

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Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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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10. BUNDLED PACKAGES

10.1 True Business SolutionsSM - Verizon Service Area

The True Business SolutionsSM bundled package¹ is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding long distance and tax. Upgrade packages are available to include additional features or incremental lines.

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Base Package Includes	\$ 391.81	\$ 366.75	\$366.75
Three (3) lines			
Touch-tone			
Hunting			
Local Number Portability			
EUCL			
Unlimited Local Calls			
1500 LATA Minutes			
Choice of one (1) feature package on one (1) line			
Incremental Line Package Includes	\$ 141.22	\$ 125.28	\$125.28
One (1) line			
Touch-tone			
Hunting			
Local Number Portability			
EUCL			
Unlimited Local Calls			
500 LATA Minutes			
Feature Packages			
<u>Standard Feature Package</u>	\$ 7.00	\$ 5.60	
Call forwarding-variable			
Caller Identification number.			
<u>Premium Feature Package</u>	\$ 11.25	\$ 9.00	
Caller identification number			
Call forwarding-variable			
Three-way calling			
Call return			
<u>Voice Mail Feature Package</u>	\$ 6.88	\$ 5.50	
Basic voice mailbox-option 1			
Call forwarding-Don't answer			
Message waiting indicator			
Basic Package Installation Fees (Non-Recurring)		\$ 61.86	
Incremental Line Package Installation Fees (Non-Recurring)	\$ 20.62		
Feature Package Installation Fees (Non-Recurring)		No charge	

1 True Business SolutionsSM is not eligible for further discounting.

1 Allegiance Telecom must be selected as the LATA and Long Distance Service provider.

1 Feature packages are only available to True Business SolutionsSM subscribers.

Issued by:

Effective: November 30, 2020

Decision No.
U-5553-C

Kelly Faul
Senior Manager, Regulatory Affairs

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

10. BUNDLED PACKAGES (Cont'd)

10.1 True Business SolutionsSM - Pacific Bell (SBC) Service Area

The True Business SolutionsSM bundled package¹ is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding long distance and tax. Upgrade packages are available to include additional features or incremental lines.

	<u>One Year Term</u>	<u>Two Year Term</u>	<u>Three Year Term</u>
Base Package Includes	\$ 266.52	\$250.57	\$250.57
Three (3) lines			
Touch-tone			
Hunting			
Local Number Portability			
EUCL			
Unlimited Local Calls			
1500 LATA Minutes			
Choice of one (1) feature package on one (1) line			
Incremental Line Package Includes	\$ 91.11	\$ 75.15	\$ 75.15
One (1) line			
Touch-tone			
Hunting			
Local Number Portability			
EUCL			
Unlimited Local Calls			
500 LATA Minutes			
Feature Packages			
<u>Standard Feature Package</u>	\$ 5.66	\$ 4.53	
Call forwarding-variable			
Caller Identification name and number.			
<u>Premium Feature Package</u>	\$ 7.40	\$ 5.92	
Caller identification name and number			
Call forwarding-variable			
Three-way calling			
Call return			
<u>Voice Mail Feature Package</u>	\$8.59	\$6.87	
Basic voice mailbox-option 1			
Call forwarding-Don't answer			
Message waiting indicator			
Basic Package Installation Fees (Non-Recurring)	\$ 159.18		
Incremental Line Package Installation Fees (Non-Recurring)	\$ 53.06		
Feature Package Installation Fees (Non-Recurring)	No charge		

1 True Business SolutionsSM is not eligible for further discounting.

1 Allegiance Telecom must be selected as the LATA and Long Distance Service provider.

1 Feature packages are only available to True Business SolutionsSM subscribers.

Issued by:

Effective: March 1, 2016

Decision No.
U-5553-C

Kelly Faul
Director, Regulatory Affairs

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

10. BUNDLED PACKAGES, CONT'D

10.2 PRI Bundled Package

The PRI Bundled Package provides eligible¹ customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

PRI Bundled Package, Monthly Recurring \$ 594.00
Verizon and Pacific Bell Service Areas

10.3 PRI Bundled Package #2

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

Per Package Charges			
	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Monthly Recurring			
SBC	\$ 934.02	\$ 873.65	\$ 813.29
Verizon	\$ 1,206.81	\$ 1,150.46	\$ 1,096.12
Non-Recurring	\$ 480.00	\$ 240.00	\$ 120.00
Optional Features			
Monthly Recurring			
Caller ID Name & Number	\$ 75.00		

¹ Eligibility for the PRI Bundled Package includes the purchase of a full PRI (23B+D or 24B channels), a two (2) year term agreement and a monthly revenue commitment of \$500.

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10. BUNDLED PACKAGES, CONT'D

10.4 Long Distance Bucket Packages

The Long Distance Buckets are bundled packages of long distance minutes billed under one flat rate. The package rate includes all applicable charges excluding tax. The Long Distance buckets are available to all product subscribers. Customer's may choose from five (5) different packages listed below.

True Business Long Distance Buckets (ALL SERVICE AREAS)

Incremental Charge Overage²

200 Minute Long Distance Bucket	\$ 10.00	\$ 0.069
500 Minute Long Distance Bucket	\$ 23.75	\$ 0.069
1500 Minute Long Distance Bucket	\$ 67.50	\$ 0.069
2500 Minute Long Distance Bucket	\$ 100.00	\$ 0.049

10.5 You Choose Features Package

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business SolutionSM subscribers receive this package at no additional cost.

		<u>One Year Term</u>	<u>Two Year Term</u>
You Choose Features Package	Verizon	\$ 11.00	\$ 9.00
	Pacific Bell	\$ 10.00	\$ 8.00
<u>Feature Options Include:</u>			
Caller Identification Name and Number			
Remote Access to Call Forwarding			
Call Forwarding Variable			
Call Waiting/Cancel			
Call Return			
Three way Calling			
Speed Dial 8			
Speed Dial 30			
Auto Redial			
Call Forwarding – Busy/Don't Answer			
Call Forwarding – Busy			
Call Forwarding – Don't Answer			

² The overage rate is applied if the customer goes over allotted minutes and is billed in 6-second increments with an 18 second minimum.

Decision No.
U-5553-C

Issued by:

Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

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10. BUNDLED PACKAGES, CONT'D

10.6 True Business Total Communications and Digital Total Communications*

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of six (6) voice channels. True Business 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 True Business Total Communications Base Package includes six (6) voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of six (6) features per line from the You Choose Feature Package².

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of six (6) features per line from the You Choose Feature Package. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Package pricing is determined by the contract length (one-year or two-year term). Full termination liabilities are assessed for early termination of service.

<u>Monthly Recurring Charges</u>	<u>One Year Term</u>	<u>Two Year Term</u>
<u>Pacific Bell (SBC) Service Territory</u>		
Voice Package Price	\$143.78	\$ 129.20
Incremental Line Price	\$ 23.96	\$ 21.53
<u>Verizon Service Territory</u>		
Voice Package Price	\$197.24	\$177.80
Incremental Line Price	\$ 32.87	\$ 29.63
<u>Non-Recurring Charges</u>		
Base Package Installation Fees		\$199.00
Incremental Voice Line Package Installation Fees		\$ 20.00

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

¹ True Business Total Communications and Digital Total Communications is not eligible for further discounting.

² The You Choose Feature Package is set forth in section 11.4 of this document

³ This Non-Recurring Charge applies to Incremental Lines added to existing service.

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

10. BUNDLED PACKAGES, CONT'D

10.7 True Business Total Communications and Digital Total Communications #2^{1*}

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business 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 True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package².

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charge	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
<u>SBC/Pacific Bell</u>			
Voice Package Price	\$ 161.60	\$ 137.30	\$ 129.20
Incremental Line Price	\$ 26.93	\$ 22.88	\$ 21.53
 <u>Verizon</u>			
Voice Package Price	\$ 218.30	\$ 194.00	\$ 177.80
Incremental Line Price	\$ 36.38	\$ 32.33	\$ 29.63
 Non-Recurring Charges			
Base Package Installation Fees	\$ 199.00		
Incremental Voice Line Package Installation Fees ³	\$ 20.00		

1 True Business Total Communications and Digital Total Communications pricing is contributory but not eligible for discount on the Independence Plan. True Business Total Communications and Digital Total Communications pricing is not eligible for discount on the Standard Plan.

2 Please Reference Section 11.4 in this document document for the You Choose Feature Package.

3 Applies to add incremental lines to existing service.

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

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10. BUNDLED PACKAGES, CONT'D

10.8 JustCom Service

JustCom Service is a bundled small business package of four exchange access lines. The product offers local usage, intrastate and interstate outbound and toll-free long distance usage, eight custom calling features and a directory listing for a single flat-rated price. JustCom Service is available to customers on a month to month basis with no term or volume requirement in accordance with the terms of use specified in 11.7.1 below.

10.8.1 Terms of Use The following restrictions apply to JustCom Service:

- a. Call-center applications are prohibited, including, but not limited to, auto-dialers.
- b. Non-standard (e.g., excessive) internet connections and other data are prohibited. Services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard.
- c. Any use not consistent with standard business use, as reasonably defined by the Company, is prohibited.

<u>Base Package Includes</u>	<u>Monthly Recurring Charge</u>	<u>Non-Recurring</u>
Four (4) basic business lines	\$159.95	No Charge
Unlimited Local Calling		
Unlimited IntraLATA Minutes		
Unlimited InterLATA Minutes		

Caller ID Name & Number
3-Way Calling
Call Waiting
Call Forward Variable*
Speed Dial 30
Voice Mail
Call Forward Busy*
Call Forward No Answer*
Hunting

<u>Each Additional Line</u>	<u>Monthly Recurring Charge</u>	<u>Non-Recurring</u>
	\$39.95	No Charge

* Hunting may be substituted for all of the Call Forwarding features.

