
GENERAL SERVICES

INDEX

SHEET NO.

900 CALL RESTRICTION	3
BILLED NUMBER SCREENING	1
FOREIGN EXCHANGE SERVICE	5
INDIVIDUAL RESELLER LINE SERVICE	9
OFF PREMISES EXCHANGE ACCESS SERVICE	37
PREMISES WIRE SERVICES	29
PRIVATE BRANCH TRUNK LINE SERVICE	10
SPECIAL BILLING NUMBER SERVICE	24
SUPPLEMENTAL EQUIPMENT SERVICE	15
TELEPHONE ANSWERING SERVICE	25
TELECOMMUNICATIONS SERVICE PRIORITY SERVICE	17

GENERAL SERVICES

BILLED NUMBER SCREENING (BNS)

A. GENERAL

Applicable to customer's intrastate and interstate toll billing. Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. DESCRIPTION

Billed Number Screening (BNS) is a feature that restricts billing of collect and third number billed calls to a specific telephone number.

C. CONDITIONS

Incoming collect and third number billed calls from most points in the United States and many foreign countries are screened at a computerized customer data base. It is a common data base of AT&T that is utilized by most Local Exchange Carriers (LECs). When the call originates from a participating carrier, the collect or third number billed call is denied by the originating Operator who informs the calling party that a different billing method must be arranged. When the Call originates from a nonparticipating carrier, the call will go through to the called party and will be billed as requested, collect or third number. It is the carrier at the originating point of a call that determines whether BNS will be successful in restricting the call, not the carrier at the terminating end of the call (location of subscriber to BNS).

The customer remains responsible for the payment of any collect or third number billed calls that are charged when BNS is unsuccessful due to a nonparticipating carrier location originating the call.

GENERAL SERVICES

BILLED NUMBER SCREENING (BNS)

D. RATES PER ORDER

Nonrecurring
Charge

Single Line Service

\$ 5.00

Multiline Service

10.00

Special Rates Apply:

(Must allow 2-4 weeks for processing due to
special handling)

For large business users receiving multiple
bills per month, it may be more economical to
pay the actual cost for the provision of BNS
when the Nonrecurring Charges listed above
exceed \$200.00. Special Rates will be the
total labor, programming time and expense,
and materials.

Actual Cost

GENERAL SERVICES

900 CALL RESTRICTION SERVICE

A. GENERAL

Applicable to business and one-party residence network access lines. Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. DESCRIPTION

Call Restriction Service (CRS) provides the capability to block outgoing dialed calls to numbers with an NPA of 900. Subscriber dialed calls to restricted numbers are blocked in the Company's central office and diverted to an intercept announcement.

(C)

C. CONDITIONS

Call restriction Service is available on local exchange business and one-party residence network access lines where central office and operating conditions permit.

The Company shall not be liable to any person for damages of any nature arising out of, resulting from, or in connection with the provision of Call Restriction Service offered herein, including without limitation the inability of the station user to access any of the codes restricted by this service.

Call Restriction Service shall be removed upon written request from the customer.

GENERAL SERVICES

900 CALL RESTRICTION SERVICE

D. RATES - 900 CALL RESTRICTION(1)

	<u>Monthly Rate</u>	<u>IOSC</u>	<u>Nonrecurring Charge</u>	<u>IOSC</u>	(C)
1. Blocking of all Intrastate 1+ and 0+(900)XXX-XXXX calls when the subscriber elects to have such calls blocked, per line(1)					
- business	\$ 0.00	84469	\$15.00(2)	94743	(C)
- residence	0.00	84469	0.00(2)	94742	(C)
					(D)
					(D)
2. Removal of blocking service, per line					(T)
- business	\$ 0.00	N/A	\$15.00(2)	94746	(C)
- residence	0.00	N/A	5.00(2)	94745	(C)
3. Reinstallation of blocking service, per line					(T)
- business	\$ 0.00	84469	\$15.00(2)	94743	(C)
- residence	0.00	84469	5.00(2)	94744	(C)

(1) Available only where facilities and operating conditions permit.

(2) This charge will not apply if the order is placed at the same time as an initial order or subsequent order for other service changes. If 900 Call Restriction is the only service change being made, this charge will apply in lieu of service charges specified in Section 5.

(N)

(N)

(D)

(D)

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

Applicable to business and residence foreign exchange (FX) service. Within the local West Coast exchanges as listed in Section 2 as said exchanges are defined on maps filed as part of the tariff schedule.

B. CONDITIONS

1. Business foreign exchange service will be furnished for the exclusive use of the subscriber and the subscriber's employees, to be solely used in the conduct of the subscriber's business only. In case of Residence foreign exchange, service will be furnished for the use of the subscriber and members of his immediate family only.
2. Supplementary services, such as extension service, supplementary equipment service, directory listings, and other supplementary services, will be furnished in the local exchange in connection with foreign exchange service at the regular tariff rates named for such supplementary services in the local exchange, with the exception that directory listings will be provided in the local exchange directory as well as the foreign exchange directory without additional rates applying.
3. Extension stations will be installed on the premises in the local exchange on which the primary station is located under the rates and conditions governing extension service.
4. Extension stations will be installed off the premises but within the local exchange in which the primary station is located, in accordance with the following:
 - a. Each extension station will be provided for the use of the subscriber only and will be located on a premises of the subscriber.
 - b. Rates governing off-premises extension station service in the local exchange will apply.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

B. CONDITIONS (Continued)

5. The extent of local service in the foreign exchange shall be the same for foreign exchange subscribers as for local subscribers of the foreign exchange.
6. The toll rates applicable to foreign exchange service shall be those applying from the foreign exchange.
7. Where unusual construction conditions are encountered, the subscriber to foreign exchange service may be required to pay the cost of establishing facilities in the local exchange between the subscriber's premises and the foreign exchange area boundary. The minimum contract period for foreign exchange service where extension of the local exchange plant is required, shall be five (5) years. This condition will be subject to advance authorization of the Public Utilities Commission of the State of California.
8. At the option of the Company, the subscriber may be required to deposit the cost of construction with the Company in advance of installation on a termination charge basis, in lieu of a construction charge. This amount shall be the estimated cost of the facilities between the subscriber's premises and the foreign exchange area boundary. If the service subscribed to under this schedule is retained for a period of one year or more by the subscriber, the Company will pay to the subscriber 1/5th of the termination charge at the end of the first year, and 1/5th of the termination charge for each succeeding year, up to and including the fifth year, provided the subscriber retains service throughout the respective period for which the payment applies and further providing that the subscriber has paid any and all sums due and payable to the Company. Interest at the rate of 6% per annum will be paid on each payment made and on the unrefunded portion of the termination charge. Should service be discontinued within five years of the date of installation, the unrefunded portion of the termination charge shall be retained by the Company.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

B. CONDITIONS (Continued)

9. The regular service connection charges and/or installation charges in effect in the local exchange shall apply to the installation in the local exchange of all primary stations, extension stations, supplemental telephone convenience equipment and other telephone equipment and services used in the local exchange in connection with foreign exchange service.
10. Charges for foreign exchange service and for outgoing paid and incoming collect toll service, used in conjunction with foreign exchange service, shall be billed to and collected from the subscriber by the Company which serves the local exchange.

GENERAL SERVICES

INDIVIDUAL RESELLER LINE SERVICE

A. GENERAL

Individual Reseller Line service is furnished to pure reseller customers in conjunction with the resale of WATS or WATS-type services. Pure reseller customers are customers that gather originating intermarket area traffic of end users for the purpose of completing those intermarket area calls solely via resold WATS or WATS-type services, and are not facilities-based customers.

In lieu of Switched Access rates as set forth in Schedule No. AC-2, Facilities For Intrastate Access, an Individual Reseller Line (IRL) rate will apply for each line-side facility provided to the pure reseller customer.

The IRL is subject to the terms and conditions applicable to individual business line service for the exchange in which it is provided, except that the end user common line charge will not apply to the IRL.

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. RATES

Monthly Rate

- | | | |
|----|---|----------|
| 1. | Individual Reseller Line, each | \$ 33.70 |
| 2. | Service connection charges in Section 5
will also apply. | |

GENERAL SERVICES

PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE (Continued)

A. GENERAL

Applicable to all company or customer-provided private branch exchange services. Within exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. CONDITIONS

1. Equipment Arrangement

- a. This service is furnished where operating conditions and availability of facilities and equipment permit, subject to telephone number availability and in accordance with the rules, and special conditions set forth in the Utility's tariff schedules.
- b. The Utility will provide to the customer an equipment arrangement in the Utility's central office to provide direct inward dialing service from the exchange and the message toll network directly to dial switching equipment installed on customer premises. Where furnished with customer-provided switching equipment, regulations for connection with customer-provided facilities and devices, as set forth by the Utilities Commission of the State of California and/or the Rules and Regulations of the Federal Communications Commission.
- c. The rates for this service are applicable for a minimum period of three years. In case of disconnection of, or a reduction in this service within the minimum period, a basic termination charge, as shown in rates, above, reduced by one thirty sixth ($1/36$) for each full month or fraction thereof of service provided, shall be applied.

In connection with the foregoing, where a reduction in the service is requested the last equipment arrangement provided shall be considered to be the first removed.

GENERAL SERVICES

PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE (Continued)

B. CONDITIONS (Continued)

1. Equipment Arrangement (Continued)

- d. This service must be provided on all lines in an exchange trunk group arranged for inward dialing service. Numbers will be furnished and billed for in blocks of 100 at charges and rates shown herein. Spare telephone numbers reserved by the customer to assure growth capacity for direct inward dialing service will also be charged for at charges and rates shown herein. On customer-provided systems, the customer shall provide all necessary terminating equipment to maintain Utility specified service levels.
- e. Customers either with Utility-provided or customer-provided switching systems, must agree to subscribe to sufficient direct inward dialing service trunks to maintain an average grade of service, whereby not more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week of the busy season as measured at the Utility's central office.

If the customer fails to subscribe to a sufficient number of trunks, the service will be disconnected based on procedures outlined in the Utility's Section 2, Discontinuance and Restoration of Service.

- f. Customer-provided switching systems must be arranged by the customer, to provide for the mechanical or operator intercepting of incoming calls to unassigned and/or disconnected station numbers that have been assigned to the customer.

GENERAL SERVICES

PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE (Continued)

B. CONDITIONS (Continued)

1. Equipment Arrangement (Continued)

- g. Directory listings will be furnished in accordance with Section 9, as it applies to private branch exchange service. Direct inward dialing station numbers may be listed at appropriate rates. Customer-provided equipment customers are responsible for timely updating of all telephone number changes, disconnects, additions, etc., in order to meet time schedule requirements for entry in or exclusion from the Utility's telephone directory(s).
- h. Customer-provided equipment must meet industry standards established under direct distance dialing network requirements with regard to trunking, signaling, intercept, tone signals, etc.
- i. The above rates and charges are in addition to the rates and charges for other Utility services or facilities with which this service is associated. Such services or facilities include but are not limited to PBX switching equipment, PBX stations, tie lines or private lines, exchange trunk lines and connecting arrangements.
- j. All changes in rearrangement of, or additions to this service made at the customers request will be billed at the appropriate charges specified herein or in other applicable tariff sections such as, but not limited to Section 5, Service Charges. Where changes in, rearrangements of, or additions to this service are caused by Utility-initiated telephone prefix (or code) reassignments, changes will be made by the Utility at no charge to the customer.
- k. If the customer subscribes to less than 1000 numbers, service will be provided in separate groups of 100 numbers and a separate trunk group will be required for each group of 100 numbers, and two digits will be forwarded to the PBX.

GENERAL SERVICES

PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE (Continued)

B. CONDITIONS (Continued)

1. Equipment Arrangement (Continued)

k. (Continued)

If the customer subscribes to 1000 or more numbers, service will be provided in separate groups of 1000 numbers and the charges and rates, set forth above, will be applied to groups of 1000 numbers. A separate trunk group will be required for each group of 1000 numbers and three digits will be forwarded to the PBX.

Customers may reserve numbers in quantities mentioned above at the same charges and rates as previously noted.

- l. When the operation of a PBX system is changed from regular type service to direct inward dialing operation, all trunks arranged for this operation will be considered new and the applicable service connection charges as shown in Section 5 will apply.

GENERAL SERVICES

PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE (Continued)

C. RATES

1.	Direct Inward Dialing Service	Basic Termination Charge	Monthly Rate	Nonrecurring Charge
	Equipment arrangement in Utility central office necessary to provide in-dialing from the exchange and message toll network directly to a Utility-provided PBX or customer-provided dial switching equipment installed on the customer premises(1) (SEE CONDITION NO. 1)			
a.	First 200 direct inward dialing (DID) station numbers			
	Each 100 direct inward dialing (DID) station numbers	\$ 7,150.00	\$ 220.00	440.00
b.	Each additional 100 direct inward dialing (DID) station numbers over 200	1,210.00	38.50	77.00

- (1) In addition to the charges and rates for other services and facilities including charges and rates applicable to private branch exchange trunks as shown in Section 4 and Section 5.

GENERAL SERVICES

SUPPLEMENTAL EQUIPMENT SERVICE

A. GENERAL

Applicable to supplemental equipment service. Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. CONDITIONS

1. Transfer Service

This service provides for the automatic transfer of incoming calls from one Network Access Line to another.

This service is available only with One-party Network Access Line services from the same central office and only where the central office is so equipped. Subject to the ability to operate satisfactorily, this service may be used between central offices of the same exchange but interoffice mileage will be applicable to each interoffice circuit.

2. Stop Hunting Control Arrangement

This arrangement will be furnished in connection with Trunks, Business One-party Network Access Lines, Foreign Exchange Services, and WATS when such lines are arranged for hunting. It converts the operation of the first number in a hunting group to a nonhunting basis by operation of a key at the customers's premises.

The channel to operate this service will be provided from Pacific Telephone's Schedule Cal. P.U.C. No. 104-T, Channels for Remote Metering, Supervisory and Miscellaneous Signaling Purposes in which this Utility concurs.

The furnishing of this arrangement is subject to availability of facilities required to effect its operation and control.

GENERAL SERVICES

SUPPLEMENTAL EQUIPMENT SERVICE (Continued)

C. RATES

	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. <u>Transfer Service</u>		
Transfer Service	\$ 1.50	\$10.00
2. <u>Stop Hunting Control Arrangement</u>		
Equipment to control the lead number in a rotary hunting group of up to 10 lines	4.60	64.00
(See Conditions)		

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

A. GENERAL

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) Telecommunications services. The TSP System applies only to NSEP services, includes both exchange and private line services and provides the Utility with a guide to the sequence in which services are to be provisioned and/or restored.

The Utility currently has circuits classified as RP (Restoration Priority). These facilities were offered under part 64.401, Subpart D, Appendix A of the FCC Rules and Regulations prior to the revisions released November 17, 1988 under GEN. Docket No. 87-505 (FCC 88-341). These facilities will maintain their RP designation and priority treatment until either converted by the customer to the TSP System, or March 10, 1993, whichever occurs first.

All facilities that can be identified by a unique circuit identifier, can be provisioned for TSP service by the Utility.

B. CONDITIONS

1. Obtaining TSP System Service

The Executive Office of the President, through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order, to the Utility to obtain TSP System Service.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

B. CONDITIONS (Continued)

1. Obtaining TSP System Service (Continued)

The TSP authorization code, assigned on a per order basis, consists of a 12-character field, a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxn-yy

The "x"s contain a sequence number unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

2. Provisioning Priority

If the customer requires service within a shorter time interval than the Utility can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Utility will respond accordingly. The Utility will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are specified under RATES preceding.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Utility will adjust its available resources to meet the customer's requested due date. Rates and charges associated with invoking this priority treatment are specified under RATES preceding. The value "0" implies no provisioning priority.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

B. CONDITIONS (Continued)

3. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Utility will restore these services before service without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Utility recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2 or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

4. Obligations of the Customer

- a. In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Utility.
- b. The TSP System service customer must also be the customer for the FIA with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Utility is allowed to order TSP System service.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

B. CONDITIONS (Continued)

4. Obligations of the Customer (Continued)

- c. All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- d. In obtaining TSP System service, the customer consents to the release of certain information by the Utility to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.
- e. The Utility will attempt to notify the customer of expected charges. The customer, when invoking NSEP treatment, recognizes that quoting charges and obtaining permission beforehand may not be practicable and may cause unnecessary delays and, as a result, grants the Utility the right to quote and bill charges after provisioning of the service.
- f. During certain emergencies, the customer may request TSP assignments verbally and the Utility will accept such verbal notification. The customer must submit a written order to the Utility within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service become immediately due and payable and the requested TSP priority is revoked.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

B. CONDITIONS (Continued)

4. Obligations of the Customer (Continued)

- g. The customer must request and justify revalidation of all priority level assignments at least every three years.
- h. Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990, prescribes specific conditions which warrant NSEP Treatment and related procedures.

5. Obligations of the Utility

- a. The Utility will allocate resources to ensure best efforts to provide NSEP services by the time required.
- b. The Utility will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:
 - Restore NSEP services assigned restoration priority 1
 - Provision Emergency (E) NSEP services
 - Restore NSEP services assigned restoration priority 2, 3, 4 or 5
 - Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.
- c. The Utility will work cooperatively with other providers of NSEP service when only a portion is provided by the Utility to ensure "end-to-end" service.
- d. Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

C. RATES

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this tariff which operate in conjunction with the TSP System.

1. Establishment of TSP System Service

The nonrecurring charge (NRC) specified below applies when facilities are ordered with provisioning and/or restoration priority. If both are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

Nonrecurring Charge
Per Circuit

\$14.50

2. Provisioning Priority

There are two basic levels of provisioning priority, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency provisioning

The Utility will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Schedule No. AC-2, Section 10, Special Construction.

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

C. RATES (Continued)

2. Provisioning Priority (Continued)

b. Essential provisioning

The Utility will adjust its available resources to meet the customer's requested due date. The rates and charges will apply as set forth in Schedule No. AC-2, Section 6.2, Additional Labor. To calculate the Additional Labor charges, the Utility will keep track of the additional labor hours used to meet the request of the customer and bill the customer at the applicable Additional Labor Charges.

c. Restoration Priority

Restoration Priority is a monthly rate per circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code.

Monthly Rate
Per Circuit

\$4.90

GENERAL SERVICES

SPECIAL BILLING NUMBER SERVICE

A. GENERAL

Rates shown apply to Special Billing Number Service available in all exchanges served by the Company.

B. CONDITIONS

This service is available for one-party Network Access Lines only. It is commonly referred to a "Q and Z" billing.

The customer receives a monthly listing of toll messages for each Special Billing Number used in placing calls.

This service is offered for a minimum period of six months.

C. RATES

	<u>Rate</u>	Monthly
Minimum monthly charge for 100 or less numbers	\$ 39.40	
Each additional group of 50 or less numbers	19.70	

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

A. GENERAL

Applicable to telephone answering service provided by persons other than the Utility. Within the base rate areas of all exchanges, as said exchanges are defined on maps filed as part of the tariff schedules.

B. CONDITIONS

1. Equipment and service in this schedule are offered to customers engaged in the telephone answering service business (hereafter referred to as "Customer") and to other customers (hereafter referred to as "Client") whose lines are extended to the answering service for answering purposes. Service under this schedule does not contemplate:
 - a. Communications service through the connection of two lines which terminate on the answering equipment, except as set forth in Condition 12 following;
 - b. Outgoing calls over Clients' answering or secretarial lines.
2. Answering line service is a service employing a central office line terminating on telephone answering equipment and is designed to enable the Customer to answer incoming calls of the Client. Extensions will not be furnished on answering lines except to other positions in the telephone answering switchboard system.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE (Continued)

B. CONDITIONS (Continued)

3. Secretarial line service is a service employing an extension of a Client's individual line primary service or PBX station line service or multiples of PBX trunks terminating on telephone answering equipment.
4. Customer's individual primary line service is a service employing a central office line equipped for two-way service and is furnished only in the name of the Customer.
5. An application for connection of a Client's line to telephone answering equipment will be accepted from the Client or from his telephone answering service. The Utility will verify with the Client when service is to be discontinued at one telephone answering service and connected at another answering service.
6. Charges for answering lines, secretarial lines, mileage and flat rates in lieu of mileage will be billed to the Clients. The other charges will be billed to the Customer.
7. If exchange service to the Client is discontinued, the line to the answering equipment will be discontinued.
8. Central office lines of the Customer may be extended to additional telephone answering positions on the same premises. Central office lines or extensions of central office lines shall be limited to one termination per answering position.
9. Monitoring equipment will be provided only when it is associated with a permanently connected recorder-connector unit.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE (Continued)

B. CONDITIONS (Continued)

10. The conference and bridging arrangement permits an attendant to answer and hold an incoming call on a Client's line, call out on a Customer's primary line and interconnect the incoming call with the outgoing call so that the calling and called parties may talk directly. The Utility shall not be responsible for the quality of transmission or supervision which may result from such connections. This arrangement may not be used for switching of calls, a service normally performed by the Utility. The act of providing a switching service for the purpose of circumventing Utility charges is deemed to be abuse or fraudulent use of service as described in Rule and Section 2, Discontinuance and Restoration of Service. Providing a switching service for which a separate charge is made to the Client is prohibited.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE (Continued)

C. RATES

Monthly
Rates

Lines terminated on Telephone Answering
Equipment

1. Answering Line Service

Each One-party Network Access Line
party telephone
answering switchboard

Appropriate One-terminated on
Network Access
Network Access Line
Rate and Installation
Charge

2. Secretarial Line Service

Each extension of a One-party Business
Network Access line, Class A Trunk,
Class B Trunk or PBX station terminated

\$ 1.90(1)

3. Supplemental Equipment and Services(2)

Conference and Bridging Arrangement,
maximum capacity five lines

Basic unit equipped for two lines

35.00

Each additional line over two

10.30

(1) In addition, appropriate Secretarial Line Service Special Access Line rates apply. See Section 4.

(2) Offering limited to units in service on September 7, 1984. Maintenance will be limited to the availability of existing stock.

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

A. GENERAL

Applicable to labor-based services associated exclusively with metallic intrabuilding cable and inside wire offered by GTE West Coast Incorporated. (See Section 3 for definition of terms and for explanation of responsibilities relating to inside wire and intrabuilding cable.) Within all exchange areas as those areas are defined by maps filed as a part of the tariff schedules.

B. DESCRIPTION

Customer Premises Repair Service is a per-occurrence repair service for determining trouble with and repair of simple inside wire and jacks located on the customer premises.

Service Call is a per-hour, labor-based service for completing customer-requested tasks associated with complex inside wire, jacks, and intrabuilding cable.

Inside Wire Maintenance Plan (IWMP) Service is an insurance plan which covers repair of a customer's inside wire and jacks.

C. CONDITIONS

1. General

The services offered in accordance with this Schedule are optional services. Arranging for installation, rearrangements, and repair of intrabuilding cable, inside wire, and jacks is not the responsibility of the Utility. A customer may choose a source for installation, rearrangements, and repair other than the Utility. Where there are no other vendors available, such as in rural areas, the Utility may be the provider of last resort.

(T)

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

1. General (Continued)

The Utility may disconnect an exchange or a private-line service for nonpayment of rates and charges if the service disconnected is associated with a nonpayment of a Premises Wire Service. The Utility will not disconnect a residence-class exchange service or a Universal Lifeline Telephone Service due to nonpayment of Premises Wire Services billed to a landlord or building owner. The Utility may disconnect services used to administer or manage the operations of rental properties or may disconnect services used for other purposes by landlords, building owners, or lessors for nonpayment of Premises Wire Services billed to them. The Utility may disconnect any business-class service for nonpayment of associated Premises Wire Services billed to the customer or to a lessor.

Non-Utility installers are not permitted to install demarcation devices absent an agreement with the Utility.

The Utility may refuse to provide its services over intrabuilding cable (INC) that does not meet the technical specifications and standards outlined by the following industry groups:

- American National Standards Institute (ANSI)
- National Electric Code (NEC)
- Underwriter's Laboratories (UL)
- Building Industry Consulting Service International (BICSI)
- American Society for Testing and Materials (ASTM)
- Institute of Electronics and Electrical Engineers (IEEE)
- Electronic Industries Association (EIA)/Telecommunications Industries Association (TIA)
- National Electrical Manufacturer's Association (NEMA)
- Insulated Cable Engineering Association (ICEA)
- National Electrical Safety Code (NESC)
- National Recognized Testing Laboratories (NRTL)

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

1. General (Continued)

INC cable products shall be manufactured to, and used in accordance with, the above industry standards and all other federal, state, and local requirements; shall be installed in accordance with local building codes; and shall have the minimum industry rating for the application.

2. Premises Visit

A Premises Visit charge applies if the Utility dispatches an employee at a customer's request, a problem is found on the customer's side of the Local Loop demarcation point, and the customer does not choose to have the Utility perform repair work.

If a customer chooses to have the Utility repair or rearrange simple inside wire and jacks a Premises Visit charge will apply.

Premises Visit charges do not apply if work is completed on complex inside wire or INC.

A Premises Visit charge will not apply if trouble is detected by the Utility and the customer does not elect to have the Utility make repairs.

3. Customer Premises Repair Service (applicable to simple inside wire and jacks)

Customer Premises Repair Service charges apply if the company determines that trouble is associated with inside wire or jacks located on the customer's premises. The charges apply to facilities located on the customer's side of the point of demarcation, if the customer chooses to have the Company perform the inside wire and jack maintenance.

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

3. Customer Premises Repair Services (applicable to simple inside wire and jacks) (Continued)

Charges for Customer Premises Repair Service includes charges for locating trouble and repairing inside wire and jacks on the customer's premises.

The charges for Customer Premises Repair Service apply to time spent on the customer's premises, even if difficulties are found to be associated with customer-provided equipment or facilities. If an SNI has not been installed, the Company will not charge for a premises visit nor for identifying the location (inside wire, network, or CPE) of a problem, but the Company will charge for repairing or replacing inside wire and jacks. The Company will not repair, adjust, or perform work on customer-provided equipment or facilities other than inside wire and jacks.

Charges for Customer Premises Repair Service will be billed in fifteen-minute increments. A five-minute allowance into the next time increment will be granted.

Customer Premises Repair Service charges will be included in the monthly statements to the customer.

Customer Premises Repair Service charges will not apply if repair is initiated by the Company or if trouble is located in the network or is associated with the inside wire or premises equipment of another customer on a multiparty line.

Customer Premises Repair Service charges do not apply to inside wire insured by an active Inside Wire Maintenance Plan (IWMP) Service plan.

Prior to the commencement of actual repair, the customer will be advised of competitive alternatives.

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

4. Service Call (applicable to complex inside wire and INC)

A customer under this tariff section may be an owner, a landlord, or an agent who is not necessarily the subscriber to any particular Utility-provided network service.

Service Call charges are applicable to work completed on intrabuilding cable and complex inside wire. (See Section 2, Inside Wire Demarcation Points.)

Building owners are responsible for maintenance of intrabuilding cable (INC) in new, fully renovated and existing buildings and INC must be maintained so that it meets tariffed technical standards.

If a customer requests, the Utility may design, install, maintain or repair, or replace cable to meet established standards; the charges for labor and material will be paid by the customer.

At the discretion of the Utility, Utility personnel may be available after hours and during holidays for working with inside wire. The charges specified under RATES are applicable Monday through Friday from 8:00 a.m. to 5:00 p.m. All other hours except those during Holidays, Saturdays, and Sundays will be charged at 1.5 times the charges specified under RATES. Hours during Holidays, Saturdays, and Sundays will be charged at 2.0 times the charges specified in RATES.

The cost of materials and special equipment used to complete tasks will be billed to the customer. Some minor materials, such as screws, tape, connectors, clamps, and miscellaneous jumper wire, will be provided by the Utility.

Service Call charges apply to time spent on the customer's premises when difficulties are found to be associated with complex inside wire, customer-provided equipment, or INC.

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

4. Service Call (applicable to complex inside wire and INC) (Continued)

Service Call charges will be billed in sixty-minute increments. A five-minute allowance into the next time increment will be granted. The minimum amount of time billed will be one hour.

Service Call charges will be billed in a monthly statement to the customer.

Service Call charges will not apply to the customer reporting trouble if trouble is located in the network or is associated with the inside wire or premises equipment of another customer on a multiparty line.

Before beginning a repair, the Utility will notify the customer of competitive alternatives.

The Utility may reassociate cable pairs within intrabuilding cables in order to restore a tenant's service.

5. Inside Wire Maintenance Plan (IWMP) Service

Inside Wire Maintenance Plan (IWMP) Service is available to customers who subscribe to individual-line and party-line, residence-class exchange services and Universal Lifeline Telephone Service and to individual-line, business-class services for maintenance and repair of inside wire and jacks.

(T)

Inside Wire Maintenance Plan (IWMP) Service includes the following:

(T)

Determining source of trouble.

Repairing or replacing defective, damaged, or improperly operating inside wire and jacks.

(T)

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

C. CONDITIONS (Continued)

5. Inside Wire Maintenance Plan (IWMP) Service (Continued) (T)

Inside Wire Maintenance Plan (IWMP) Service excludes the following: (T)

Repairing marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Repairing damage due to natural disasters.

Replacing non-industry-standard wire and jacks.

Repairing damage due to malicious activity.

Repairing customer-provided equipment.

Repairing complex inside wire and associated jacks, WATS, or data services.

Inside Wire Maintenance Plan (IWMP) Service provides for repairs to inside wire and jacks during normal working hours. (T)

Customers who subscribe to Inside Wire Maintenance Plan (IWMP) Service must subscribe on a per-line basis for full coverage. (T)

Nonrecurring charges will not apply if a customer requests Inside Wire Maintenance Plan (IWMP) Service and other services on the same order.

A Inside Wire Maintenance Plan (IWMP) service agreement does not imply resolution of a problem within any specific time period. (T)

Premises Visit and Service Call charges do not apply to inside wire covered by Inside Wire Maintenance Plan (IWMP) Service. (T)

Inside Wire Maintenance Plan (IWMP) Service is not available for sale directly to building owners or landlords for insuring a tenant's inside wire. (T)

GENERAL SERVICES

PREMISES WIRE SERVICES

(Installations, Repairs, and Rearrangements)

D. RATES

	<u>Nonrecurring Rate</u>	<u>Charge</u>
1. Premises Visit		\$ 25.00
2. Customer Premises Repair Service. Each 15 minutes or fraction thereof of billable time required to locate trouble and complete repair of simple inside wire and jacks on a customer's premises, at the request of the customer	\$12.00	
3. Service Call. Each hour or fraction thereof of billable time per employee required to dispatch and complete work on a customer's INC or complex wire, at the request of the customer	85.00	
4. Inside Wire Maintenance Plan (IWMP) Service	<u>Monthly Rate</u>	(T)
a. Business Service - per line	\$ 1.50	10.00
b. Residence Service - per line	1.50	10.00

The Nonrecurring charge for Inside Wire Maintenance Plan (IWMP) Service shall be waived if Inside Wire Maintenance Plan (IWMP) is ordered at the time other services are ordered. (T)
(T)

GENERAL SERVICES

OFF-PREMISES EXCHANGE ACCESS SERVICE

A. General

The extending of exchange network access arrangement service to other locations (off-premises) for the convenience of the customer also commonly referred to as additional exchange access service.

B. Conditions

Separate telephone numbers are not assigned to Off-Premises Exchange Access Service nor is code ringing permitted. Directory listings are not provided for this service.

Off-Premises Service may be furnished at any reasonable intraexchange location in connection with individual line exchange service or PBX stations only, subject to the following conditions:

1. A business customer may have an extension from the customer's business to another business location if the other location is also the same billed account in the same exchange. A separate central office access line is not required in this instance.
2. Business stations may be located on the premises of another business when each party has its own separate central office access line.
3. Extensions from residence to residence are permitted when each party has its own separate central office access line.
4. Extensions from residence to business are permitted when each party has its own separate central office access line. If residence OPX service is installed at a business location, the residence main service and OPX service must be changed to business rates.
5. Extensions from business to residence are permitted when the residence location has its own separate central office access line. Business OPX service installed in a residence would not require a change in the residence service rates. If a proprietor actually lives in his business establishment, a separate central office access line is not required for extension service.
6. The offering is subject to the availability of facilities. If construction is required in regard to the installation of extensions, construction charges will be applied.

GENERAL SERVICES

OFF-PREMISES EXCHANGE ACCESS SERVICE (Continued)

B. Conditions (Continued)

7. When located on the premise of another customer, the use of the OPX Service must be restricted to answering incoming calls only.
8. OPX Service is not provided in connection with Coin/Coinless Pay Telephone Service.
9. Intercommunication between main and extension station instruments is not contemplated.

C. Rates and Charges - New Service

(Also applies to PBX/PABX station lines)

Main exchange network access line and off-premises extension working from SAME END OFFICE, the following rate elements apply:

Service Charges: Appropriate Service Charges, See GTE West Coast Incorporated Schedule No. AC-2 Facilities for State Access Tariff⁽¹⁾, Section 3.2.

Monthly Rates: **Special Access Line** - See GTE West Coast Incorporated Schedule No. AC-2 Facilities for State Access Tariff, Section 5.7.

Main exchange network access line and off-premises extension working from DIFFERENT END OFFICES within the same exchange, the following rate elements apply:

Service Charges: Appropriate Service Charges, See GTE West Coast Incorporated Schedule No. AC-2 Facilities for State Access Tariff⁽¹⁾, Section 3.2.

Monthly Rates: **Special Transport Charge** between serving end offices - See GTE West Coast Incorporated Schedule No. AC-2 Facilities for State Access Tariff, Section 5.7.

Special Access Line - See GTE West Coast Incorporated Schedule No. AC-2 Facilities for State Access Tariff, Section 5.7.

⁽¹⁾ Service Charges in Section 5 of this General Exchange Tariff do not apply.