

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Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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.

(N)
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(N)

8. BUSINESS SERVICES DESCRIPTIONS AND RATES

8.1 Description of Chargeable Time

Usage charges are based on local calling Rates based on time Periods and Calendar Days used or billed on the Company's network. Chargeable time for customers shall begin when the called party answers and shall end upon disconnection by either party. Calls are rounded to the next higher full minute. If the computed charge includes a fraction of a cent, the fraction is rounded to the next highest cent. Calls that begin in one rate period and end in another will be charged according to the applicable period for each portion of the call.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM through 4:59 PM	* BUSINESS DAY RATE ***** ***** ***** ***** *****						
5:00 PM through 10:59 PM	EVENING RATE						
11:00 PM through 7:59 AM	NIGHT & WEEKEND RATE						

Calls will be charged the Night/Weekend rates regardless of the time period the call is placed on the following Company recognized National Holidays:

New Year's Day (January 1), President's Day (third Monday in February), Independence Day (July 4), Labor Day (first Monday in September), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

Decision No.
U-5553-C

Issued by:
Kelly Faul
Senior Manager, Regulatory Affairs

Effective: November 30, 2020

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options

8.2.1 Business Local Exchange Service Usage Charges

8.2.1.1 Standard Local Calling Plan

The following Day, Evening, Night/Weekend rates are applicable in Pac Bell Territory in Zone Usage Measurement areas. Calls are measured in 60 second billing increments.

PacBell Region	Day		Evening		Night/Weekend	
	Initial	Add'l.	Initial	Add'l	Initial	Add'l
	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>
Zone 1 (8 Miles)	\$0.0352	\$0.0112	\$0.0246	\$0.0077	\$0.0140	\$0.0044
Zone 2 (12 Miles)	\$0.0352	\$0.0112	\$0.0246	\$0.0077	\$0.0140	\$0.0044
Zone 3 (16 Miles)	\$0.0712	\$0.0159	\$0.0498	\$0.0111	\$0.0285	\$0.0063

Verizon Region	Day		Evening		Night/Weekend	
	Initial	Add'l.	Initial	Add'l	Initial	Add'l
	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>
Zone 1 (8 Miles)	\$0.0480	\$0.0120	\$0.0336	\$0.0084	\$0.0192	\$0.0048
Zone 2 (12 Miles)	\$0.0480	\$0.0120	\$0.0336	\$0.0084	\$0.0192	\$0.0048
Zone 3 (16 Miles)	\$0.1000	\$0.0400	\$0.1000	\$0.0400	\$0.1000	\$0.0400

8.2.1.2 Local Call Detail Billing

A. Description

Local Call Detail Billing provides itemized detail of outgoing local calls during the current billing period, including units of use. The charge will apply per billing account (per service location) per month.

B. Rates

	<u>Monthly Recurring Charge</u>
PacBell Region Local Call Detail Billing	\$2.95
Verizon Region Local Call Detail Billing	\$2.95

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.2 Central Office Features B Description of Line Features

Vertical Features are optional features of central office services furnished to individual line Business Services. The company may furnish Vertical Features where there is available central office equipment with the proper program updates as determined by the company. Vertical Features are only provided for basic access line services.

The following features are for end user lines:

Speed Dial 8 - Allows placing calls to eight (8) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Speed Dial 30 - Allows placing calls to thirty (30) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Three Way Calling/Call Hold - The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call.

Distinctive Ring - Provides distinctive ring for one or two additional numbers on the same line. Available to single line customers only.

Call Transfer - Provides for the ability to establish a three-way call, then being able to disconnect in order to transfer call and release from the line.

Direct Connection (Hot Line) - Direct Connection (Hot Line) service is an automatic dialing feature, which provides the customer the ability to establish a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined number. Calls cannot be traced and 911 service is not accessible.

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.2 Central Office Features B Description of Line Features (Cont'd)

Call Forwarding Variable - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding Busy Line B This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding Don't Answer B This feature automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Waiting/Cancel Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

Call Forwarding Busy and Don't Answer - Provides a combination of Call Forwarding Busy and Call Forwarding Don't Answer. The fixed number must be the same.

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.2 Central Office Features B Description of Line Features (Cont'd)

Caller ID - Allows the subscriber to view the listed telephone number and listed name from which the incoming call is dialed before the call is answered. The calling number and name are displayed on a Customer provided compatible device attached to the Customer's telephone line.

Caller ID Privacy - Blocks the delivery of customer's Caller ID information on a per trunk group basis. Available with Digital PBX, PRI and Digital Total Communications services, except where there are restrictions.

Call Return/Automatic Call Back - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not.

Call Trace - Allows a Customer to trace the most recent incoming call by dialing a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time the Customer initiated trace. The information is disclosed only to a law enforcement agency for investigation and case preparation purposes per call activation.

Repeat Dialing (Automatic Recall) - The Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

Message Waiting Indicator (MWI) - MWI is a companion feature to Forwarded Call Information. Customers subscribing to MWI hear an audible interrupted dial tone and, where facilities permit, have an indicator lamp on appropriately equipped customer provided equipment indicating there is a message waiting for the subscriber at the message center. The customer can call the message center for his/her message or ignore the signal and place a call; MWI will continue until the message has been retrieved and a signal is received by the Forwarded Call Information feature.

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.2 Central Office Features B Description of Line Features (Cont'd)

Remote Access to Call Forwarding Option B This feature allows the Customer to activate and deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their service is located.

Anonymous Call Rejection - Allows a Customer to redirect incoming calls to an announcement indicating that the Customer is not presently accepting calls. This feature is provided automatically to Customers subscribing to Caller ID and will be provided in the inactive state and will have no effect on the Customer's telephone service until the Customer activates it through the use of a dialing code.

Selective Blocking for Caller ID - An originating option that allows Customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number from being displayed on the terminating Customer's Caller ID display device(s). Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. There is no charge associated with per call blocking.

Complete Line Blocking from Caller ID - Allows Customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number, from being displayed on the terminating Customer's Caller ID display device(s). There is no charge associated with line blocking for the initial request. Subsequent requests to add line blocking will incur a service order charge.

Block/Unblock Usage Sensitive Calling Features - The Utility shall, upon request from the customer, provide blocking of the Usage Sensitive Call Return, Repeat Dialing, Call Trace, and Three-Way Calling features free of charge. Customers may request blocking by calling their respective business office.

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.3 Central Office Features B Rates and Charges

Monthly Rates and Per Usage Rates are provided in this Section. Nonrecurring charges listed in Section 8.2.4 may be applicable in addition to the per call and/or Monthly Recurring rates.

	<u>PacBell</u>	<u>Verizon</u>
	<u>Regions</u>	<u>Regions</u>
	<u>Monthly</u>	<u>Monthly</u>
	<u>Recurring</u>	<u>Recurring</u>
Caller ID (Name and Number)	\$ 10.01	\$ 11.18
Caller ID Privacy	N/C	N/C
Cancel Call Waiting	N/C	\$ 1.00
Remote Access to Call Forwarding Option	\$ 1.45	\$ 7.00
Anonymous Call Rejection	\$ 2.00	\$ 1.00
Distinctive Ring 1 (1st Number)	\$ 6.00	\$ 6.00
Distinctive Ring 2 (Add'l Number)	\$ 2.00	-
Call Transfer	N/C	N/C
Selective Blocking Caller ID	N/C	N/
Complete Blocking Caller ID	N/C	N/C
Message Waiting Indicator	N/C	\$0.50
Direct Connection (Hot Line)	\$ 4.27	-

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.3 Central Office Features B Rates and Charges (Cont'd)

Feature Package Rates - The following rates apply for business Customers subscribing to the feature combinations per line:

Monthly Recurring:	<u>PacBell Regions</u>	<u>Verizon Regions</u>
Call Waiting		\$3.50
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Call Forwarding Variable		\$2.50
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Call Forwarding Busy Line		\$1.25
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Call Forwarding Delayed (No Answer)		\$1.25
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.3 Central Office Features B Rates and Charges (Cont'd)

Feature Package Rates (Cont'd)

Recurring:	<u>PacBell Region</u>	<u>Verizon Region</u>
Call Forwarding Busy Extended		-
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Call Forwarding Busy/Delay		\$1.50
with no additional feature	\$8.40	
with one additional feature	\$7.14	
with two additional features	\$6.30	
with three additional features	\$5.88	
with four additional features	\$5.46	
Three-way Calling		\$3.50
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Speed Dialing - 8 Codes		\$2.50
with no additional feature	\$4.20	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.3 Central Office Features B Rates and Charges (Cont'd)

Feature Package Rates (Cont'd)

Recurring:	<u>PacBell Region</u>	<u>Verizon Region</u>
Speed Dialing - 30 Codes		\$3.50
with no additional feature	\$6.00	
with one additional feature	\$5.10	
with two additional features	\$4.50	
with three additional features	\$4.20	
with four additional features	\$3.90	
Repeat Dialing (Automatic Recall)	\$5.00	
with no additional feature	\$4.65	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	
Call Return		\$5.00
with no additional feature	\$4.65	
with one additional feature	\$3.57	
with two additional features	\$3.15	
with three additional features	\$2.94	
with four additional features	\$2.73	

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.3 Central Office Features B Rates and Charges (Cont'd)

Feature Package Rates (Cont'd)

	PacBell <u>Region</u>	Verizon <u>Region</u>
Recurring: Call Return	\$ 0.95	\$ 0.75

Repeat Dialing (Automatic Recall)	\$ 0.95	\$ 0.75
Three Way Calling	\$ 0.95	\$ 0.75

Feature Package Rates (Cont'd)

	PacBell <u>Region</u>	Verizon <u>Region</u>
Non-Recurring: Block/Unblock Usage Sensitive Features	\$ 6.00	N/C

Block Repeat Dialing	N/C	N/C
Block Call Return	N/C	N/C
Block Three-Way Calling	N/C	N/C
Block All Usage Features	N/C	N/C
Block Call Trace	N/C	-

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.4 Connection and Service Charges

Connection Charges are nonrecurring charges which may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment.

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer may be assessed a Secondary Service Order Charge for any move, add or change of a Company service. Moves, Adds and Changes are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a service to existing equipment and/or service at one location.

Change: The change, including rearrangement or reclassification, of existing service at the same location.

Telephone Number Changes: Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.4 Connection and Service Charges (Cont'd)

<u>Non-recurring</u>	<u>PacBell Regions</u>	<u>Verizon Regions</u>
Primary Service Order Charge – Per order (Add/move lines, trunks, T1/PRI, IAD and TC, Change analog PBX trunks, Convert RCF to UNE and vice versa)	\$50.00	\$50.00
Secondary Order Charge – Per order (Add/change Custom Calling or Misc. Feature, Add/change toll blocking options, Add/change DID service, Change RCF terminating number, Change hunting arrangement, Upgrade/downgrade IAD channels, Add/change voicemail)	\$50.00	\$50.00
Record Order Charge (Add/change directory listings, Change billing name or other changes to billing acct, Invoice consolidation/deconsolidation)	\$15.00	\$15.00
Line Restoral Charge (per Line/Trunk)	\$20.00	\$20.00
(Applies per line for line restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to terminate service. If service is terminated and subsequently re-established, charges apply as for a new installation of service.)		
Account Set Up Fee, per account, per location (Applies to establish new account with the Company)	\$25.00	\$25.00
Technician Visit Charge, per occurrence (Applied to requests requiring a technician to be dispatched for work to be completed)	\$150.00	\$150.00

8.2.5 Premises Visit*

Premise visit charges apply when a visit to the Customer's premise by a Company technician is required and 1) no trouble found according to line testing performed at demarcation point, or 2) trouble found attributable to Customer provided equipment (CPE), or 3) Customer has a move, add, or change request that requires a technician to be dispatched.

Technician Visit Charge \$150.00 per occurrence

* Premise Visit labor charges will also apply if Company moves the Minimum Point of Entry and/or the Local Loop Demarcation Point as required by Decision 02-08-067, Rulemaking 95-04-043, or otherwise. Parts, equipment and/or hardware charges as incurred by Company will be billed to customer in addition to premises visit labor charges.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.6 Hunting Service Arrangements

A hunting service arrangement is equipment located in the Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

The rate following is applicable to individual line service, excluding Audiotex Service, and including incoming PBX trunks.

<u>Per Month</u>	<u>PacBell Region</u>	<u>Verizon Region</u>
Hunting Service Arrangement, per line or trunk in a group so arranged	\$0.47	\$1.50

8.2.7 Touch Tone Service

This service provides for the origination of calls by means of instruments equipped for tone type address signaling and special central office facilities. The service is furnished subject to the availability of the central office facilities

<u>Per Month</u>	<u>PacBell Region</u>	<u>Verizon Region</u>
Touch Tone, per line or trunk equipped	N/C	N/C

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.8 Remote Call Forwarding*

Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities.

Remote Call Forwarding service is not offered where the terminating station is a coin telephone.

The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.

One directory listing in the Alphabetical Directory is provided without charge.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company. End user common line (EUCL) charge does not apply.

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

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.2 Access Service Options (Cont'd)

8.2.8 Remote Call Forwarding (Cont'd)

	<u>PacBell Region</u>		<u>Frontier Region</u>	
	<u>Monthly Recurring</u>	<u>Non- Recurring</u>	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Remote Call Forwarding: - Per Path	\$34.08	\$67.21	\$31.90	\$ 0.00

8.2.9 Simultaneous Call Forwarding

Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer is responsible for the payment of any applicable toll charges for each call between the Simultaneous Call Forwarding telephone and the line to which the call is being forwarded.

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Simultaneous Call Forwarding		
PacBell Regions	\$ 1.95	\$ 15.00
Verizon Regions	\$ 1.25	\$ 15.00

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services

Directory Listing Services are applicable to listings in the alphabetical (white) section of a Telephone Directory.

8.3.1 Regulations

8.3.1.1 Purpose

Listings in the alphabetical (white) section of the directory are intended solely for the purpose of identifying Customers' telephone numbers as an aid to the use of telephone service.

8.3.1.2 Evidence of Conducting Business

The Company may require the Customer to furnish evidence satisfactory to the Company that the business of the Customer or joint user is being conducted under the names to be listed. If, upon request of the Company, the customer for any reason does not furnish such evidence, the Company may refuse to list the name or refuse to continue a listing of the name. Such acceptance or refusal of the Company of the listing of a name is subject to review by the California Public Utilities Commission.

8.3.1.3 Authorization

All applicants for directory listings shall be made by the Customer or authorized agent, and in addition where the telephone number of another Customer is included in a listing, the application for the listing shall be made by both Customers.

8.3.1.4 Establishment of Billing

Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where additional listings are provided other than in conjunction with the installation of exchange service facilities, the charges begin with the day following their entry in the information records.

8.3.1.5 Discontinuance of Billing

When additional listings are included in the directory, charges may not be discontinued until the end of the directory period unless the Customer's service is discontinued, (except as shown in (1) below), the listed party or concern vacates the Customer's premises or subscribes to service of the same class as furnished to the Customer, or in the case of a guest listing, the listed party either vacates the Customer's premises or becomes a subscriber to residence service in their own name in the same exchange.

- a) Charges for additional listings ordered removed from the directory, by Customers requiring caption listing rearrangements, may be discontinued at any time when the orders are completed.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.1 Regulations (Cont'd)

8.3.1.6 Responsibility of Customer

The Customer assumes full responsibility concerning the right to use any name or address in a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual or other right to the use of a name or address to be listed in a telephone directory. The Customer shall notify the Company of any change of non-service address in writing.

8.3.1.7 Non-Published Service

- a) Primary service listing number will be nonpublished at the specific request of the applicant or Customer. The Customer name, address and telephone number will not be listed in any telephone directory, street address directory or in the directory assistance records available to the general public except that the number may be included in reference listings. This information, as well as call forwarding information from such unlisted telephone numbers, shall be released by the Company in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with California regulations established for the release of non-published information.
- b) Non-Published service is applicable for a minimum period of one month.
- c) Incoming calls to non-published service will be completed only when the calling party places the call by telephone number.
- d) Interexchange Receiving Service furnished in connection with non-published service may be published.
- e) Non-Published service furnished in connection with semipublic telephone service will be treated the same as other individual line services.
- f) This document shall not prohibit the disclosure of non-published, non-listed telephone numbers of Public Safety Answering Points (PSAPs) to certified Competitive Local Carriers (CLCs), upon request, for the purpose of providing emergency operator services. The Company shall have no liability for the accuracy of such numbers.

The rate for nonpublished service does not apply to:

- Additional lines or trunks arranged for hunting service where the pilot number of a group of lines or trunks is published.
- Additional lines furnished under a billed telephone number for which there exists a paid, non-published service.

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8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.1 Regulations (Cont'd)

8.3.1.8 Directory Assistance Listing Service

- a) Directory Assistance Listings are Customer primary/additional listing(s) available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.
- b) Directory Assistance Listing service is applicable for a minimum period of one month.
- c) Foreign Exchange Service and Remote Call Forwarding, furnished in connection with Directory Assistance Listing service, may be published in both directory assistance records in which the number is purchased.
- d) The address shall be that of a premises on which any portion of the Customer's exchange service is located, except:
 - The address may be omitted on request of the Customer.
 - The Customer may not substitute the address.
- e) Directory Assistance Listing service will be offered to the 976 IAS Customer.
- f) Directory Assistance Listing service does not apply to the following:
 - Mobile Telephone Service, Wide Area Telecommunications Service, Toll Station Service, Toll Service B Station Service and Interexchange Receiving Service.
 - Other separate service furnished to the same Customer of the same directory area, of the same class (business or residence) located on the same premises as any portion (on or off-premises) of a published service.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2 Business Service Listings

8.3.2.1 Business Service Primary Listings (Including Joint User Service Listings)

Business service primary listings shall consist of a name, designation, address and telephone number in accordance with the following:

a) Name¹

The name must be the name under which the Customer or joint user is conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization, or association. A fictitious name may be used when the Customer's or joint user's business is conducted under that name.

b) Designation

A designation descriptive of the business or profession may be included in the listing only if the name does not indicate the nature of the business.

8.3.2.2 Address

The address shall be that of a premises on which any portion of the Customer's exchange service is located, except:

- The Customer or joint user may substitute an obvious mailing address within the same local service area at no additional charge or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.
- The address may be omitted where the Customer does not conduct business with the public at their address.
- The address where the exchange service is located may be omitted and another legitimate address where the Customer or joint user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such address will be preceded by a descriptive term such as office, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement.
- Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owner's premises, the address at which the telephone service is rendered must be included in a business listing.

¹ Acceptable titles are those by which a person is commonly addressed or recognized by the general public.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.2 Address (Cont'd)

- Joint user listings shall bear the address at which joint user service is rendered, except, the address may be omitted where the joint users do not conduct business with the public at their address.

8.3.2.3 Telephone Number

The listed telephone number shall be that assigned to the telephone service. Joint user listings shall bear the same telephone number as the listed service of the Customer at the address where joint user service is rendered, except:

- Where a Customer is furnished separate lines or trunks or groups of lines or trunks, joint user listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.4 Alphabetical Section Business Service Additional Listings

Business service additional listings shall consist of a name, designation, address and telephone number in accordance with the following:

a) Name

The name may be that of:

- An individual engaged in a business or profession;
- An employee, officer or member of a firm, company, corporation or association;
- A branch, department or division of the same business;
- Another individual, firm, company, corporation or association represented by the Customer when the use of the name to be listed is authorized by the owner of the name or,
- A fictitious name by which the Customer or joint user is known or desires to be known.
- Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the Customer or joint user actually conducts business under the name to be listed.
- Additional listings may include a reference to the name shown in a primary, additional or joint user service listing.

Customers to business service in their residence may for the residence additional listing rate, arrange for a residence additional listing in the name of an individual residing in the residence.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.4 Alphabetical Section Business Service Additional Listings (Cont'd)

A Customer to business service may for the residence additional listing rate, arrange for a residence additional listing in the name of a member of the firm, company, corporation, association or an employee thereof, residing on the premises of the Customer.

A school, college or university which subscribes to Centrex Service may, for the residence additional listing rate, arrange for a residence additional listing in the name of a student, faculty member or other employee residing in living quarters which are owned or leased and operated by the school, college or university.

b) Designation

The same designation may be included as that used in the primary listing or descriptive designation of the business connection.

c) Address

The address shall be the same as the primary listing, except:

- Where a building has more than one address, an additional listing may bear any one of such addresses.
- The Customer or joint user may substitute an obvious mailing address within the same local service area at no additional charge, or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.4 Alphabetical Section Business Service Additional Listings (Cont'd)

c) Address (Cont'd)

Listings may show the address at which any portion of the Customer's exchange service is located.

The address may be omitted where the Customers or joint users do not conduct business with the public at their address.

The address where the exchange service is located may be omitted and another legitimate address where the Customer or join user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as office, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement.

Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owners' premises, the address at which the telephone service is rendered must be included in a business listing.

The address may be omitted from listings of night service telephone numbers.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.4 Alphabetical Section Business Service Additional Listings (Cont'd)

d) Telephone Number

Business additional listings shall bear the same telephone number as the primary listing, except;

- Where a Customer is furnished separate lines or trunks or groups of lines or trunks, additional listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.
- Where a Customer desires listings for use after business hours, the telephone number may be that of an off-group trunk associated therewith or a night terminal.
- Where a Customer to mechanized switching system service so desires, the telephone number may be that assigned to a mechanized switching system station.
- Where a Customer to Airport Intercommunicating Service mechanized station service so desires, the telephone number may be that assigned to a mechanized station.
- Where a customer to Centrex service or Centrex Truck Line Service for the United States Departments of the Army, Navy and Air Force so desires, the telephone number may be that assigned to a Centrex system station.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.5 Business Service Caption Listings

Business listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory.

- a) Branches, departments, divisions and individuals of a Customer's business may be listed under a caption, provided that such listings show either addresses or telephone numbers differing from the caption or from one another where the caption shows no address or telephone number. The address may be omitted from such listings if the Customer does not conduct business with the public at the address at which the service is furnished and where such listing is furnished under a caption, provided the caption includes other listings where addresses are shown.
- b) Where several Customers or joint users operate together as a business group under one name, that name may be shown as a caption with listings of the Customers or joint users thereunder.
- c) Listings may be indented under a caption or subcaption at no additional charge when in the judgement of the Company, the captions will facilitate the use of the service.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.6 Duplicate Listings

Customers may arrange for additional listings, similar to the primary listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the Customer, it shall be necessary to include a line of information stating Asame as@ or Asee@ and a reference to the name contained in the primary listing at the lines of information rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

-- Business Customers who have listings arranged under a caption and desire a duplicate listing with lines of information referring to the caption listing may arrange to have the address and telephone number omitted from such duplicate listing.

8.3.2.7 Foreign Listings – (Listings in Different Directories)

Foreign listings are listings that appear in a directory other than the directory in which local service is furnished. Additional listings acceptable to the Company may be arranged for, to show a Customer's business or residence listing in a different alphabetical section of the same directory or in a separate directory.

Foreign Listings	:
<u>Recurring</u>	
PacBell Regions	\$7.35
Verizon Regions	\$5.25
Surewest Regions	\$5.25

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.8 Reference Listings

Reference listings acceptable to the Company may be arranged for at the rate shown in the schedule to include additional telephone numbers to be called in the event there is no answer from the Customer's station.

- The reference listing telephone number may be the telephone number of a service of the same Customer or of a service of another Customer.

8.3.2.9 Lines of Information

Lines of information acceptable to the Company may be arranged for at the rate shown in the schedule to appear in addition to a regular listing for the purpose of facilitating the use of the service.

Customers may, for the reference listings and lines of information rates arrange to include informational lines with a listing of the telephone number of a service of the same Customer or of another Customer.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.2. Business Service Listings (Cont'd)

8.3.2.10 Primary Service Listings

a) Service in Normal Exchange

Customers are entitled to one listing in the alphabetical (white) section for the primary services listed as follows without additional charge:

- (1) Each individual line or party line primary station.
- (2) Each answering line service.
- (3) Each joint user service.
- (4) Each cord-operated telephone answering system.
- (5) Each automatic call distributing services, not operated as auxiliary to a private branch exchange.
- (6) Each separate interexchange receiving service:
 - (a) Exchange in which the service is subscribed for.
 - (b) Exchange in which the Customer's primary service is located.

One listing identifying all services in a group will be given for each separate group of services having the same prefix and call number where groups of services are furnished a Customer.
- (7) Each airport intercommunicating mechanized station system.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.3 Directory Listing Services (Cont'd)

8.3.3 Business Directory Listing Rates

	PacBell	Frontier	Consolidated
<u>Monthly Recurring:</u>	<u>Regions</u>	<u>Regions</u>	<u>Regions</u>
Communications Additional Listing (each business listing)	\$ 7.35	\$5.25	\$5.25
Reference to Service of Same Customer (each listing)	\$7.35	\$5.25	\$5.25
Reference to Service of Another Customer (each listing)	\$7.35	\$ 5.25	\$5.25
Lines of Information - other information in addition to a listing, each line:	\$ 1.84	\$ 1.84	\$1.84
Non-Published Service -Private Number (each service)	\$6.30	\$6.30	\$6.30
Directory Assistance Listing Service - Semi-Private Number, Non-Listed (each listing)	\$5.25	\$5.25	\$5.25

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services

8.4.1 Directory Assistance

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. Customers are charged on a per call basis per billing period after the monthly allotment provided in this Section has been used.

Rates apply to calls originating in California that are placed to appropriate telephone numbers associated with the provision of directory assistance service for California.

A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA.

Directly Dialed Calls to Directory Assistance

8.4.1.1 Allowance for Local Directory Assistance

The following services have an allowance of direct dialed calls per month to Directory Assistance, at no charge:

Call Allowance

Business Service:

Individual line service, each line	0
------------------------------------	---

PBX Service (each seven-digit working telephone number)	0
--	---

8.4.1.2 Allowance for National Directory Assistance -

There are no call allowances for National Directory Assistance.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services (Cont'd)

8.4.1 Directory Assistance (Cont'd)

Directory Dialed Calls to Directory Assistance (Cont'd)

8.4.1.3 Directory Assistance Calls

A flat charge will apply per requested number (Requested Number Charge).

<u>Per Call Charge:</u>	<u>PacBell Region</u>	<u>Verizon Region</u>
Local:		
Each call exceeding the Call Allowance	\$2.25	\$2.25
National:		
Each call	\$2.25	\$2.25

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services (Cont'd)

8.4.2 Operator Call Completion

Operator Call Completion is available upon request with charges as provided in this Section.

Application of Rates and Charges for Call Completion Services

The charge for Operator Call Completion is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, collect and bill to third number incremental charges. The charge for Operator Call Completion applies for each call dialed and completed for the Customer except when the calling party is identified as being handicapped and unable to dial the call because of the handicap.

Operator Assisted Surcharges for Call Completion Services

The following surcharges will be applied on a per call basis:

<u>PacBell Region:</u>	<u>Rate</u> <u>Per Call</u>
Third Number Billing	\$ 1.20
Collect Calling	\$ 1.20
Person to Person	\$ 4.40
Station to Station	\$ 3.25

<u>Verizon Region:</u>	<u>Rate</u> <u>Per Call</u>
Third Number Billing	\$ 1.05 (I)
Collect Calling	\$ 1.05 (I)
Person to Person	\$ 3.25 (I)
Station to Station	\$ 1.05 (I)

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services (Cont'd)

8.4.3 Busy Verification and Interrupt Service

Busy Verification/Interrupt Service - Where facilities and operating conditions permit, the Utility's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the calling party's request.

For Local Operator Verification/Interrupt Service no charge will apply to the following:

8.4.3.1 When the Operator finds the called telephone line to be out of order.

8.4.3.2 To place a call to or from any public agency whose responsibility it is to provide or render emergency aid.

Busy Verification and Interrupt Rates

<u>Rate Per Call:</u>	<u>PacBell Regions</u>	<u>Verizon Regions</u>
<i>Busy Verification Charge, each request</i>	\$ 1.30	\$ 0.55
<i>Interrupt Charge, each request</i>	\$ 1.35	\$ 1.10

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services (Cont'd)

8.4.4 Local Operator Referral Services

Non-Published Number B Upon request of an urgent or emergency nature, the Utility Operator will arrange to attempt to reach the requested non-published number subscriber with the calling party's name and number. The non-published subscriber may agree to call back, or the calling party will be contacted by the Utility and informed the non-published subscriber is unwilling to call back or is unavailable.

The charge to the requesting party per request is applied to the following:

- 1) The non-published number search, contacting the non-published subscriber and the report back to the calling party when the non-published subscriber refuses to contact the requesting party; or
- 2) The non-published number search and contacting the non-published subscriber when the non-published subscriber does not refuse to contact the requesting party.

For a charge to apply, each task listed under either item preceding must be completed by the Utility.

No charge will apply to the following:

- 1) The non-published subscriber cannot be reached by the Utility after three (3) attempts.
- 2) When the non-published subscriber refuses to contact the requesting party and the Utility fails to report back to the requesting party.

The operator will notify the requesting party of the applicable charges at the time such a request is made.

<u>Per Request:</u>	PacBell	Verizon
Non-Published Number Report	<u>Region</u> \$2.50	<u>Region</u> -

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.4 Local Operator Services (Cont'd)

8.4.4 Local Operator Referral Services (Cont'd)

Intercept Services:

Intercept Service provides a recorded announcement that states the line number status and a referral number, if available, for calls placed to a disconnected or changed business line number.

Intercept Service is subject to the availability of facilities.

Basic Intercept Service is provided free of charge to business customers for primary and DID numbers upon request for a minimum of 90 days. A charge applies per month per number for Extended Intercept Service in which a request is made for intercept service beyond the initial free time period. The service will be available for a maximum of nine months following the initial free period or Basic Intercept Service.

The charge for this service is billed in advance as a one time charge on the final invoice for that number, and is based upon the length of time service is requested.

<u>Monthly Charge:</u>	<u>PacBell Region</u>	<u>Verizon Region</u>
Basic Intercept Service	N/C	N/C
Extended Intercept Service, per number referred	\$10.00	\$10.00

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.5 Toll Free 8XX¹ Service

Description B Toll free 8XX Service provides the Customer with a telephone number within the toll free 8XX NPAs, enabling the Customer or User to receive incoming calls to that number which originate from any station on the public switched telecommunications network within the State of California. All charges for incoming toll free 8XX calls are billed to the Customer. Toll free 8XX Service calls may be received over:

8.5.1 Company-Provided Access Services

The Customer must designate one or more channels on a digital, dedicated access facility, for use in conjunction with the Company's toll free 8XX Service, prior to commencement of service. Service provided in this manner is Dedicated toll free 8XX; or

8.5.2 Company Provided Exchange Access Lines

B Exchange Access Lines provided to the Customer by the Company can be pre-subscribed by the Customer to the Company's Switched toll free 8XX Service.

General B The toll free 8XX Service arrangement is an inward calling switched service which permits a call to be completed at the Customer's location without charge to the calling party. Access to the service is gained by an end user dialing a 10 digit telephone number (e.g., 800+NXX-XXXX) which will terminate at the Customer's location. The usage is billed on a flat rated basis. Toll free 8XX Service calls are billed in six (6) second increments, with an initial billing period of eighteen (18) seconds per call. A MATR of 30 seconds per call applies during the billing period, which if adjusted, will be billed as a nonrecurring charge. In addition, there is a nonrecurring and monthly recurring toll free 8XX Service number charge, which will be applied either on a Aper toll free 8XX number@ basis for shared access or on a Aper routing arrangement@ basis for dedicated access. Two types of toll free 8XX Services are offered by the Company.

¹ Toll free codes are 800, 888 and 877.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.5 Toll Free 8XX Service (Cont'd)

Switched Toll Free 8XX calls are originated via shared-use facilities and are terminated via the Customer's LEC-provided local exchange access line.

Dedicated Toll Free 8XX calls are originated via shared use facilities and are terminated via dedicated access facilities connecting the Customer's premises and the Company's switch site serving the Customer's location. This service is offered to the extent that facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's switch site POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

8.5.1 Toll Free 8XX Service Rates

The following Dedicated Rates apply:

	<u>Monthly Recurring</u>	<u>Non-recurring</u>
Toll Free Line Charge – PacBell Region (per routing arrangement)	\$ 50.00	\$ 40.00
Toll Free Line Charge – Verizon Region (per routing arrangement)	-	-
	<u>Minute of Use</u>	
IntraLATA/Intrastate – PacBell Region	\$ 0.0600	-
IntraLATA/Intrastate – Verizon Region	-	-

The following Switched Rates apply:

	<u>Monthly Recurring</u>	<u>Non-recurring</u>
Switched Toll Free Line Charge- PacBell (per 8XX number)	\$ 5.00	\$ 10.00
Switched Toll Free Line Charge- Verizon (per 8XX number)	\$ 5.00	\$ 10.00
	<u>Minute of Use</u>	
IntraLATA/Intrastate – PacBell Region	\$ 0.0750	
IntraLATA/Intrastate – Verizon Region	\$ 0.0750	

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.6 Blocking Service

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers:

8.6.1 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.

1. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
2. The Company may charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service.
3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
4. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.

8.6.2 Involuntary Blocking of 900 and 976 Numbers - Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.6 Blocking Service (Cont'd)

8.6.3 Toll Blocking - Toll Blocking will prohibit the completion of billable toll calls. Customers will continue to be able to complete the following types of calls: 411 (directory assistance), 611 (repair), 911 (emergency service) and 800 calls. Attempts to complete billable calls will be blocked. Customers subscribing to Toll Blocking will have the option of placing toll calls using the Utility's or IEC's calling card, if calls are placed from lines that are not equipped with Toll Blocking. Customers subscribing to Toll Blocking will also have the option of accepting or rejecting collect and third number billed calls.

8.6.4 10XXX Selective Blocking - Where local facilities and operating conditions permit, PBX trunk lines that terminate on TOPS may be arranged to restrict 10XXX+1 and 10XXX+011+calls. Such arrangement is offered on a limited basis by specific systems within geographical areas. 10XXX Selective Blocking will block calls in one of the following ways:

Full Blocking - Block all 1+, 011+, 10XXX+1+, 011+
Split Blocking - Block 10XXX+1+, 10XXX+011+

8.6.5 Regulations

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.6 Blocking Service (Cont'd)

8.6.6 Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>PacBell Regions</u>		<u>Verizon Regions</u>	
	<u>Non-Recurring</u>	<u>Monthly Recurring</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
900 and 976 Blocking (per Line/Trunk) (customer initiated)	N/C	N/C	15.00	N/C
Toll Blocking (single line and multi-line)	\$2.00	N/C	\$0.00	\$ 3.00
900/976 Blocking (company initiated)	N/C	N/C	N/C	N/C
Full Blocking	N/C	N/C	N/C (N)	N/C
Split Blocking	N/C	N/C	N/C	N/C
Billed number screening				
Option A	N/C	N/C	N/C	N/C
Option B	N/C	N/C	N/C	N/C
Option C		N/C	N/C	N/C
1+ blocking	N/C	N/C	N/C	N/C
International Block	-	-	N/C	N/C

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.7 Reserved for Future Use

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.7 Reserved for Future Use

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service

Description - Uni-Rate Long Distance Service (ULD) is a communications service which is available for use by the Customer twenty-four (24) hours a day. The Customer may originate ULD from locations served by the Company and may terminate in all locations within the state but inside of the LATA from which the call is placed.

Variations - The service is offered in two variations depending on the method that the Customer employs to gain access to the Company's network for use of the service:

Dedicated Access - Dedicated Access is offered to the extent that facilities are available in those cases where the company and the customer jointly arrange for the establishment of dedicated access T1 facilities connecting the customer's trunk-compatible PBX or other suitable equipment to the company's POP. The customer shall be responsible for all costs and charges associated with the dedicated access facilities. Calls will be billed in six (6) second increments with an initial billing period of eighteen (18) seconds.

Switched Access B Company provided exchange access line. Exchange access lines provided to the customer by the company can be pre-subscribed by the customer to the company's switched long distance services. Calls will be billed in one (1) second increments with an initial billing period of eighteen (18) seconds.

Rate Period Definitions -

Rate Period Definitions	From	To But Not Including	Days
Day	8:00 AM	5:00 PM	Mon-Friday
Evening	5:00 PM	11:00 PM	Mon-Friday
Night, Weekend and holidays	11:00 PM	8:00 AM	Mon-Friday
	All hours	Saturday, Sunday and Holidays	

Holidays: Christmas Day (December 25th), New Year's Day (January 1st), Independence Day (July 4th), Labor Day (1st Monday in September), Thanksgiving Day (4th Thursday in November), President's Day (3rd Monday in February)

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.1 Uni-Rate IntraLATA Long Distance Rates (Grandfathered)*

Switched IntraLATA (per minute) \$0.1188

The following volume discounts apply to intraLATA long distance rates for each monthly billing cycle and are calculated separately.

Monthly Plan

\$0.00 to \$149.99	0%
\$150.00 to \$899.99	20%
\$900.00 to \$1,799.99	25%
\$1,800.00+	30%

One Year Term

\$0.00 to \$99.99	0%
\$100.00 to \$149.99	5%
\$150.00 to \$899.99	30%
\$900.00 to \$1,799.99	35%
\$1,800.00+	40%

Two Year Term

\$0.00 to \$99.99	0%
\$100.00 to \$149.99	15%
\$150.00 to \$899.99	40%
\$900.00 to \$1,799.99	45%
\$1,800.00+	50%

Dedicated IntraLATA (per minute) \$0.0660

*Plan is offered to current subscribers only.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.2 Standard IntraLATA Toll Plan*

The new Standard IntraLATA toll plan is available to all Allegiance customers who choose Allegiance as their primary IntraLATA toll carrier. The product is measured by mileage and is time of day sensitive. All calls are billed in 60-second increments with a 60 second per call minimum. The Standard Local 1, Local 2 and Zone 3 rates apply. A 15% retroactive volume discount applies only to IntraLATA usage in excess of \$15.00. There are no long term contracts or volume commitments associated with this calling plan.

		<u>1st Minute</u>	<u>Additional Minutes</u>
Day Rate			
	20	\$0.08899	\$0.05467
	40	\$0.10626	\$0.08899
	70	\$0.11484	\$0.09768
	999	\$0.11484	\$0.10626
Evening Rate			
	20	\$0.07128	\$0.04378
	40	\$0.08492	\$0.07128
	70	\$0.09185	\$0.07810
	999	\$0.09185	\$0.08492
Night, Weekend, and Holidays Rate			
	20	\$0.05346	\$0.03278
	40	\$0.06369	\$0.09460
	70	\$0.06853	\$0.05863
	999	\$0.06886	\$0.06369
Retroactive Volume Discounts			
IntraLATA Usage Contributory and Eligible Only		Monthly Usage	Discount
		\$0.00 to \$15.00	0%
(only applies to amount over \$15)		\$15.01+	15%

* Not available in Verizon Regions.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.3 Allegiance 5, 10, 25 Optional IntraLATA Toll Calling Plans*

The Allegiance 5, Allegiance 10, and Allegiance 25 optional Flat Rate and IntraLATA toll plans are available to all Allegiance customers who choose Allegiance as their primary IntraLATA toll carrier. Standard Local 1, Local 2 and Zone 3 usage rates apply to these optional plans. Each plan requires a minimum monthly billing of IntraLATA usage according to the plan chosen. These options are available only to 1- and 2- year term customers. IntraLATA usage is billed in 6 second increments with a 30 second per call minimum. Allegiance 5, 10, and 25 are billed based on service location levels.

Allegiance 5

Minimum Monthly Billed Usage	\$5.00
One Year Plan	
Flat Rate	\$0.0670
Two Year Plan	
Flat Rate	\$0.0737

Allegiance 10

Minimum Monthly Billed Usage	\$10.00
One Year Plan	
Flat Rate	\$0.0650
Two Year Plan	
Flat Rate	\$0.0671

Allegiance 25

Minimum Monthly Billed Usage	\$25.00
One Year Plan	
Flat Rate	\$0.0630
Two Year Plan	
Flat Rate	\$0.0649

* Not available in Verizon Regions

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.4 Allegiance Plus Optional Zone 3 and IntraLATA Toll Calling Plan *

The Allegiance Plus Optional Zone 3 and IntraLATA Toll Plan is available to all customers who choose Allegiance as their primary IntraLATA toll carrier. Allegiance Plus is an optional flat rate calling plan for Zone 3 and IntraLATA usage. The Standard Local 1 and Local 2 usage rates apply. Zone 3 and IntraLATA usage are billed in 1 second increments with an 18 second per call minimum. A monthly service charge applies to all month-to-month customers. While 1 and 2 year term customers are required to bill a minimum monthly usage. Retroactive volume discounts apply and vary by term commitment. Only Zone 3 and IntraLATA usage are contributory and eligible for volume discounts. Allegiance Plus is billed on an account level basis.

* Not Available in Verizon Regions

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.4 Allegiance Plus Optional Zone 3 and IntraLATA Toll Calling Plan (Cont'd)*

Monthly Service Charge ¹	\$10.00
Monthly Minimum Billed C&E Usage Charge ²	\$100.00
Zone 3 - (Flat Hourly Rate \$3.24)	\$0.0540
IntraLATA Toll - (Flat Hourly Rate \$6.48)	\$0.1188
Retroactive Volume Discounts	
Month to Month:	
\$0.00 - \$149.99	0%
\$150.00 - \$899.99	20%
\$900.00 - \$1,799.00	25%
\$1,800.00 +	30%
One Year Term:	
\$0.00 - \$99.99	0%
\$100.00 - \$149.99	39.8%
\$150.00 - \$899.99	41.7%
\$900.00 - \$1,799.99	43.5%
\$1,800.00 +	44.4%
Two Year Term:	
\$0.00 - \$99.99	0%
\$100.00 - \$149.99	43.5%
\$150.00 - \$899.99	47.2%
\$900.00 - \$1,799.99	50.9%
\$1,800.00 +	53.7%

¹Monthly service charge applies to month to month customers only.

²Monthly Minimum Billed Usage Charge applies to one- and two-year term customers only.

* Not available in Verizon Regions

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

8. BUSINESS SERVICES DESCRIPTIONS AND RATES (Cont'd)

8.8 Uni-Rate IntraLATA Long Distance Service (Cont'd)

8.8.5 Allegiance Flat Rate Optional Calling Plan *

The Allegiance Flat Rate calling plan is available to all Allegiance customers who choose Allegiance as their primary IntraLATA toll carrier. Allegiance Flat Rate is an optional flat rate calling plan for Local 1, Local 2, Zone 3, and IntraLATA usage. Five options are available based on term agreement and minimum monthly billed usage. Local 1 and Local 2 usage are billed in 60 second increments and Zone 3 and IntraLATA usage are billed in 1 second increments with an 18 second per call minimum. Caller ID, Three-Way Calling, Call Forwarding Variable, and Remote Access to Call Forwarding are optional custom calling features provided on each line, as desired, at no charge. Allegiance Flat Rate is billed on an account level basis.

		Monthly Minimum Billing	Price per Minute over Plan
	Term Agreement		
Account/Customer Level Option			
Local, Zone 3 and LATA			
Option A	1 Year	\$54.00	\$.0540
Option B	1 Year	\$96.00	\$.0480
Option C	2 Year	\$48.00	\$.0480
Option D	2 Year	\$84.00	\$.0420
Option E	2 Year	\$144.00	\$.0360
Billing Increments:			
Local 1 - 60/60			
Local 2 - 60/60			
Zone 3 - 18/1			
LATA - 18/1			
Custom Calling Features			
Call ID			
Three Way Calling			
Call Forwarding Variable (CFV)			
Remote Access to CFV			

* Not Available in Verizon Regions

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