

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

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7. NETWORK LINE AND TRUNK SERVICES

7.1 Access Service Options

The following Access Service Options are offered:

Basic Local Line Service
Multi Line Service
Local Analog PBX Trunk Service
DID Service for Voice Grade Channels
Local Digital PBX Trunk Service
ISDN PRI Service

Basic Local Line Service, Multi Line Service, Local Analog PBX Trunk Service, DID Service for Voice Grade Channels, Local Digital PBX Trunk Service, and ISDN PRI Service are offered with message rate local service. All Network Line and Trunk Services may be connected to Customer-provided terminal equipment such as station sets, multi line systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. In compliance with C.P.U.C. Decision 96-10-066, dated October 25, 1996 monthly recurring line rates for these services will be discounted 50% for qualifying schools and libraries. The foregoing services are measured services.

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7. NETWORK LINE AND TRUNK SERVICES

7.1 Access Service Options (Cont'd)

7.1.1 Small Business Basic Business Local Line Service* - Description

Small Business Basic Business Local Line Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Small Business Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Local Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

7.1.2 Small Business Basic Business Local Line Service - General

Measured Rate Small Business Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls, time period, and duration of completed calls originating from the Customer's service in addition to a base monthly charge.

* As of April 1, 2007, this product will only be available to current customers at their current location.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.3 Small Business Basic Business Local Line Service Monthly Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described in Section 9.2.4 of this document.

Customers with 1-3 lines:

	Monthly <u>Recurring</u>	Non- <u>Recurring</u>
<u>Pac Bell Region</u>		
Individual Line Charge, Rate Class 1 (per line)	\$ 44.64	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 68.03	\$49.57
Rate Class 1 (per additional line)	\$ 68.03	\$27.49

Customers with 4 or more lines:

	Monthly <u>Recurring</u>	Non- <u>Recurring</u>
<u>Pac Bell Region</u>		
Individual Line Charge, Rate Class 1 (per line)	\$ 38.26	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 61.65	\$49.57
Rate Class 1 (per additional line)	\$ 61.65	\$27.49

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.4 Small Business Basic Business Multi-Line Service - Description

Small Business Basic Business Multi-Line Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Basic Business Multi-Line is available as a measured rate service. Small Business Basic Business Multi-Line Service is provided for connection of Customer-provided multi-line terminal equipment. All multi-line service lines are available with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge.

Each Small Business Basic Business Multi-Line Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.5 Small Business Basic Business Multi-Line Service Monthly Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described Section 9.2.4 of this document.

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Customers with 1-3 lines:		
<u>Pac Bell Region</u>		
Multi-Line Charge, Rate Class 1 (per line)	\$ 44.64	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 68.03	\$49.57
Rate Class 1 (per additional line)	\$ 68.03	\$27.49
Customers with 4 or more lines:		
<u>Pac Bell Region</u>		
Multi-Line Charge, Rate Class 1 (per line)	\$ 38.26	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 61.65	\$49.57
Rate Class 1 (per additional line)	\$ 61.65	\$27.49

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.6 Local Analog PBX Trunk Service * - General

An analog PBX Trunk provides the Customer with a single, voice-grade communications channel. Each Trunk is to be used to connect the Customer's Private Branch Exchange (PBX) systems to the Public Switched Network (PSN). Each Trunk can be configured into a Hunting Arrangement along with other Company-provided Trunk Services. Each Trunk will, for an additional charge, be equipped with Direct Inward Dial (DID) capability. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

Analog PBX Trunk Line - Service transmission loss will not exceed 8.0db as referenced to 0.0dBm signal source (1 milliwatt at 1000 Hertz and 900 ohms impedance).

Assured PBX Trunk Line - Service transmission loss will not exceed 5.5db as referenced to 0.0dBm signal source (1 milliwatt at 1000 Hertz and 900 ohms impedance).

Analog (Basic Loop Start Quality) and Assured (Enhanced Quality) PBX trunks come in either outbound only data transmission, inbound only data transmission, inbound and outbound (combination) transmission, and DID equipped data transmission.

* As of March 23, 2007, this product will only be available to current customers.

Decision No.

Issued by:
Kelly Faul
U-5553-C Director, Regulatory

Effective: July 27, 2012

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.7 Local Analog PBX Trunk Service - Monthly Recurring and Nonrecurring Charges

Analog PBX Trunks include a monthly recurring charge and usage charges for completed calls originated from the Customer's lines

Basic Rates and Charges B A Local Analog PBX Trunk-Basic Customer will be charged applicable Nonrecurring Charges, Monthly Recurring Charges and usage charges as specified herein. Additional nonrecurring charges may apply as described in Section 9.2.4 of this document.

	<u>PacBell Region</u>		<u>Verizon Region</u>	
	<u>Monthly Recurring</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>	<u>Non Recurring</u>
Local Analog PBX Trunk Charge, Rate Class 1 (per Line/Trunk) (Inbound, Outbound, Combination)	\$ 10.90	\$70.75	\$23.75	\$50.00
Additional Trunks			\$27.49	
Assured PBX Trunk, Rate Class 1 (per Line/Trunk) (Inbound, Outbound, Combination)	\$12.86	\$85.00	-	-
Local Analog PBX Trunk Charge (per DID equipped)	\$18.90	-	\$23.75	\$50.00
Additional Trunks			\$27.49	
Local Assured PBX Trunk Charge (per DID equipped)	\$20.86	-	-	-

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.8 DID Service for Voice Grade Channels - Description

DID Service provides the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

7.1.9 DID Service for Voice Grade Channels B Monthly Recurring and Nonrecurring Charges

Charges are in addition to Local Trunk services as described within this document. Additional nonrecurring charges may apply as described in Section 9.2.4 of this document.

	<u>PacBell Region</u>		<u>Frontier Region</u>	
	<u>Monthly Recurring</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>	<u>Non Recurring</u>
Block of 100 Numbers, first two blocks	\$ 70.88	\$400.00	-	-
Block of 100 Numbers, first block	\$ 70.88	\$330.00	\$357.33	-
Additional 100 Numbers, after two blocks (or any in same trunk group)	- \$ 73.83	- \$ 70.00	\$324.85 -	\$160.20 -
Block of 20 DID Numbers	\$ 23.63	\$150.00	\$ 72.36	\$160.20
Block of 40 DID Numbers	-	-	\$ 138.60	\$176.00
DID Number Change Charge (move/add numbers within a block of DID numbers)		-		\$135.00

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7. NETWORK LINE AND TRUNK SERVICES

7.1 Access Service Options (Cont'd)

7.1.10 Local Digital PBX Trunk Service *- Description

Local Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital local loop connection operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	DSX-1 panel
Signaling Type:	Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Bound Only, Out-Bound Only or Two Way, as specified by the Customer

* As of March 23, 2007, this product will only be available to current customers.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.11 Local Digital PBX Trunk Service - General

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein.

Connection charges applicable as described in this document, charges for each Message Rate Local Digital PBX Trunk include a monthly recurring service charge and usage charges for completed calls originated from the Customer's lines during the billing period.

Where appropriate facilities do not exist, Special Construction charges will also apply.

Trunk Group Standard Calling Restrictions - Dialing restrictions for outbound calls are selectable. Standard options include, Local and ZUM 3 only, Local through inter/intra LATA Toll, Local through International. 900/976 blocking is also available. Trunk Group Calling Restriction is assignable to individual trunk groups.

Central Office Termination - A mandatory service per digital local loop/T1 arrangement. Provides 24 ports for any mix of PBX trunk services.

Digital Local Loop- Provides local T1 service. Digital local loop local consists of channel termination and mileage charges.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.12 Local Digital PBX Trunk Service - Recurring and Nonrecurring Charges

<u>Digital Local Loop</u>	<u>PacBell Region</u> <u>Monthly Recurring</u>	<u>Verizon Region</u> <u>Monthly Recurring</u>
Channel Termination	\$175.00	-
Channel Activation (per channel)	-	\$ 2.00
Service Activation (per channel)	-	\$ 5.50
 Mileage (Fixed, per Digital Local Loop/T1 arrangement)	 \$125.00	 -
Mileage (Variable per mile, or fraction thereof)	\$ 25.00	-
 Super Trunk Termination (per Digital Local Loop/T1 arrangement)	 \$487.50	 \$375.00
 Trunk Group, each (minimum one/T1 group)	 \$ 10.00	 -
	<u>Non-Recurring</u>	<u>Non-Recurring</u>
Digital Local Loop (per Digital Local Loop/T1 arrangement)	\$265.33	\$265.33
 Super Trunk Termination (per Digital Local Loop/T1 arrangement)	 \$0.00	 -
 Trunk Group Arrangement, each	 \$0.00	 -
 Channel Activation (per channel)	 \$ 0.00	 -
Service Activation (per channel)	\$ 0.00	-

In addition to the above charges, applicable rates for usage will apply, as specified herein.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.12 Local Digital PBX Trunk Service - Recurring and Nonrecurring Charges

7.1.12.1 Digital PBX Package

The Digital PBX Package provides customers with Digital PBX service at convenient packaged rates. The package price includes all charges associated with Digital PBX Bundled Package including the Local Loop, 24 trunks, Federal Subscriber Line Charge (FSLC), and Local Number Portability (LNP) charges. Any optional features selected will be billed in addition to the Digital PBX Package rate. The Digital PBX package is not eligible for further discounts.

Monthly Recurring Charge

	<u>1 Yr. Term</u>	<u>2 Yr. Term</u>	<u>3 Yr. Term</u>
24 channels, Pacific Bell Areas	\$ 509.30	\$ 485.10	\$ 412.50
	<u>1 Yr. Term</u>	<u>2 Yr. Term</u>	<u>3 Yr. Term</u>
24 channels, Verizon Areas	\$ 750.20	\$ 709.50	\$ 680.90

Non-Recurring Charges

Package Installation Fees	\$ 899.00
Trunk Change Charge	\$ 50.00

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.13 Local ISDN-PRI* - Definitions

Local ISDN-PRI - Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Message Toll Service, 800 and circuit switched data). Each ISDN PRI will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis. Local usage rates are as specified within this document.

Each ISDN PRI connection provides access from a Customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office port termination and a 1.544 Mbps Digital Local Loop to the Customers premises. The Digital Local Loop is a DS1 with Clear Channel Capability. The rates and charges for the Loop are in addition to those for the ISDN PRI Port Connection. The central office port connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN PRI's for the same Customer. "B" channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

Where appropriate facilities do not exist, Special Construction charges will apply, as describe within this document.

"B" Channel - "B" Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

"D" Channel - "D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B channels.

Out of Band Signaling - Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

Each connection of a 24 channel digital transport facility to the central office switch provides one PRI Interface (package). One or more PRI Interfaces (packages) can be combined to create a PRI serving arrangement. With each PRI serving arrangement, customers may subscribe to PRI Optional Features.

* As of March 23, 2007, this product will only be available to current customers.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.13 Local ISDN-PRI - Definitions (Cont'd)

Call by Call for Trunk Groups - Allows the circuit switched voice and data services enabled on the ISDN PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize "B" channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

PRI Move Charge - Customers will be charged the appropriate document, contract or special construction charge for each digital transport facility termination moved. If the customer also requests additional changes to the PRI serving arrangement and/or B Channel Packet service, then the PRI Miscellaneous Change Charge will apply. Where a customer requests the Utility to reconsolidate a single PRI serving arrangement for the purpose of changing the physical termination of part of the service, new installation charges apply. New installation charges apply to the relocated services and the PRI Miscellaneous Change Charge applies to reconfigure the existing PRI serving arrangement. New installation charges apply to all moves where the PRI service will be served by a different serving central office.

Primary Rate Interface (PRI) - The term Primary Rate Interface@ denotes the connection of a T1 circuit to the serving Central Office switch. The Central Office switch defines 24 channels within the T1 circuit's 1.544 Mbps bandwidth. The 24 channels are divided into either 23 B-channels plus 1 D-channel or 24 B-channels. Primary Rate ISDN (PRI) service allows customers to connect suitably equipped ISDN customer premises equipment (CPE) to the Utility's central office switch using PRI interfaces (packages), over a digital transport facility.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.13 Local ISDN-PRI - Definitions (Cont'd)

Package 1 - Provides twenty-three (23) 64 Kbps B (bearer) channels and one (1) primary 64 Kbps D (delta/signaling) channel. The B channels carry digitized customer traffic (voice and/or data). The primary D channel is an out of band signaling channel used to control and route all of the B channel traffic of a single serving arrangement. The first interface of every PRI serving arrangement must be a Package 1. The digital transport facility is not included with this package and must be provided separately.

Package 2 - Provides an additional twenty-four (24) 64 Kbps B (bearer) channels. This option is only available in conjunction with a Package 1. Multiple Package 2s may be associated with a Package 1 subject to limitation. The digital transport facility is not included with this package and must be provided separately.

Package 3 - Provides twenty-three (23) 64 Kbps B (bearer) channels and one (1) backup 64 Kbps D (delta/signaling) channel. The backup D channel will control and route all of the B channel traffic of a single PRI serving arrangement should the primary D channel go out of service. This option is only available in conjunction with a Package 1, and only one Package 3 may be included with each PRI serving arrangement.

Message Waiting Indication - Requires suitably equipped ISDN switching and terminal equipment and allows the Utility's network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement.

Network Ring Again - This feature allows a calling station which encounters a busy to notify the central office switch to signal the calling station when the called station becomes idle. The calling station can then notify the switch to complete the call.

PRI Subgroup - Where facilities and operating conditions permit, PRI Subgroup allows customers who subscribe to multiple associated service types within a single PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.13 Local ISDN-PRI - Definitions (Cont'd)

PRI Miscellaneous Change Charge - The PRI Miscellaneous Change Charge applies each time the customer requests a change to the existing basic features and/or optional features of an existing PRI serving arrangement, other than B Channel Packet Service, when the change results in the reconfiguration of the customer's PRI Serving Arrangement. The PRI Miscellaneous Change Charge applies once per affected PRI serving arrangement, regardless of the number of interfaces (packages) involved, and is required whether the requested charges involved changing, and/or removing basic and/or optional features to an existing PRI serving arrangement, other than B Channel Packet Service. The PRI Miscellaneous Change Charge is in addition to applicable charges for the individual associated services but is not applied when features which carry separate nonrecurring charges are added.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

8.1.14 Local ISDN-PRI - Recurring and Nonrecurring Charges

	<u>PacBell Region</u>		<u>Frontier Region</u>	
	<u>Monthly Recurring</u>	<u>Non- Recurring</u>	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Digital Local Loop/Per T1/PRI				
Channel Termination	\$175.00	\$265.33	-	-
Mileage (Fixed)	\$125.00	-	-	-
Mileage (Variable)	\$ 25.00	-	-	-
Primary Rate Interface:				
Package 1 (23B+1D)	\$464.86	\$358.20	\$1,373.43	\$442.72
Package 2 (24B)	\$464.86	\$358.20	\$1,373.43	\$358.20
Package 3 (23B+1 Backup D)	\$570.50	\$358.20	\$1,373.43	\$358.20
PRI Subgroup, Per Trunk Group	\$ 10.00	\$0.00	s-	-
Basic PBX Trunk Service:				
Inward Only	\$0.00	N/C	\$0.00	N/C
Outward Only	\$0.00	N/C	\$0.00	N/C
2-Way	\$0.00	N/C	\$0.00	N/C
DID	\$0.00	N/C	\$0.00	N/C
Change Order Charges:				
PRI Change Charge	\$0.00	\$400.00-	-	\$200.00
PRI Move Charge	\$0.00	\$900.00	-	-
PRI Move Charge (plus install charges)	-	-	-	\$ 35.00
Custom Calling Services:				
Call by Call Service, Per PRI	\$0.00	\$0.00	\$0.00	\$0.00
Message Waiting Indication, Each PRI	\$10.00	\$125.00-	-	-
Network Ring Again, Each PRI		\$10.00	\$125.00	- -
Calling Name Display, Each PRI Network	\$10.00	\$125.00	-	-
Deluxe Call Transfer, Per PRI		\$45.00	\$100.00	- -
Calling Line Identification/Optional	\$0.00	\$0.00	\$0.00	\$0.00
Caller ID-Name & Number,per PRI	\$35.16		\$35.16	
Individual Telephone Number, Per number	-	-	\$0.40	\$0.00
PRI Miscellaneous Change Charge	\$0.00	\$ 75.00	-	\$35.00
T1/PRI Reconfiguration Charge	\$0.00	\$ 75.00	\$0.00	\$ 75.00
End User Port Charge	-	-	\$10.00	-

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services

7.1.15.1 Integrated Access Bundled Package*

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility¹ between a customer premises and its serving office for connection to services provided by Allegiance. Integrated Access Bundled Package allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this document for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for non-regulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone charges, and Hunting charges.

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service.

	Monthly Recurring Charges:			
	Voice Channels			
	<u>12</u>	<u>16</u>	<u>20</u>	<u>23</u>
PacBell Regions	\$343.15	\$383.85	\$423.45	\$435.55
Verizon Regions	\$414.65	\$520.25	\$625.85	\$703.95

¹ Integrated Access Bundled Package will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of an Allegiance HDSL-equipped collocation may have Integrated Access Bundled Package delivered to them via HDSL.

* As of December 31, 2006, this product will only be available to current customers at their current location.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services (Cont'd)

7.1.15.1 Integrated Access Bundled Package (Cont'd)

PacBell Region Non-Recurring Charges:

Integrated Access Set-Up Fee, (Applies when ordering new Integrated Access Bundled Packages. Does not apply when upgrading or downgrading channels already established.)	\$899.00
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Change Charge, (Applies when upgrading or downgrading channels)	\$ 30.00
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Verizon Region Non-Recurring Charges:

Integrated Access Set-Up Fee, (Applies when ordering new Integrated Access Bundled Packages. Does not apply when upgrading or downgrading channels already established.)	\$899.00
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Change Charge, (Applies when upgrading or downgrading channels)	\$ 20.00
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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services (Cont'd)

7.1.15.2 Total Communications – 4 Line Base Package ¹

Total Communications is designed for customers that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this document for multi line business.

The customer will select a package of 4 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

Monthly Recurring Charges:

	Voice Channels	
	Incremental Line Charge	
	<u>MRC</u>	<u>NRC</u>
PacBell Areas		
Base Package	\$141.75	\$899.00
Incremental Lines ²	\$18.83	\$70.75
Verizon Areas		
Base Package	\$141.75	\$899.00
Incremental Lines ²	\$32.55	
First Line		\$49.57
Each add=1 line on same order, per line		\$27.49

¹ This service is no longer available to new customers.

² NRC applies only to add additional lines to existing service.

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7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services (Cont'd)

7.1.15.2 Total Communications – 4 Line Base Package (Cont'd)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

7.1.15.3 Total Communications – 6 Line Base Package

Total Communications is designed for customers that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this document for multi line business.

The customer will select a package of 6 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. Customers must sign a minimum (1) year agreement for Total Communications. Full termination liabilities assessed for early termination service.

Monthly Recurring Charges:	Voice Channels	
	Incremental Line Charge	
	<u>MRC</u>	<u>NRC</u>
PacBell Areas		
Base Package	\$162.00	\$899.00
Incremental Lines ²	\$19.28	\$70.75
Verizon Areas		
Base Package	\$236.25	\$899.00
Incremental Lines ²	\$32.55	\$37.18

² NRC applies only to add additional lines to existing service.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services (Cont'd)

7.1.15.3 Total Communications – 6 Line Base Package (Cont'd)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

7.1.15.4 Total Communications – With Digital Handoff

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID Pricing is available in Section 8.1.8 and 8.1.9 of this document. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.15 Integrated Services (Cont'd)

7.1.15.4 Total Communications – With Digital Handoff (Cont'd)

Monthly Recurring Charges:	Voice Channels	
	Incremental Line Charge	
	<u>MRC</u>	<u>NRC</u>
PacBell Areas		
Base Package	\$141.75	\$899.00
Incremental Lines ²	\$22.84	\$70.75
Verizon Areas		
Base Package	\$236.25	\$899.00
Incremental Lines ²	\$36.56	\$37.18

¹ NRC applies only to add additional lines to existing service.

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

7.1.15.5 Integrated Services Charges

These charges are associated with Integrated Access and Total Communications services.

Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package charge associated with customer's Integrated Access or Total Communications service

Monthly-recurring Charge

Local Loop Expense Recoup, per month	\$200.00
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Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communications services. This charge applies in addition to the standard installation charge of \$899.00 and will be determined on an Individual Case Basis (ICB).

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.16 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or “all trunks busy” condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with Digital PBX, Digital PBX Package, PRI Bundled Package, and True Business Total Communications and Digital Communications only.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company’s ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

	Per T-1
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$ 29.00

7.1.17 Historic Invoices

The Company will furnish, upon Customer’s request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.18 Business Services Basic Business Local Line Service - Description

Business Services Basic Business Local Line Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Business Services Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services Basic Business Local Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

7.1.19 Business Services Basic Business Local Line Service - General

Measured Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls, time period, and duration of completed calls originating from the Customer's service in addition to a base monthly charge.

7.1.20 Business Services Basic Business Local Line Service Monthly Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described in 8.2.4 of this document.

<u>Pac Bell Region</u>	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Individual Line Charge, Rate Class 1 (per line)	\$ 47.82	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 76.51	\$49.57
Rate Class 1 (per additional line)	\$ 76.51	\$27.49

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.21 Business Services Basic Business Multi-Line Service - Description

Business Services Basic Business Multi-Line is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Business Services Basic Business Multi-Line is available as a measured rate service. Business Services Basic Business Multi-Line Service is provided for connection of Customer-provided multi-line terminal equipment. All multi-line service lines are available with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge.

Each Business Services Basic Business Multi-Line Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

7.1.22 Business Services Basic Business Multi-Line Service Monthly Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described in 8.2.4 of this document.

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
<u>Pac Bell Region</u>		
Multi-Line Charge, Rate Class 1 (per line)	\$ 47.82	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1 (per initial line)	\$ 76.51	\$49.57
Rate Class 1 (per additional line)	\$ 76.51	\$27.49

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. NETWORK LINE AND TRUNK SERVICES (Cont'd)

7.1 Access Service Options (Cont'd)

7.1.23 Small Business Basic Business Local Line II Service - Description

Small Business Basic Business Local Line II Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Small Business Basic Business Lines II are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Local Line II has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

7.1.24 Small Business Basic Business Local Line II Service - General

Measured Rate Small Business Basic Business Local Line II Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls, time period, and duration of completed calls originating from the Customer's service in addition to a base monthly charge.

7.1.25 Small Business Basic Business Local Line II Service Monthly Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described in 8.2.4 of this document.

<u>Pac Bell Region</u>	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Individual Line Charge, Rate Class 1:		
Customers with 1-3 lines	\$ 44.64	\$70.75
Customers with 4 or more lines	\$ 38.26	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1		
Customers with 1-3 lines:		
Initial	\$ 68.03	\$49.57
Additional	\$ 68.03	\$27.49
Customers with 4 or more lines:		
Initial	\$ 61.65	\$49.57
Additional	\$ 61.65	\$27.49

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

7. **NETWORK LINE AND TRUNK SERVICES (Cont'd)**

7.1 **Access Service Options (Cont'd)**

7.1.26 **Small Business Basic Business Multi-Line II Service - Description**

Small Business Basic Business Multi-Line II is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Basic Business Multi-Line II is available as a measured rate service. Small Business Basic Business Multi-Line II Service is provided for connection of Customer-provided multi-line terminal equipment. All multi-line service lines are available with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge.

Each Small Business Basic Business Multi-Line II Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

7.1.27 **Small Business Basic Business Multi-Line II Service B Monthly Recurring and Nonrecurring Charges**

Charges for each Measured Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Additional nonrecurring charges may apply as described in 8.2.4 of this document.

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
<u>Pac Bell Region</u>		
Multi-Line Charge, Rate Class 1, per line		
Customers with 1-3 lines	\$ 44.64	\$70.75
Customers with 4 or more lines	\$ 38.26	\$70.75
<u>Frontier Region</u>		
Individual Line Charge, Rate Class 1, Per Line		
Customers with 1-3 Lines:		
Initial	\$ 68.03	\$49.57
Additional	\$ 68.03	\$27.49
Customers with 4 or more lines:		
Initial	\$ 61.65	\$49.57
Each Additional	\$ 61.65	\$27.49

