire or cable.

RULES AND REGULATIONS

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. OWNERSHIP OF TELEPHONE DIRECTORIES

Telephone directories containing the listings of customers within a specified area, issued from time to time by the Utility, are and remain the property of the Utility. Directories shall not be mutilated and shall be surrendered upon request, to the carrier who delivers the subsequent issue.

B. DIRECTORY LISTINGS

1. The Utility will enter listings of telephone numbers of its customers in its telephone directories with essential information whereby telephone users may ascertain the numbers of the desired telephone stations, as set forth in the tariff schedules.

2. Liability for Errors and Omissions in Telephone Directories

The Utility is liable for errors and omissions in the listings of its customers in telephone directories in accordance with the provisions of Section 2, LIMITATION OF LIABILITY.

3. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Utility.

C. CHANGES IN TELEPHONE NUMBERS

The assignment of a telephone number to a customer's telephone service will be made at the discretion of the Utility. The customer has no proprietary right in the number and the Utility will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The Utility will give the customers who may be affected by such changes in telephone numbers as reasonable notice thereof as circumstances will permit.

RULES AND REGULATIONS

SUBSCRIBER'S PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than Coin/Coinless Pay Telephone Service, is furnished for the use of the subscriber, his family and persons residing in his home, or his employees or representatives.

Flat rate and message rate services are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the subscriber or the public in general.

If it is found that the subscriber is permitting public use of service furnished him for his private use, the Utility will thereafter provide only Coin/Coinless Pay Telephone Service, except where the subscriber consents to the instrumentalities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to his attention. No charge will be made for the relocation of a telephone instrument under such circumstances.

If it is found that the subscriber is sharing the use of his business service with an individual or concern, other than an employee, member or officer of the subscriber's concern, the Utility will thereafter require the subscriber to apply for separate business Network Access service, except where the subscriber permits no further joint use of the service after the matter has been called to his attention.

RULES AND REGULATIONS

BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service.

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS

1. In offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph B below), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions.
3. At any location when the listing of "office" is provided, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph B below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment.
4. At a residence location when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests is more of a business than residential nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
5. In general in any place where the substantial use of the service is occupational rather than domestic.

RULES AND REGULATIONS

BUSINESS AND RESIDENCE SERVICE (Continued)

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS

1. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.
2. In the homes of nurses.

C. CHANGE FROM RESIDENCE TO BUSINESS SERVICE

If it is found that a subscriber is using residence service for business purposes, the Utility will thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residence and domestic purposes only.

NONPUBLISHED SERVICE

A. DEFINITION OF NONPUBLISHED SERVICE

Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by telephone utilities in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of nonpublished information.

RULES AND REGULATIONS

NONPUBLISHED SERVICE (Continued)

B. AGENCIES AUTHORIZED TO RECEIVE NONPUBLISHED INFORMATION

1. Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.
2. An agency of the federal government which is lawfully authorized to:
 - a. Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
 - b. prosecute violations of the criminal laws of the United States; or,
 - c. enforce civil sanctions which are ancillary to criminal statutes; or,
 - d. conduct investigations into matters involving the national security of the United States; or,
 - e. protect federal or foreign officials; or,
 - f. protect public health and safety; or,
 - g. conduct emergency rescue operations.
3. Any public health agency of the State of California or of a city, county, or other local government.
4. County or city 911 projects.
5. State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

RULES AND REGULATIONS

NONPUBLISHED SERVICE (Continued)

C. PROCEDURE FOR RELEASE OF NONPUBLISHED INFORMATION TO AUTHORIZED AGENCIES

1. A telephone utility shall only provide nonpublished information to persons within authorized agencies who are either (a) peace officers pursuant to California Penal Code Section 830 and all subsections thereof and who are lawfully engaged in a criminal investigation in their official capacity, or (b) health officers who are acting in their official capacity and are lawfully investigating a matter involving a serious communicable disease or life-threatening situation, or (c) employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in B.2. above, or (d) employees of a county or city 911 project when acting in an official capacity, or (e) employees of an agency listed in B.5. above when engaged in an investigation involving arson or when engaged in fire fighting duties in which there is immediate peril to life or property.
2. Nonpublished information shall be released by a telephone utility to an authorized agency upon the agency's written request provided that the agency has previously furnished the utility with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name, and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or by a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.
3. Nonpublished information shall also be released by a telephone utility to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephonic request and listing designated persons, by name, title, and telephone number, who are authorized to request, by telephone, nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons.

The nonpublished information requested by telephone shall be provided by the utility only on a call back verification basis.

The requesting agency shall, within five working days after making the request by telephone, mail the utility a letter confirming the request.

RULES AND REGULATIONS

NONPUBLISHED SERVICE (Continued)

D. NOTIFICATION TO CUSTOMER

1. The telephone utility shall not notify a customer regarding the release of customer's nonpublished information unless the customer contacts the utility and specifically requests to know whether his nonpublished information has been released.
2. When a customer inquires of the utility whether his or her nonpublished information has been released, the customer shall be informed that if information has been released he or she will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the customer will receive no communication from the utility.
3. If the requesting agency certifies that disclosure to a customer about the release of his or her nonpublished information to that agency could impede an ongoing criminal investigation, the telephone utility shall withhold notice to the customer for a period of one year from the date of release of the information to the agency.
4. The one year period of nondisclosure shall be extended for successive one year periods upon new written certification by the agency in each instance.
5. If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been a request for nondisclosure, within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether his or her nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

RULES AND REGULATIONS

NONPUBLISHED SERVICE (Continued)

E. EXCEPTION FOR HEALTH OFFICERS

No notification shall ever be made to a customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the customer could violate a client's or contact's right of privacy and confidentiality.

F. RETENTION OF RECORDS

All written documents pertaining to nonpublished service shall be retained by telephone utilities for at least one year. When an agency requests that notice to the customer be withheld, the telephone utility shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

A. DEFINITIONS

1. Credit Information

A customer's credit information is the information contained in the customer's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: nonpublished customer information, or customer's name, address, and telephone number as listed in the telephone directory.

RULES AND REGULATIONS

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS (Continued)

A. DEFINITIONS (Continued)

2. Calling Records

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registers are examples of calling records.

B. RELEASE OF CUSTOMER CREDIT INFORMATION AND CALLING RECORDS

A customer's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

1. Upon receipt of a search warrant obtained pursuant to California or federal law, or of a federal grand jury subpoena, or a federal agency subpoena.
2. Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedure Section 1985.3, or successor provisions, as they then exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 1985.3. The utility shall abide by all orders to quash, protective orders, and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
3. Upon receiving permission of the customer to release the information.

RULES AND REGULATIONS

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS (Continued)

D. DEFERRAL OF NOTIFICATION

1. Notification to the customer will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made. Upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the customer of its receipt of the subpoena before divulging the information or records requested.
2. The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
3. Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
4. Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the customer.

E. EXCEPTION TO PROCEDURE FOR RELEASE OR CREDIT AND CALLING RECORDS

The procedure set forth above does not apply where the requester is a collection agency working for the utility on the customer's account or is an independent telephone company, other common carrier/interexchange carrier, Bell Operating Company, or Bell Company.

RULES AND REGULATIONS

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS (Continued)

F. RETENTION OF RECORDS

Records of requests for credit information and calling records, other than from a utility's employees, shall be retained for a period of at least one year from the date on which the customer is notified in writing of the request. A copy of the letter of notification which was sent to the customer shall also be retained for a like period of one year.

MONITORING AND/OR RECORDING OF TELEPHONE CONVERSATIONS

Customer provided equipment designed to permit monitoring or recording of telephone conversations may be used with the telephone network only under the following conditions:

- A. That any customer in California which provides its own terminal equipment and which monitors or records conversations between its employees and its customers, and others engaging in conversations, where such conversations make use of the public telephone network, shall provide notice of the monitoring or recording by use of one of the following methods:
1. By a tone warning device which automatically produces a distinct signal audible to all parties to a telephone conversation. The signal shall have those characteristics specified by the Federal Communications Commission or the California Public Utilities Commission; or
 2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or

RULES AND REGULATIONS

MONITORING AND/OR RECORDING OF TELEPHONE CONVERSATIONS (Continued)

A. (Continued)

3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice of monitoring or interception, with the exception that minimization of transmission losses will be permitted.

- B. The telephone Utility shall notify the customer when it has learned of the monitoring or recording which does not use one of the authorized methods of providing notice and, unless the customer will discontinue such use, Paragraph C following shall apply;

- C. The telephone Utility shall discontinue service to a customer for noncompliance with this rule if, after written notice of at least five days, the customer has not initiated compliance with such notice. Service will be restored after the customer establishes compliance with the rule and pays the reconnection charge.

D. APPEALS PROCEDURE

In the event of a dispute between the Utility and a customer as to whether the customer is in fact in violation of provisions of this Rule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission in the manner provided in the Commission's Rules of Practice and Procedure. During the period the complaint is pending before the Commission the Utility shall not terminate service for noncompliance.

E. LIABILITY OF UTILITY

The Utility shall not, by taking action pursuant to this rule, be liable for any loss, damage, or injury, established or alleged, which may result or be claimed to result therefrom.

RULES AND REGULATIONS

LIMITATION OF LIABILITY

A. LIABILITY OF THE UTILITY

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Utility, the liability of the Utility shall be limited to and in no event exceed the sum of \$10,000.
3. Except as provided in Sections A.1. and A.2. of this rule, the liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Utility including exchange, toll, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type) and all other services, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.

B. CREDIT ALLOWANCE FOR INTERRUPTIONS IN SERVICE

The following allowances are provided for interruptions in service, as specified for particular services furnished by the Utility:

1. The Utility shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period, of interruption in the following services:

RULES AND REGULATIONS

LIMITATION OF LIABILITY (Continued)

B. CREDIT ALLOWANCE FOR INTERRUPTIONS IN SERVICE (Continued)

1. (Continued)

- a. Mobile telephone service.
- b. Private line services and channels as follows:
 - 1) Private line telephone service.
 - 2) Private line teletypewriter and Morse services.
 - 3) Channels for data transmission.
 - 4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.
 - 5) Channels for telephotograph transmission.
 - 6) Speaker microphone service.
 - 7) Channels for one-way speech networks in connection with loudspeakers.
 - 8) Channels for one-way program transmission networks in connection with loudspeakers.
 - 9) Channels for farmer lines and toll service station lines.
 - 10) Bells and lights system attack warning service.

The allowance on items B.1.b.1) through B.1.b.6) above applies only to service within the same exchange area.
The allowance on items B.1.b.7) and B.1.b.8) above applies only to station facilities.

RULES AND REGULATIONS

LIMITATION OF LIABILITY (Continued)

B. CREDIT ALLOWANCE FOR INTERRUPTIONS IN SERVICE (Continued)

1. (Continued)

c. Wide Area Telephone Service.

Where credit is allowed against initial charges, the initial period shall be reduced in the same proportion, and additional hourly rates shall apply to each hour or major fraction thereof for Wide Area Telephone Service furnished in excess of the initial period as so reduced.

2. The Utility shall allow, for interruptions in exchange telephone service of 24 hours or more not due to conduct of the customer, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

3. The Utility shall allow, for interruptions in TELPAK channels and services of two consecutive hours or more not due to conduct of the customer or failure of facilities provided by the customer, an amount determined as follows:

- a. For items other than TELPAK base capacity, an amount equal to 1/720 of the fixed monthly charge for such item for each hour or major fraction thereof of interruption.
- b. For TELPAK base capacity furnished for use as a single capacity, an amount computed as in B.3.a. above.
- c. For TELPAK base capacity furnished for use as various channels of lesser capacity, (a) if the interrupted channels are less than 50 percent of the equivalent telephone grade channels in the section, no amount allowed, or (b) if the interrupted channels are 50 percent or more of the equivalent telephone grade channels in the section, an amount computed as in B.3.a. above.

For each classification of TELPAK base capacity, credit is computed separately for each two-point section affected.

RULES AND REGULATIONS

LIMITATION OF LIABILITY (Continued)

B. Credit Allowance for Interruptions in Service (Continued)

4. The Utility shall allow, for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges in half-hour multiples for each 30-minute period, or major fraction thereof after the initial period, of interruption in the following private line services and channels:
 - a. Private line telephone service.
 - b. Private line teletypewriter and Morse Services.
 - c. Channels for data transmission.
 - d. Channels for remote metering, supervisory control and miscellaneous signaling purposes.
 - e. Speaker microphone service.
 - f. Channels for one-way speech networks in connection with loudspeakers.
 - g. Channels for one-way program transmission networks in connection with loudspeakers.
 - h. Special assembly services and channels for miscellaneous experimental purposes.

The allowance on item B.4.a. above applies only to full period service. The allowance on items B.4.a. through B.4.e. above applies only to service between separate exchange areas. The allowance on items B.4.f. and B.4.g. above applies only to interexchange and interdistrict channels.

RULES AND REGULATIONS

LIMITATION OF LIABILITY (Continued)

B. CREDIT ALLOWANCE FOR INTERRUPTIONS IN SERVICE (Continued)

5. The Utility shall allow, for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer, an amount equal to the pro rata charges in five-minute multiples for each five minute period or major fraction thereof of interruption in the following private line services and channels:
 - a. Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.
 - b. Channels for video transmission in connection with television viewers.
6. The Utility shall allow, for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request).
7. The Utility shall allow, for interruptions of two consecutive hours or more not due to conduct of the customer (including failure of facilities provided by the customer), an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in educational television systems.

For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by the Utility.

RULES AND REGULATIONS

LIMITATION OF LIABILITY (Continued)

C. CREDIT ALLOWANCE FOR ERRORS OR OMISSIONS IN TELEPHONE DIRECTORIES

Subject to the provisions of Section A.3. of this rule the Utility shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), an amount within the following limits:

1. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred.
2. For listings and lines of information in alphabetical telephone directories furnished at additional charge as set forth in Section 9, Directory Listings, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred.
3. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the period the error or omission continued.
4. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.
5. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS

If a business-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Foreign Exchange Service
- Telephone Answering Service
- Trunk Line Service
- Services for the Handicapped
- Individual Reseller Line Service
- Call Restriction Service
- SmartCallsm Services
- Inside Wire Maintenance Services
- Special Service Arrangements

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair (D) one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to business-class customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

(D)

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS

If a business-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Foreign Exchange Service
- Telephone Answering Service
- Trunk Line Service
- Services for the Handicapped
- Individual Reseller Line Service
- Call Restriction Service
- SmartCall_ Services
- Inside Wire Maintenance Services
- Special Service Arrangements

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment¹ to install or repair (N) one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to business-class customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

¹ See Credit for Missed Appointments effective July 31, 2005.

(N)

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS

If a business-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Foreign Exchange Service
- Telephone Answering Service
- Trunk Line Service
- Services for the Handicapped
- Individual Reseller Line Service
- Call Restriction Service
- SmartCall_ Services
- Inside Wire Maintenance Services
- Special Service Arrangements

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to business-class customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR RESIDENCE CUSTOMERS

If a residence-class or a Universal Lifeline Telephone Service (ULTS) customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Universal Lifeline Telephone Service
- Foreign Exchange Service
- Services for the Handicapped
- Call Restriction Service
- SmartCall_ Services
- Inside Wire Maintenance Services

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair (D) one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to residence-class and ULTS customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

(D)

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR RESIDENCE CUSTOMERS

If a residence-class or a Universal Lifeline Telephone Service (ULTS) customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Universal Lifeline Telephone Service
- Foreign Exchange Service
- Services for the Handicapped
- Call Restriction Service
- SmartCall_ Services
- Inside Wire Maintenance Services

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment¹ to install or repair (N) one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to residence-class and ULTS customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

¹ See Credit for Missed Appointments effective July 31, 2005.

(N)

RULES AND REGULATIONS

SERVICE PERFORMANCE GUARANTEE FOR RESIDENCE CUSTOMERS

If a residence-class or a Universal Lifeline Telephone Service (ULTS) customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Universal Lifeline Telephone Service
- Foreign Exchange Service
- Services for the Handicapped
- Call Restriction Service
- SmartCall_ Services
- Inside Wire Maintenance Services

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer.

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to residence-class and ULTS customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Section 2, LIMITATION OF LIABILITY, but in no way does it constitute a waiver of the provisions of Section 2, LIMITATION OF LIABILITY. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Section 2, LIMITATION OF LIABILITY and Section 2, INTERRUPTIONS AND FAILURES OF SERVICE.

RULES AND REGULATIONS

(D)

(D)

(D)

RULES AND REGULATIONS

CREDIT FOR MISSED APPOINTMENTS¹

(N)

When establishing an installation or repair appointment for residential or small business customers as defined in Cal. P.U.C. General Order No. 168, where the customer must be present, the Utility shall offer the customer a four-hour or shorter period during which it will arrive to commence work. If the installation or repair is not commenced within the period of time agreed upon, the Utility shall provide a minimum credit of \$25.00 to the customer, unless the appointment was missed because:

1. The Utility was denied access to the customer's premises; or,
2. Delays were caused by unforeseen or unavoidable occurrences beyond the control of the Utility; or,
3. The Utility cancelled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment. (N)

¹ Effective July 31, 2005.

(N)

RULES AND REGULATIONS

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A. PRIORITY OF SERVICE APPLICATION

Applications for service will be completed in accordance with the chronological order of their receipt in so far as practicable and in accordance with economical administration except in the following cases in which deviation may be made in the following order in accordance with the facilities available:

1. Applications for service where serious sickness, public safety, public necessity, or war conditions are involved will be given priority over all other applications included under Sections 2, 3 and 4 below.
2. Applications where the instrumentalities are in place on the premises to which the application applies, and where service to these instrumentalities has not been permanently discontinued and assigned to another subscriber, will be given priority over all applications referred to under Sections 3 and 4 below.
3. Application of a party who has been a subscriber of the company within a 1-month period immediately prior to the date of the application will be given priority over other applications referred to under Section 4 below.
4. Application for business service will be given priority over applications for residence service which have been held for a period of less than two months.

RULES AND REGULATIONS

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE (Continued)

B. SUPERSEDURE

An applicant who otherwise qualifies for the immediate establishment of service under Section A of this rule and regulation (C) may supersede the service of a customer discontinuing that service:

- when the applicant is to take service on the premises where that service is being rendered; and
- when an arrangement acceptable to the utility is made to pay outstanding charges against that service.

LIMITATION ON CHARGES FOR SERVICE

Telephone exchange, message unit, and message toll telephone services are furnished to hotels, apartment houses, and clubs upon the condition that use of the services by guests, tenants, members, and others shall not be made subject to any charge by any hotel, apartment house, or club in addition to the telephone exchange, message unit, and message toll telephone rates and charges of the telephone company, except as specifically provided for in the tariff schedules of the telephone company.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharges to the rates for all end user intrastate services except:

- | | |
|--|--|
| a. ULTS access lines, installation, billing and local calls under the ULTS allowance | d. customer specific contracts existing on or prior to 9/15/94 |
| b. charges to other certificated carriers for services that are to be resold | e. usage charges for coin-operated pay telephones |
| c. coin sent paid telephone calls (coin in box) and debit card calls | f. directory advertising |
| | g. one-way radio paging |

For a list of the Public Program surcharges and the amounts, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

(C)

(C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .17% is applied to all end user services except:

(R)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .21% is applied to all end user services except:

(R)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .36% is applied to all end user services except:

(I)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .3% is applied to all end user services except:

(l)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .3% is applied to all end user services except:

(I)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of .20% is applied to all end user services except:

(I)

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES

The Utility is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges, and surcharges may be billed by the Utility to its customers. The following are included in the tariff because they apply specifically to telecommunications and do not apply to general business.

A. CALIFORNIA HIGH COST FUND SURCHARGE

1. California High Cost Fund A

The California High Cost Fund A is a fund established by the Commission to ensure that customers in areas served by small and mid-sized LECs have access to telephone services at reasonable rates.

A surcharge of 0.00% is applied to all end user services except:

- coin sent paid
- one-way radio paging
- contracts existing on or prior to 9/15/94
- COPT usage
- Access charges paid by one CPCN Company to another
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharges to the rates for all end user intrastate services except:

- | | |
|--|--|
| a. ULTS access lines, installation, billing and local calls under the ULTS allowance | d. customer specific contracts existing on or prior to 9/15/94 |
| b. charges to other certificated carriers for services that are to be resold | e. usage charges for coin-operated pay telephones |
| c. coin sent paid telephone calls (coin in box) and debit card calls | f. directory advertising |
| | g. one-way radio paging |

For a list of the Public Program surcharges and the amounts, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

(C)

(C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.2% is applied as of January 1, 2004 to all end user services except:

(R)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.7% is applied as of July 1, 2003 to all end user services except:

(I)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.7% is applied as of July 1, 2003 to all end user services except:

(I)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.7% is applied as of July 1, 2003 to all end user services except:

(I)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.2% is applied as of March 1, 2003 to all end user services except:

(C)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 1.42% is applied as of July 1, 2002 to all end user services except:

(C)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 1.47% is applied as of November 1, 2001 to all end user services except: (C)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 2.6% is applied as of January 1, 2000 to all end user services except:

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

(C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

A. CALIFORNIA HIGH COST FUND SURCHARGE (Continued)

2. California High Cost Fund B

Is a fund established by the Commission as a result of the Universal Service Decision (D.96-10-066) to subsidize high cost areas of the state. The fund includes a collection mechanism, a distribution mechanism, and a method for calculating the amount of the required subsidy.

A surcharge of 3.8% is applied as of January 1, 1999 to all end user services except:

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharges to the rates for all end user intrastate services except:

- | | |
|--|--|
| a. ULTS access lines, installation, billing and local calls under the ULTS allowance | d. customer specific contracts existing on or prior to 9/15/94 |
| b. charges to other certificated carriers for services that are to be resold | e. usage charges for coin-operated pay telephones |
| c. coin sent paid telephone calls (coin in box) and debit card calls | f. directory advertising |
| | g. one-way radio paging |

For a list of the Public Program surcharges and the amounts, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

(C)

(C)

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of 0.16% is applied to all end user services except:

(l)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of 0.0% is applied to all end user services except:

(R)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of 0.0% is applied to all end user services except:

(R)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of .3% is applied to all end user services except:

(I)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of .185% is applied to all end user services except:

(C)

- Residential basic service
- coin-sent paid calling
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

B. SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

1. General

Applicability

This surcharge is for the purpose of funding the California Teleconnect Surcharge Fund and applies to the customer billing section identified below.

Territory

Within all exchange areas of all exchanges as these areas are defined on Maps filed as part of the tariff schedules.

Description

This surcharge is intended to provide funding for the discounted telecommunication services that qualifying entities* receive as provided in D.96-10-066.

2. Rates

A surcharge of .05% is applied to all end user services except:

- Residential basic service
- coin-sent paid calling (C)
- debit card messages
- one-way radio paging
- COPT usage
- contracts existing on or prior to 9/15/94
- ULTS Access lines, installation, billing and local calls under the ULTS allowance.
- directory advertising

* Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

C. SURCHARGE TO FUND PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

1. General

This surcharge is for the purpose of funding the Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills. Within the exchanges areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

2. Rates/Surcharge*

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC Reimbursement Fee surcharge to the rates for all end user intrastate services except:

- a. directory advertising and sales
- b. terminal equipment sales
- c. inter-utility sales

For the Reimbursement Fee surcharge amount, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

(C)

(C)

* In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 443.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

C. SURCHARGE TO FUND PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

1. General

This surcharge is for the purpose of funding the Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings which appear on customers' bills. Within the exchanges areas of all exchanges as these areas are defined on maps filed as part of the tariff schedules.

2. Rates/Surcharge*

A 0.11% surcharge shall be applied to all intrastate customer billings excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill. The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill.

* In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 443.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED

1. General

Applicable to equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired whether the condition is permanent or temporary. Within the exchange areas of all exchanges as those areas are defined by maps filed as part of the tariff schedules.

C.P.U.C. Decision 87-04-027 orders that the Deaf Equipment Acquisition Fund Trust (TRUST) shall administer the program for the disabled. Revenue for the Trust comes from the Deaf Equipment Acquisition Fund (D.E.A.F.) billing surcharge pursuant to Section 2881 of the Public Utilities Code. The D.E.A.F. Surcharge will be identified as California Relay Service and Communications Device Fund per Resolution No. T-1580801.

The California Relay Service and Communications Device Fund surcharge applies to all intrastate intraexchange and interexchange telecommunications services, except the following:

- Universal Lifeline Telephone Services (Includes installation charges, access line and local calls placed under the ULTS allowance)
- One-way radio paging services
- Coin-sent-paid calling
- Services provided under contracts executed on or before September 15, 1994
- FCC Network Access Charges for interstate calling
- Access charges paid by one CPCN Utility to another
- COPT usage

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED

1. General (Continued)

Customers requiring special equipment or facilities to enable them to use the telephone network will be provided such by the Trust free of charge. Qualifications for this program are listed in Special Conditions.

This Utility has and will maintain a central location (Special Needs Center) for customer records, information, equipment and services availability and customer training as well as delivery, maintenance and repair policy.

The Trust specifically provides amplifiers, artificial larynx and electrolarynx, speed calling, telecommunication devices for the deaf and speech impaired, touch tone calling and TSPS operator access (one number dialer). In addition, the Trust provides standard special needs equipment and special needs assembly (on a case by case basis) to qualified persons.

Charges incurred by the Utility in connection with providing this equipment and service will be paid for by the Trust. The Special Needs Center will authorize charges to the Trust.

The Special Needs Center will work with the Trust in matters of billing, case by case situations, inventory, public awareness, tracking and liaison in areas pertinent to the program.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharges to the rates for all end user intrastate services except:

- | | |
|--|--|
| a. ULTS access lines, installation, billing and local calls under the ULTS allowance | d. customer specific contracts existing on or prior to 9/15/94 |
| b. charges to other certificated carriers for services that are to be resold | e. usage charges for coin-operated pay telephones |
| c. coin sent paid telephone calls (coin in box) and debit card calls | f. directory advertising |
| | g. one-way radio paging |

For a list of the Public Program surcharges and the amounts, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge

0.30%

(I)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge

0.047%

(R)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

	<u>Rate</u>	
California Relay Service and Communications Device Fund Billing Surcharge	0.30%	(R)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge

0.48%

(R)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge

0.481%

(I)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge

0.00%

(R)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge 0.192%

(C)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

2. Rates

Rate

California Relay Service and
Communications Device Fund Billing
Surcharge 0.192%

(C)

3. Special Conditions

- a. Pursuant to the order of the California Public Utilities Commission and the provisions of Section No. 2831 of the California Public Utilities Code there was established in 1981 a Deaf Equipment Acquisition Fund Trust (Trust). The Trust now recovers costs of providing special needs equipment and services for the deaf, hearing impaired, motion impaired, speech impaired and vision impaired. The Trust is funded by a surcharge on all telephone customers in the state.

Pursuant to state law, the surcharge specified under Rates will be identified separately on the bill as "California Relay Service and communications devices fund."

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

3. Special Conditions (Continued)

- b. An impairment impeding access to the exchange and toll networks must be determined and certified by a competent authority. A competent authority is defined as:
 - 1) A physician and surgeon who is California licensed, or exempt from such licensing, in accordance with Division 2, Chapter 5, Article 3, of the California Business and Professions Code.
 - 2) A California licensed speech pathologist, audiologist, optometrist, or chiropractor acting within the scope of his license.
 - 3) An authorized representative of agencies or educational institutions approved by the California Public Utilities Commission.
 - 4) Temporarily impaired persons who submit a medical certificate shall be included in the disabled program as long as the person is certified impaired.
- c. Service under this schedule will apply upon receipt of a completed certification form provided by the Utility. A letter from a competent authority (on official letterhead) is acceptable in lieu of the certification portion of the form. However, the customer will be required to complete the remainder of the form.
- d. The Utility will annually verify the information from the original certification with current Utility records. If there is a discrepancy in the telephone number, name and/or address, the customer will be notified, and the existing certificate will be updated or terminated.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

3. Special Conditions (Continued)

- e. Where there is no longer a certified handicapped individual on the premises, a business or residence customer must notify the Utility that service under this schedule is no longer required and request the service be disconnected or provided under other appropriate schedules. The charges in Schedule Cal. P.U.C. No. A-6 will not be applicable to this change.
- f. Residence Service - The certified person must reside in the household of a customer who will be responsible for payment of telephone service provided.
- g. Business Service -
 - 1) The eligibility for the certified deaf TDD user rate is limited to the proprietor of the business or a partner.
 - 2) The eligibility for the certified speech impaired user of a TDD or other product may be the proprietor, a partner, or an employee of the subscriber.
 - 3) Exemptions from these free services will be:
 - PBX, Centrex and EBSS
 - Non-paid handicapped volunteer workers
 - Agencies which provide services and/or products for the handicapped but do not employ handicapped workers.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

3. Special Conditions (Continued)

- h. Telecommunication devices (TDDs) require individual line service. Charges and rates for individual line service will apply.
- i. The subscriber will be responsible for returning telecommunication devices and other special needs equipment to the designated Utility location upon the discontinuance of service.
- j. California Relay Service (CRS)

This service has been implemented by California telephone companies and will enable hearing or speech impaired telecommunications device users to reach all other telephone users within California. The service will relay typed messages by TDD users, through trained communication assistants, to the called party. The system also works in reverse allowing a customer without a TDD to initiate the call.

There is no additional charge for using CRS. The service is available 24 hours, seven days a week and has toll free 800 numbers. Telephone directories will have white page listings for California Relay Service.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

3. Special Conditions (Continued)

k. California Relay Service (CRS) (Continued)

All types of calls now in our filed tariffs, including Frequent Caller Service and OCMS, are available with CRS as long as originating, receiving and billing telephone numbers are within California. Exceptions to this statement are as follows:

- Calls to 900 or 976 Service.
- Calling Cards with a billing number outside of California.

Billing for long distance calls will be at the rates shown in filed tariffs.

4. Services for Organizations Serving the Deaf and Severely Hearing Impaired Community

This section is applicable to processing requests by the Utility for telecommunications devices for the Deaf (TDDs) from schools and private, non-profit, organizations serving the deaf and severely hearing-impaired community in accordance with Commission Resolution No. T-13060.

The Utility shall:

- receive the request,
- investigate the request,
- approve the request if the following requirements are met, or
- deny the request,
- disburse the TDDs when approved.

The Commission shall continue to process requests from state agencies, or those organizations not clearly meeting the guidelines set forth in this schedule.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

4. Services for Organizations Serving the Deaf and Severely Hearing Impaired Community (Continued)

a. Organizations eligible to receive TDDs shall meet at least one of the following criteria:

- 1) Private, non-profit, not tax-supported, and serve the deaf or severely hearing-impaired, on a more than incidental basis, that is, at least 10% of the total clientele of the organization must be deaf or severely hearing-impaired. The requesting non-profit organization will provide services specifically serving the unique needs of the deaf and/or severely hearing-impaired community.
- 2) Schools that are specifically for the deaf. The term "school" refers to both public and private schools.
- 3) Schools that have significant programs for the deaf. A significant program for deaf or severely hearing-impaired students is an established, on-going supplementary educational program in addition to the mainstreaming of the student into the regular classroom.
- 4) Private non-profit organizations under contract with the Department of Rehabilitation and the Department of Social Services. The requesting organization will supply to the Utility documentation of the contract existing between itself and the state agency to establish eligibility.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

4. Services for Organizations Serving the Deaf and Severely Hearing Impaired Community (Continued)

- b. The requesting organization shall supply the Utility with any information requested by the Utility. This may include but not be limited to the following:
 - 1) The exact nature of the organization.
 - 2) The source of funding for the organization.
 - 3) The services provided by the organization to the deaf and severely hearing-impaired, the number of clients served, and a schedule of any fees charged for such service.
 - 4) The services provided by the organization to persons who are not deaf or hearing-impaired and the relevant proportion of deaf/severely hearing-impaired clients.
 - 5) The number of telephone lines in service with which a TDD would be used by the organization.
 - 6) The number of organization staff who are deaf or severely hearing-impaired.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

D. SERVICES FOR THE DEAF, HEARING IMPAIRED, MOTION IMPAIRED, SPEECH IMPAIRED AND VISION IMPAIRED
(Continued)

4. Services for Organizations Serving the Deaf and Severely Hearing Impaired Community (Continued)

c. An Organization which is eligible to receive a TDD must:

- 1) Ensure that there are trained employees available to all duty hours to use the TDD, including backup coverage when the designated individuals are out for any reason.
- 2) Keep TDDs in operating order, plugged in, and ready to use without advance notice.
- 3) Keep one telephone line for use with each authorized TDD.
- 4) Widely circulate the TDD telephone number to constituents of the organization. For example, the TDD number should be printed on all stationary, on business cards, in the telephone directory, and in any other literature of the organization.
- 5) Not use the TDD outside California.
- 6) Not charge substantial fees for its services to the deaf and severely hearing-impaired.

d. The TDD remains the property of the Deaf Equipment Administration Fund (D.E.A.F.) Trust and is loaned to the recipient organization for as long as the recipient continues to be eligible and has a need for that TDD.

e. When requested to do so by the Commission, the Utility shall audit organizations which receive TDDs pursuant to this schedule to determine effective use and continued need of authorized TDDs.

f. Compliance with the criteria outlined above will demonstrate that the TDD is being effectively utilized at the minimal acceptable level in the event that the recipient is audited by the Utility under the direction of the Commission.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharges to the rates for all end user intrastate services except:

- | | |
|--|--|
| a. ULTS access lines, installation, billing and local calls under the ULTS allowance | d. customer specific contracts existing on or prior to 9/15/94 |
| b. charges to other certificated carriers for services that are to be resold | e. usage charges for coin-operated pay telephones |
| c. coin sent paid telephone calls (coin in box) and debit card calls | f. directory advertising |
| | g. one-way radio paging |

For a list of the Public Program surcharges and the amounts, refer to the Pacific Bell (d.b.a. SBC California) tariffs.

(C)

(C)

(D)

(D)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

Rate

ULTS Surcharge

1.1%

(R)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 2004, and remain in effect until otherwise ordered by the Commission. (C)

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 2004. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users. (C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

Rate

ULTS Surcharge	1.20%	(I)
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3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on September 1, 2003, and remain in effect until otherwise ordered by the Commission. (C)

The surcharge applies to all monthly service billed in advance for all usage billed after September 1, 2003. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users. (C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

	<u>Rate</u>	
ULTS Surcharge	0.0%	(R)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 2003, and remain in effect until otherwise (C) ordered by the Commission.

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 2003. Except as (C) noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

	<u>Rate</u>	
ULTS Surcharge	0.0%	(R)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 2003, and remain in effect until otherwise (C) ordered by the Commission.

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 2003. Except as (C) noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

	<u>Rate</u>	
ULTS Surcharge	1.45%	(I)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on July 1, 2001, and remain in effect until otherwise (C) ordered by the Commission.

The surcharge applies to all monthly service billed in advance for all usage billed after July 1, 2001. Except as noted (C) below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

	<u>Rate</u>	
ULTS Surcharge	.8%	(I)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 2001, and remain in effect until otherwise ordered by the Commission. (C)

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 2001. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users. (C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

Rate

ULTS Surcharge

.50%

(I)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 2000, and remain in effect until otherwise ordered by the Commission.

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 2000. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users. (C)

(C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE

1. General

Applicable to all customers' intrastate end user services except those shown in Special Conditions No. 4. Within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

Rate

ULTS Surcharge

0.0%

(C)

3. Special Conditions

- a. This surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas. This includes Intrastate IntraLATA toll/WATS/800 services, Intrastate InterLATA toll/WATS/800 services, contracts effective before September 15, 1994, detariffed services and all local rates and charges. This percentage rate surcharge will take effect on January 1, 1999, and remain in effect until otherwise ordered by the Commission.

(C)

The surcharge applies to all monthly service billed in advance for all usage billed after January 1, 1999. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end users.

(C)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

(D)

(D)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE (Continued)

3. Special Conditions

b. Exceptions

- 1) One-way Radio Paging Service
- 2) Universal Lifeline Telephone Service (flat rate exchange service, reduced service connection charges, and mileage, if applicable)
- 3) Taxes and following surcharges:
 - Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)
 - Deaf and Disabled Surcharge (P.U.C. Code Section 2881)
 - The Universal Lifeline Telephone Service Surcharge (P.U.C. Code Section 739.3)
- 4) Semipublic Coin/Coinless Pay Telephone Service - (Partial) Coin Sent Paid, Coin Station Service and Coin Person Service
- 5) Public Coin/Coinless Pay Telephone Service (Partial) Coin Sent Paid
- 6) Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- 7) Access charges billed to carriers which have a Certificate of Public Convenience and Necessity
- 8) Directory advertising

(T)

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

F. GENERAL RATE CASE SURCREDIT

Resolution No. T-1600, dated April 23, 1997 required that GTE West Coast Incorporated's General Exchange and IntraLATA rates be made subject to a surcredit to refund GTE West Coast Incorporated's excess rates and charges between January 1, 1997 and the end of April, 1997. A 6.65% surcredit was ordered to become effective on May 01, 1997 and to remain in effect until December 31, 1997. A 4.44% surcredit was ordered to become effective January 1, 1998.

G. HIGH COST FUND SURCREDIT

A surcredit of 8.73% applied against the Company's General Exchange and IntraLATA rates, effective July 1, 2001 through (C) December 31, 2001. The application of the surcredit is to be the same as that of the General Rate Case Surcredit. This (C) surcredit is necessary as a result of the additional support the Company will receive in the form of Federal Universal Service payments.

RULES AND REGULATIONS

TAXES - FEDERAL, STATE, LOCAL, CHARGES AND SURCHARGES TO SUPPORT SPECIAL FUNDS AND SERVICES
(Continued)

F. GENERAL RATE CASE SURCREDIT

Resolution No. T-1600, dated April 23, 1997 required that GTE West Coast Incorporated's General Exchange and IntraLATA rates be made subject to a surcredit to refund GTE West Coast Incorporated's excess rates and charges between January 1, 1997 and the end of April, 1997. A 6.65% surcredit was ordered to become effective on May 01, 1997 and to remain in effect until December 31, 1997. A 4.44% surcredit was ordered to become effective January 1, 1998.

G. HIGH COST FUND SURCREDIT

A surcredit of 10.73% applied against the Company's General Exchange and IntraLATA rates, effective January 1, 1999 through December 31, 1999. The application of the surcredit is to be the same as that of the General Rate Case Surcredit. This surcredit is necessary as a result of the additional support the Company will receive in the form of Federal Universal Service payments.

(C)
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(C)

RULES AND REGULATIONS

(N)

CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES

A. General

Applicability

In compliance with D.96-10-066, Verizon West Coast Inc. will discount telecommunication services for Schools, Libraries, Hospitals and Community Based Organizations.

These organizations must apply to the California Public Utilities Commission for the California Teleconnect Fund Program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

The following business services are subject to a 50% discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available:

- Basic Exchange Access Line Business Services (Measured-Rate Service and PBX Trunk Service)
- CentraNet® Service
- Digital Channel Service (T-1 or DS1 equivalent)
- FlexGrow (T-1 or DS1 equivalent)
- Frame Relay Service
- High Capacity Digital Service or functional equivalents
(e.g., DS3, OC-1, OC-3, OC-12, OC-48, OC-192)
- Integrated Services Digital Network (ISDN) Service
- MegaConnectSM Service
- Multi-Media Data Service (T-1 or DS1 equivalent)
- Switched Data
- Transparent LAN Service (TLS)

The customer's bill will reflect the pre-discount price (tariffed or negotiated/contract rate), a lump sum dollar amount for the E-Rate discount (if applicable), and a lump sum dollar amount for the California Teleconnect Fund Program discount. These amounts will be reflective of the percentage discount offered by Federal and State programs.

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

Funding

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and Utility claims and with appropriate prior notice to customers.

(N)

RULES AND REGULATIONS

(N)

CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (Continued)

A. General (Continued)

Funding – Continued

Schools and Libraries - To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.

Qualifying schools and libraries shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate discounts, as authorized by Resolution T-16118. Note: E-Rate discounts range from 20% to 90%.

Hospitals – Must be district owned, municipal or county government owned and operated hospital or health clinic.

Qualifying hospitals and health clinics shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower, net of the Federal Communications Commission's E-Rate discounts as authorized by D.96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for E-Rate discounts equal to the difference between urban and rural rates.

Community Based Organizations (CBOs) – Must be tax exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.

Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs are not eligible for Federal Communications Commission's E-Rate Discounts.

(N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS

A. General

Applicable to promotional campaigns for services offered under this Tariff to Residential and Business customers. The Utility may waive and/or discount specific tariff rates and /or charges as approved by the California Public Utilities Commission.

B. Territory

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

C. Rates

Service/feature introductions as a result of new or upgraded central office capability and for offerings of new or existing optional services will be made under the following promotional structure:

Nonrecurring or monthly recurring charges may be waived or discounted during the promotional period.

D. Special Conditions

1. All services listed in Special Conditions 6. are approved by Advice Letter filings upon filing or other date specified by the Company. (T)
(N)
2. Promotional campaigns listed in Special Conditions 6. are subject to the Utility's Rules and offered only where facilities and operating conditions permit.
3. The promotional campaign duration shall not exceed 120 days per offering. All promotional campaigns will be approved by Advice Letter filings, which shall include but not be limited to:
 - service selection
 - criteria for waiving or discounting nonrecurring rates and/or charges during the promotional period
 - promotional area
 - duration
 - customer notification plan

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS

A. General

Applicable to promotional campaigns for services offered under this Tariff to Residential and Business customers. The Utility may waive and/or discount specific tariff rates and /or charges as approved by the California Public Utilities Commission.

B. Territory

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

C. Rates

Service/feature introductions as a result of new or upgraded central office capability and for offerings of new or existing optional services will be made under the following promotional structure:

Nonrecurring or monthly recurring charges may be waived or discounted during the promotional period. (T)

D. Special Conditions

1. All services listed in Special Conditions 6. are approved by Advice Letter filings upon filing or other date specified by the Company. (T)
(N)
2. Promotional campaigns listed in Special Conditions 6. are subject to the Utility's Rules and offered only where facilities and operating conditions permit.
3. The promotional campaign duration shall not exceed 120 days per offering. All promotional campaigns will be approved by Advice Letter filings, which shall include but not be limited to:
 - service selection
 - criteria for waiving or discounting nonrecurring rates and/or charges during the promotional period
 - promotional area
 - duration
 - customer notification plan

RULES AND REGULATIONS

(N)

PROMOTIONAL CAMPAIGNS

A. General

Applicable to promotional campaigns for services offered under this Tariff to Residential and Business customers. The Utility may waive and/or discount specific tariff rates and /or charges as approved by the California Public Utilities Commission.

B. Territory

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

C. Rates

Service/feature introductions as a result of new or upgraded central office capability and for offerings of new or existing optional services will be made under the following promotional structure:

Nonrecurring charges may be waived or discounted during the promotional period.

D. Special Conditions

1. All services listed in Special Conditions 6. are approved by Advice Letter filings on five days notice.
2. Promotional campaigns listed in Special Conditions 6. are subject to the Utility's Rules and offered only where facilities and operating conditions permit.
3. The promotional campaign duration shall not exceed 120 days per offering. All promotional campaigns will be approved by Advice Letter filings, which shall include but not be limited to:
 - service selection
 - criteria for waiving or discounting nonrecurring rates and/or charges during the promotional period
 - promotional area
 - duration
 - customer notification plan

(N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Qualifying business customers who sign a two-year or three-year term commitment for new service, upgrades or renewal of term commitments expiring within 6 months for ISDN PRI Access System Flat Rate with DS1 Facility – Package 1, Term and Volume Plan will receive a 20% discount off the monthly tariff rate per PRI for the life of the term commitment.

(D)(N)
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(D)(N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

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4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Qualifying business customers who sign a two-year or three-year term commitment for new, upgraded, or renewed (for contracts expiring within 6 months) ISDN PRI Access System Flat Rate Voice with DS1 Facility - Package 1 - Term and Volume will receive a 20% discount off the monthly tariff rate per PRI for the life of the contract. (D)(N)
(D)(N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Qualifying business customers who sign a two-year or three-year term commitment for new, upgraded, or renewed (for contracts expiring within 6 months) ISDN PRI Access System Flat Rate Voice with DS1 Facility Service – Term and Volume will receive a \$100.00 bill credit. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

(D)(N)
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(N)
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(D)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Qualifying business customers who sign a two-year or three-year term commitment for new, upgraded, or renewed (for contracts expiring within 6 months) ISDN PRI Access System Flat Rate Voice with DS1 Facility Service – Term and Volume will receive a \$500.00 bill credit for a two-year contract and a \$1,200.00 bill credit for a three year contract. If the customer adds Calling Line Identification with Name on a new or existing PRI that does not currently have it on a two or three year PRI term plan they will be eligible to receive an \$80.00 bill credit for a two-year contract and \$120.00 bill credit for a three-year contract. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Eligible business customers who subscribe to the service under a two or three year term will receive a \$100 (N) discount off the regular Monthly Recurring Charge (MRC) each month for the life of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 year or 3 year term commitment are also eligible for this offer. ISDN PRI service connection nonrecurring charges will not apply for services ordered under this promotional offer. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon. (N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment. (N)

Calling Line Identification with Name Service added to any ISDN PRI Service. (N)

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer. (N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 (T)
Facility, Term and Volume Plan (TVP), Package 1 (up to 5 PRIs) on a 2 or 3 Year Term. (N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 (T)
Facility, Term and Volume Plan (TVP), Package 1 (up to 5 PRIs) on a 2 or 3 Year Term. (N)

RULES AND REGULATIONS

(N)

PROMOTIONAL CAMPAIGNS (Continued)

D. Special conditions (Continued)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Billing, as set forth in this section under Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s):

(none at this time)

(N)

RULES AND REGULATIONS

PROMOTIONAL CAMPAIGNS (Continued)

(N)

D. Special conditions (Continued)

6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service(s) (Continued):

ISDN PRI Term and Volume Promotion beginning February 1, 2010 and ending no later than March 31, 2010.

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Access System-Flat Rate with DS1 Facility, Term and Volume Plan (TVP), Packages subscribed to under a 2 or 3 Year Term Commitment.

Calling Line Identification with Name Service added to any ISDN PRI Service.

ISDN PRI Service Connection charges are waived for services ordered under this promotional offer.

Qualifying business customers who sign a two-year or three-year term commitment for new service, upgrades or renewed (for contracts expiring within 6 months) ISDN PRI Access System Flat Rate Voice with DS1 Facility - Package 1 - Term and Volume will receive a \$140 discount off the monthly tariff rate per PRI for the life of the contract.

(N)

RULES AND REGULATIONS

(N)

PROMOTIONAL CAMPAIGNS (Continued)

D. Special Conditions (Continued)

7. During the "subscription" phase of each promotion, the customer will be fully informed of all terms and conditions of the promotional offering, and the Utility will contact the customer regarding the retention or discontinuance of the service prior to the end of the promotional period. This contact will inform the customer that if they wish to retain the promoted service, they need do nothing; and if they wish to discontinue it, they need to call the Utility's business office to do so. Samples of the notification materials will be provided to the Telecommunications Division (TD) when proposing the promotion.
8. A post-implementation analysis on each promotion undertaken by the Utility will include customer response and the impact of the promotional scheme on the profitability of the promoted service as a whole, as well as actual revenues and expenses. All customer complaints or concerns will be identified and included in the analysis, which will be submitted to the TD within 60 days of the ending date of each promotion and receive TD approval before the next promotion commences.
9. The Utility may advertise and market promotional pricing campaigns prior to the effective date of the promotion provided that all media, where the promotion is discussed, contain the disclaimer "... this promotion will be effective on (specific date) pending Commission notification."

(N)

RULES AND REGULATIONS

SLAMMING

Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service may be billed the applicable nonrecurring charges to establish that customer's service as a new account back with the customer's authorized telecommunications carrier.

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(D)

RULES AND REGULATIONS

SLAMMING

Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service may be billed the applicable nonrecurring charges to establish that customer's service as a new account back with the customer's authorized telecommunications carrier.

TERMINATION LIABILITY

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer canceled.

(N)
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(N)

RULES AND REGULATIONS

SLAMMING

Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service may be billed the applicable nonrecurring charges to establish that customer's service as a new account back with the customer's authorized telecommunications carrier.