This Service Catalog will become effective on January 15, 2010 pending approval from the California Public Utilities Commission of Frontier's Advice Letter 1115 and 1115A.

Some Tariffed services are not affected by Advice Letter 1115 and 1115A, such as Basic Residential Service, E-9-1-1 Service and your choice of a Long Distance provider and therefore will not be found in this Service Catalog. (T)

SERVICE CATALOG

For
Rates and Charges together
With Terms and Conditions applicable to
Services provided in the territories served by
Frontier

Within the State of California

Issued By

CITIZENS TELECOMMUNICATIONS COMPANY OF CALIFORNIA, INC.
9260 E. Stockton Blvd., Elk Grove, CA 95624

d/b/a
FRONTIER COMMUNICATIONS OF CALIFORNIA

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SECTION AA – EXCHANGE AREAS

1.1 EXCHANGE AREAS - CALIFORNIA EMBEDDED MARKET

NAME OF EXCHANGES	COUNTY	CENTRAL OFFICE EQUIPMENT	HOURS OF SERVICE
Adin	Modoc	Dial	Continuous
Alturas	Modoc	Dial	Continuous
Bieber	Lassen	Dial	Continuous
Burney	Shasta	Dial	Continuous
Cedarville	Modoc	Dial	Continuous
Chester	Plumas-Tehama	Dial	Continuous
Courtland	Sacramento	Dial	Continuous
Eagle Lake	Lassen	Dial	Continuous
Elk Grove	Sacramento	Dial	Continuous
Fall River Mills	Shasta	Dial	Continuous
Ferndale	Humboldt	Dial	Continuous
Greenville	Plumas	Dial	Continuous
Herlong	Lassen	Dial	Continuous
Isleton	Sacramento	Dial	Continuous
Janesville	Lassen	Dial	Continuous
Keddie	Plumas	Dial	Continuous
McCloud	Shasta-Siskiyou	Dial	Continuous
Meadowview	Sacramento	Dial	Continuous
Millville	Shasta	Dial	Continuous
Mineral	Tehama	Dial	Continuous
Montgomery Creek	Shasta	Dial	Continuous
Paynes Creek	Tehama	Dial	Continuous
Ravendale	Lassen	Dial	Continuous
Petrolia	Humboldt	Dial	Continuous
Rio Vista	Solano	Dial	Continuous
Susanville	Lassen	Dial	Continuous
Walnut Grove	Sacramento	Dial	Continuous

SECTION AA – EXCHANGE AREAS

1.2 EXCHANGE AREAS - GLOBAL VALLEY MARKET

NAME OF EXCHANGES	EQUIPMENT	OPERATION	HOURS OF SERVICE
Livingston	Automatic	Dial	Continuous
Patterson	Automatic	Dial	Continuous
Westley/Grayson	Automatic	Dial	Continuous
San Antonio	Automatic	Dial	Continuous
Guinda	Automatic	Dial	Continuous

1.3 EXCHANGE AREAS - GOLDEN STATE MARKET

NAME OF EXCHANGES	EQUIPMENT	OPERATION	HOURS OF SERVICE
Needles	Dial	Automatic	Continuous
Westwood	Dial	Automatic	Continuous
Lake Almanor	Dial	Automatic	Continuous
Colusa	Dial	Automatic	Continuous
Arbuckle	Dial	Automatic	Continuous
Grimes	Dial	Automatic	Continuous
Maxwell	Dial	Automatic	Continuous
Princeton	Dial	Automatic	Continuous
Williams	Dial	Automatic	Continuous

1.4 EXCHANGE AREAS - TUOLUMNE MARKET

NAME OF EXCHANGES	EQUIPMENT	OPERATION	HOURS OF SERVICE
Oak Run	Digital	Dial	Continuous
Shingletown	Digital	Dial	Continuous
Tuolumne	Digital	Dial	Continuous

1.5 EXCHANGE AREAS – WEST COAST MARKET

(N)

Crescent City	Digital	Dial	Continuous
Gasquet, SRA	Digital	Dial	Continuous
Hiouchi, SRA	Digital	Dial	Continuous
Klamath	Digital	Dial	Continuous
Orick	Digital	Dial	Continuous
Smith River	Digital	Dial	Continuous

(N)

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SECTION AB – EXCHANGE MAPS

The Company's Exchange Area Maps are contained in the Local Exchange Tariff, Schedule AB.

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SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

B1 Single-Party Line Business Service
B4S* Four-Party Line Suburban Business Service
PAL** Public Access Line

Exchange	Monthly Rate	Exchange	Monthly Rate	
Adin	$83.25	Janesville	$83.25	(I)
Alturas	$83.25	Keddie	$83.25	
Bieber	$83.25	McCloud	$83.25	
Burney	$83.25	Meadowview	$83.25	
Cedarville	$83.25	Millville	$83.25	
Chester	$83.25	Mineral	$83.25	
Courtland	$83.25	Montgomery Creek	$83.25	
Eagle Lake	$83.25	Paynes Creek	$83.25	
Elk Grove	$83.25	Petrolia	$83.25	
Fall River Mills	$83.25	Ravendale	$83.25	
Ferndale	$83.25	Rio Vista	$83.25	
Greenville	$83.25	Susanville	$83.25	
Herlong	$83.25	Walnut Grove	$83.25	
Isleton	$83.25			(I)

All local calls from 1 - 12 miles are free.

* See Special Condition B.
** A $2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

*PTK PBX Trunk Service

Exchange	Monthly Rate		Exchange	Monthly Rate	
Adin	$203.25	(I)	Janesville	$203.25	(I)
Alturas	$203.25		Keddie	$203.25	
Bieber	$203.25		McCloud	$203.25	
Burney	$203.25		Meadowview	$203.25	
Cedarville	$203.25		Millville	$203.25	
Chester	$203.25		Mineral	$203.25	
Courtland	$203.25		Montgomery Creek	$203.25	
Eagle Lake	$203.25		Paynes Creek	$203.25	
Elk Grove	$203.25		Petrolia	$203.25	
Fall River Mills	$203.25		Ravendale	$203.25	
Ferndale	$203.25		Rio Vista	$203.25	
Greenville	$203.25		Susanville	$203.25	
Herlong	$203.25		Walnut Grove	$203.25	(I)
Isleton	$203.25	(I)			

All local calls from 1 - 12 miles are free.

*This rate was previously located in Section 1, Sheet 1.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

Exchange	Monthly Rate Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	$61.25	$61.25	$61.25
Livingston			
Extended Service in Base Rate and Suburban Areas	$61.25	$61.25	$61.25
Patterson			
Extended Service in Base Rate and Suburban Areas	$61.25	$61.25	$61.25
Westley			
Local Service in Special Rate and Suburban Area	$61.25	$61.25	$61.25

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

Exchange	Monthly Rate Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	$51.25	$51.25	$51.25
Livingston			
Extended Service in Base Rate and Suburban Areas	$51.25	$51.25	$51.25
Patterson			
Extended Service in Base Rate and Suburban Areas	$51.25	$51.25	$51.25
San Antonio Local Service in Base Rate Area	$51.25	N/A	N/A
Westley			
Local Service in Special Rate and Suburban Area	$51.25	$51.25	$51.25

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

Exchange	Monthly Rate Zone 1	Zone 2	Zone 3
San Antonio Local Service in Base Rate Area	$58.00	N/A	N/A

E. Business each PBX Trunk Access Line - Rate per month in the Global Valley Market.

Exchange	Monthly Rate Zone 1	Zone 2	Zone 3	
All exchanges	$208.00	$208.00	$208.00	(I)

Note: A $2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service [1], each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

Exchange	Monthly Rate		
	Zone 1	Zone 2	Zone 3
Guinda	$0.65	$0.65	$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

Exchange	Monthly Rate				
	One-Party	Key Line	PBX	FX	
Arbuckle	$83.25	$43.25	$53.25	$28.80	(I)
College City	$83.25	$43.25	$53.25	$28.80	
Clear Creek	$83.25	$43.25	$53.25	$28.80	
Colusa	$83.25	$43.25	$53.25	$28.80	
Grimes	$83.25	$43.25	$53.25	$28.80	
Lake Almanor	$83.25	$43.25	$53.25	$28.80	
Maxwell	$83.25	$43.25	$53.25	$28.80	
Needles	$83.25	$43.25	$53.25	$28.80	
Princeton	$83.25	$43.25	$53.25	$28.80	
Westwood	$83.25	$43.25	$53.25	$28.80	
Williams	$83.25	$43.25	$53.25	$28.80	(I)

I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

Exchange	Monthly Rate			
	One-Party	Key Line	PBX	
Oak Run	$68.25	$43.25	$53.25	(I)
Shingletown	$68.25	$43.25	$53.25	
Tuolumne	$68.25	$43.25	$53.25	(I)

[1] Section Special Condition M and N.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

	Monthly Rate				
Exchange	**One-Party**	**Coin Line**	**FX**	**PBX**	
Crescent City [1, 2]	$79.00	$36.90	$24.15	$227.40	(I)
Gasquet SRA	$79.00	$36.90	$24.15	$227.40	|
Hiouchi SRA	$79.00	$36.90	$24.15	$227.40	|
Klamath [2, 3]	$79.00	$36.90	$24.15	$227.40	|
Orick	$79.00	$36.90	$24.15	$227.40	|
Smith River [1, 3]	$79.00	$36.90	$24.15	$227.40	(I)

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	Nonrecurring Charge	**Monthly Rate**
Customer Owned Pay Telephone Service Access Line	[5]	[4]
Selective Class of Call Screening	[6, 7]	$ 2.01
Billed Number Screening	[7]	1.00
900 Call Restriction	[8]	0.00
Answer Supervision Per Line	[7]	3.20
International Blocking per line or trunk	$19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

[1] Rate includes unlimited calling between the Crescent City and Smith River exchanges.
[2] Rate includes unlimited calling between the Crescent City and Klamath exchanges.
[3] Rate includes unlimited calling between the Klamath and Smith River exchanges.
[4] Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.
[5] Appropriate Service Charges from Section 2 will apply.
[6] Available only in exchanges where necessary equipment is available.
[7] Charge the applicable Service Order Charge – Subsequent from Section 2.
[8] 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A $15.00 NRC charge applies for removal or reinstallation.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service.

B1M Single-Party Line Business Service
B4SM* Four-Party Line Suburban Business Service
PALM** Public Access Line Measured

California Embedded Market		Golden State Market		Tuolumne Market		
Exchange	**Monthly Rate**	**Exchange**	**Monthly Rate**	**Exchange**	**Monthly Rate**	
Adin	$68.50	Arbuckle	$61.25	Oak Run	$55.00	(I)
Alturas	$68.50	College City	$61.25	Shingletown	$55.00	
Bieber	$68.50	Clear Creek	$61.25	Tuolumne	$55.00	
Burney	$68.50	Colusa	$61.25			
Cedarville	$68.50	Grimes	$61.25			
Chester	$68.50	Lake Almanor	$61.25			
Courtland	$68.50	Maxwell	$61.25			
Eagle Lake	$68.50	Needles	$61.25			
Elk Grove	$68.50	Princeton	$61.25			
Fall River Mills	$68.50	Westwood	$61.25			
Ferndale	$68.50	Williams	$61.25			
Greenville	$68.50					
Herlong	$68.50					
Isleton	$68.50					
Janesville	$68.50					
Keddie	$68.50					
McCloud	$68.50					
Meadowview	$68.50					
Millville	$68.50					
Mineral	$68.50					
Montgomery Creek	$68.50					
Paynes Creek	$68.50					
Petrolia	$68.50					
Ravendale	$68.50					
Rio Vista	$68.50					
Susanville	$68.50					
Walnut Grove	$68.50					(I)

* See Special Condition B.
** A $2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service. (Continued)

PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market		
Exchange	**Monthly Rate**	**Exchange**	**Monthly Rate**	**Exchange**	**Monthly Rate**	
Adin	$188.50	Arbuckle	$146.25	Oak Run	$30.00	(I)
Alturas	$188.50	College City	$146.25	Shingletown	$30.00	
Bieber	$188.50	Clear Creek	$146.25	Tuolumne	$30.00	
Burney	$188.50	Colusa	$146.25			
Cedarville	$188.50	Grimes	$146.25			
Chester	$188.50	Lake Almanor	$146.25			
Courtland	$188.50	Maxwell	$146.25			
Eagle Lake	$188.50	Needles	$146.25			
Elk Grove	$188.50	Princeton	$146.25			
Fall River Mills	$188.50	Westwood	$146.25			
Ferndale	$188.50	Williams	$146.25			
Greenville	$188.50					
Herlong	$188.50					
Isleton	$188.50					
Janesville	$188.50					
Keddie	$188.50					
McCloud	$188.50					
Meadowview	$188.50					
Millville	$188.50					
Mineral	$188.50					
Montgomery Creek	$188.50					
Paynes Creek	$188.50					
Petrolia	$188.50					
Ravendale	$188.50					
Rio Vista	$188.50					
Susanville	$188.50					
Walnut Grove	$188.50					(I)

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

M. Time Measured Business Rate customers usage within 0 - 12 miles will be measured. The rate for local measured service applies as follows for each call: (T)

		All markets excluding Global Valley	Usage Charges
A.	Day		
		Initial Period - one minute or portion thereof	$0.0383
		Additional Minute	$0.0155
B.	Evening		
		Initial Period - one minute or portion thereof	$0.0283
		Additional Minute	$0.0123
C.	Night		
		Initial Period - one minute or portion thereof	$0.0183
		Additional Minute	$0.0092

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS

A. One party grade of service under this section is provided within the Utilities' filed exchange boundaries.

B. In the Oak Run and Shingletown exchanges, one-party, key line, and PBX Trunk service will be furnished both inside the base rate area and outside the base rate area at the rates preceding. In the Tuolumne exchange, one-party, key line, and PBX trunk service will be furnished at the preceding rates.

C. Two-party service and suburban four-party business service is furnished only to the same customer at the same premises as of August 25, 1988. Existing customers for these services will be charged at the single party rate in the California Embedded Market.

D. Two-party and Four-party line services are not available inside or outside of the Base Rate Area in the Golden State Market.

E. Suburban service is available only outside of the Base Rate Area or special rate areas. For all exchanges except Lake Almanor, suburban service is provided on a two-party line. In the Lake Almanor exchange suburban service is not available.

F. In the Oak Run and Shingletown exchanges, suburban business service will be furnished outside the base rate area at the rates preceding and will be limited to two customers per line. Business suburban service will not be available after January 1, 1985.

G. Key line rates apply to key lines furnished in connection with key telephone service.

H. Off premises terminations will be provided at the applicable mileage rates as shown in Section 5.

I. Rates preceding are for access lines only and include touch calling as the standard signaling arrangement.

J. The rates for access line service do not include a telephone set with the line.

K. Installation charges for Access Line Service are shown in Section 2, Service Charges. (T)

L. Global Valley Market - rates are determined by the geographic zone in which the customer is located. The base rate areas and special rate area are Zone 1 and the suburban areas are Zones 2 and 3. Zone 2 for Livingston, Patterson, and Westley exchanges extends one mile beyond the base rate areas and special rate area. Zone 3 for Livingston, Patterson, and Westley exchanges, is all the remaining suburban areas beyond Zone 2.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

M. Hunting service involves two or more central office lines or trunks. The lines or trunks are arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.

N. Hunting service is offered in connection with business individual access line and C.O. trunk access line services, subject to availability and physical limitations of central office switching equipment.

O. PBX Trunk rates apply to trunk lines furnished in connection with private branch exchange service and other trunk line services.

P. Measured Service

1. The monthly billing for usage will be the customer's accumulated usage for the billing period at rates and discounts shown in Rates 1.1.3.E. preceding. Measured Rate Service units do not apply to Public or Semi-Public Paystation services.

2. Usage and usage discounts are not applicable to message toll calls.

3. Time of day is determined in accordance with the time system, standard or daylight saving, legally or commonly in use.

4. Discounts in Rates 1.1.3.G.3 preceding apply on the following Holidays:

a. New Years Day
b. Washington's Birthday
c. Independence Day
d. Labor Day
e. Thanksgiving Day
f. Christmas Day

5. For a period of 120 days after the effective date of this Service Catalog, customers who choose to change their type of service will not be subject to the Service Charges. All other subsequent changes in service shall be subject to charges as set forth in Section 2. (T) (T)

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service

1. Public Access Line (PAL) Service provides an access line for use only with a Customer-Owned Pay Telephone (COPT).

   This service allows the customer, within certain limitations to establish the call rate for sent paid local and long distance calls placed from the PAL. The customer, for purposes of this service is the individual who subscribes to the access line.

   a. A PAL service is available where equipment, facilities and operating conditions permit.

   b. Directory listings are provided in accordance with Section 4 under the conditions for furnishing business service.

   c. Collect and third-party calls billed to this service will be denied via Billed Number Screening.

   d. Joint User Service is not furnished with this service.

   e. A COPT set cannot be used with any other class of service.

   f. The Utility will not offer or make refunds.

   g. Applicable non-recurring service charges, as set forth in Section 2, apply in addition to the recurring rates set forth in Rates 1.1.3.A. and 1.1.3.B. preceding.

   h. The limitation of the Utility's liability is shown in Section 10, Rule No. 31.

   i. PAL services will be considered a business service for the purpose of applying the conditions in the rules of the Utility’s Local Exchange Tariff concerning establishing/re-establishing credit.

   j. This service is only available on a measured service basis where available or on a flat rate basis when measured service is not available.

   k. The Utility will not provide operator assistance for coin sent-paid calls originating from a PAL due to technical limitations.

   l. Aggregation of COPT instruments behind a PBX is allowed to the extent that the PBX/COPT configuration allows a 911 dispatcher to determine the geographical origin of emergency calls. If the PBX/COPT configuration does not allow this level of identification of the call's origin, aggregation will not be allowed. Exception: Services provided to the U.S. Government and State of California locations, which require special handling of telephone calls are exempt from this requirement.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility

a. The customer is responsible for the installation, operation and maintenance of any COPT equipment used in connection with this service.

b. The customer will be responsible for payment of local and ZUM usage rates and Utility and /or interexchange carrier toll rates for all sent-paid toll calls originating from this service. As part of the line rate, the Utility will provide Billed Number Screening to prevent terminating collect and third party billed calls from being billed to the service. Additionally, the Utility will provide direct dialed (1+) call blocking as part of the line rate. Other originating line screening options are available as shown in Section 5.3 and 5.4.

c. Customer-owned pay telephones must be registered in compliance with the FCC's Registration Program or connected behind a FCC registered coupler. COPT equipment must be installed in compliance with the National Electric Safety Code.

d. The customer will be responsible for permanently installing on, or adjacent to, each COPT a prominent display indicating the following in well-lighted and clearly legible form:

Cost information: (1) The cost of a sent paid local call will be prominently displayed, (2) the time limit on a local call (if any), (3) procedures for obtaining long distance rates, (4) local calls made by use of 10XXX or operator handled services may cost more than directly dialing the local number. (C)

Dialing instructions: (1) Dialing sequence (coin or dial first), (2) dial O to reach an operator, (3) dialing instructions for reaching long distance operator, (4) 1+ and O+ dialing instructions.

No charge telephone numbers: (1) E9-1-1 Emergency - prominently displayed, (2) owner/operator, (3) refunds, repairs, complaints, (4) intraLATA directory assistance, (5) utility repair service, (6) 711 Telecommunications Relay Service.

Identification: (1) Name and free number of owner/operator, (2) name of operator services provider, (3) long distance provider (optional), (4) state if no incoming calls are allowed, (5) location of the phone, (6) payphone number or identification for emergency use.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

e. The customer will be responsible for payment of appropriate charges for non-local Directory Assistance calls as found in Section 3 and Section 4 for local Directory Assistance calls.

f. Customer-owned pay telephones (COPT) will have the following operational characteristics:

(1) Must be able to access the Utility operator and/or the interLATA operator at no charge and without using a coin.

(2) Must be able to access E9-1-1 Emergency Service, where available, at no charge, without using a coin, and, when the PAL service is located in an exchange area which can only access E9-1-1 Emergency Service by use of a dialing sequence other than E9-1-1, must prominently display on such instrument, the appropriate dialing sequence to access E9-1-1 Emergency Service, when available.

(3) Must be able to access 611 Repair Service, at no charge, without using a coin, and the customer's repair service for reporting trouble or complaints, and requesting refunds or general assistance.

(4) Must be able to access 1+411 Directory Assistance Service, or directly dialed calls to Directory Assistance outside the caller's Area Code but within the LATA at no charge, without using a coin.

(5) Must be able to access 711 Telecommunications Relay Service, at no charge, without using a coin. Payphone owners are not permitted to charge for connection to California Relay Service via 711.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

f. Customer-owned pay telephones (COPT) will have the following operational characteristics: (Continued)

(6) Must comply with all applicable Federal, State and Local laws, rules and regulations concerning the use of these telephones by disabled persons and the hearing impaired, which include the following general requirements:

Handset cord is a minimum of 29" in length.

Telephone books, if provided, shall be located in a position that complies with reach ranges.

If a total number of four or more public telephones are provided (including both interior and exterior) at a site, and at least one is in an interior location, then at least one interior public text-telephone shall be provided.

(7) Must be able to access 950-XXXX, where facilities permit, at no charge, without using a coin.

(8) Must be able to access 800-XXX-XXXX dialing at no charge, without using a coin.

(9) Must be able to access 10XXX, where FGD is available.

(10) Must return coins deposited in the event of an attempted but uncompleted call.

This coin return shall be made immediately after the caller hangs up. An attempted but uncompleted call refers to a call which results in a caller encountering (a) a busy signal, (b) a ring no answer, or (c) a network recording. In addition, the customer shall make refunds promptly upon plausible user complaint about failure of the COPT to return coins, poor transmission, premature disconnection, or other service problems.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

f. Customer-owned pay telephones (COPT) will have the following operational characteristics: (Continued)

(11) Must provide access to sent-paid and/or nonsent-paid calling and local, intraLATA toll, and interLATA calling requirements by type of pay phone as follows:

	LOCAL		INTRALATA	INTERLATA
	Sent Paid	Non-Sent Paid	Sent Paid	Non-Sent Paid
Coin-Single Denomination	X	X		X
Coin-Multiple Denomination	X	X	X	X
Non-Coin		X		X
Universal Coin/Credit	X	X	X	X

(12) Intrastate/interLATA directory assistance shall be available to the caller at the same (or lower) rate the customer is charged by the Interexchange carrier for intrastate interLATA directory assistance calling from pay phones.

(13) Must install pay phones and enclosures, which are in compliance with California handicap access requirements.

All customers operating 100 or more pay telephones shall ensure that at least 5 percent, including at least one accessible telephone, of pay telephones in high traffic areas will be equipped with volume control, (amplified hand-sets) and appropriate identification signage per D. 87-04-027.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

g. The customer must comply with CPUC General Order 107-B Rule and Regulations concerning the Privacy of Telephone Communications.

h. The customer COPT equipment must be programmed as follows:

(1) The rates and charges for intrastate calling and service from all pay phones must be in accordance with applicable tariffs and any rate caps authorized by the CPUC.

(2) The length of a sent-paid local call may be limited by requiring the deposit of additional money. The minimum time period before cut-off of a local coin call shall be 15 minutes. If a time limit is imposed, the customer shall provide the caller with a voice-over instruction or beep warning at the end of the time period to afford the caller the opportunity to deposit more money before the call is terminated.

(3) The customer may set a maximum rate of not more than the authorized Utility coin rate for a sent-paid local call from a PAL.

(4) The customer has options for call screening, as found in Section 5, item 5.4.4. The Utility will also provide options for Information Services Call Blocking for 900 services as found in Section 5, item 5.4.3.

(5) Non-local IntraLATA coin calls:

The rates for non-local intraLATA coin calls made from a PAL shall be the same as the rates for such calls if placed from the Utility public telephone, to include any surcharge applicable to the call if placed from the Utility's phone.

The charge for these calls shall be made on a pre-paid basis for an initial three minutes. Additional minutes may be charged on a prepaid basis, priced on two minute increments rounded to the nearest $0.05, with announcement of additional charges and pending termination of the call made at least five seconds before expiration of the current calling period, or charged on a post-pay basis in incremental periods (e.g., each five minutes of overtime used beyond the initial three minutes. COPT operators may charge end users an additional coin surcharge of ten cents per call.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

h. The customer COPT equipment must be programmed as follows: (Continued)

(6) IntraLATA non-sent paid calling:

All pay phone providers shall be authorized, but not required to charge end users a non-sent-paid "Pay Station Service Charge" up to 25 cents per non-sent-paid intraLATA call made over its pay telephones. No pay phone provider shall be required to impose this charge.

When imposed, this new charge shall be an incremental rate applicable for pay stations in addition to the Utility's presently tariffed surcharges for revenue producing "O-" intraLATA calls.

The customer may provide O+ operator and billing services for O+ intraLATA calls either in conjunction with the Utility or not.

If a caller dials "O" from a PAL to make an intraLATA non-sent-paid call and reaches the Utility operator, the operator shall advise the caller to dial O+. If the caller, after being advised by the Utility operator to dial O+ expresses a preference to complete the intraLATA call utilizing O- operator assistance, the Utility operator will complete the call.

Operator response time shall not exceed 20 seconds after the called number is dialed by the caller.

The operator service shall identify itself before any charges are assessed to the caller.

Operator service personnel shall quote the appropriate rates for their services at the caller's request, for the call as placed.

In the intraLATA "O+" and "O-" operator services market serving pay phones, operator service personnel shall refer the caller to the appropriate dialing pattern if the caller prefers to use the LEC operator services (on a "O+" or "O-"basis, effectively) to complete on intraLATA "O+" or "O-" call.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

h. The customer COPT equipment must be programmed as follows: (Continued)

(6) IntraLATA non-sent paid calling: (Continued)

A 150-day back billing period shall be imposed for non-sent-paid calls originating from pay phones (i.e., the billed party must be billed for non-sent-paid calls originating from pay phones within 150 days from the date the calls were made, if they are to be billed at all.

(D)
|
(D)

i. InterLATA Calls:

The customer may set a maximum rate of not more that $.10 per call above AT&T California's authorized rate.

For InterLATA O+, the operator service personnel may instruct the caller to dial 950-XXXX, 10XXX, or 800 XXX-XXXX if the caller prefers to use the operator service/inter-exchange carrier of his/her choice to make a non-sent-paid interLATA call, and the operator services personnel may not be required to provide to the caller the specific number for reaching the caller's preferred carrier/operator services provider. Determination of the number shall be the caller's responsibility.

j. Local calls made by use of 10XXX operator-handled service may cost more than directly dialing the local number. (C)

k. The customer understands that service may be terminated by the Utility for violation of any approved tariff conditions contained in the Utility's tariffs.

l. The customer shall be responsible for the payment of charges as set forth in Section 2 for visits by a Utility employee to the customer's COPT when the service difficulty is caused by customer-owned equipment or facilities.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

m. The customer is required to true up rates to match the Utility's toll schedules as set forth in Section 3 in effect on January 1st of each year. This annual true up shall be completed no later than February 1st of each year.

n. Effective January 1, 2002, the customer must provide the following. "Payphone signage must reflect the fact that 711 is a free call to the California Relay Service using the language '711 is a free call to TRS/CRS'."

3. Billing and Collecting of Pay Station Service Charge

a. The Utility will process call information recorded by the Utility.

b. The Utility will, upon customer request, bill and collect the Pay Station Service Charge for customers connecting a PAL to the Utility's network, as specified in this Service Catalog.

c. The Utility will bill and collect only for zero-plus (0+) non-sent-paid calls and will not bill and collect for zero-minus (0-) calls.

d. Billing and Collecting Service will be provided for calls which originate and terminate within the same LATA.

e. The Utility will bill and collect only a Pay Station Service Charge of $0.25.

f. The back billing limitations specified in Section R1, Rule 10 shall apply to billing and collection of the Pay Station Service Charge.

R. Public Access Line (PAL) - Optional Coin Supervision/Transmission

1. Public Access Line (PAL) Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

S. Coin Line Service – West Coast Market (N)

1. General

Applicable to public and semipublic telephone services and within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Description

Coin Line Service is a coin voice grade exchange line available, where equipment and operating conditions permit, that provides switch based dial tone first (DTF) coin line functionalities for the connection of customer-owned pay telephones (COPT).

The term "customer" is defined as the party subscribing to a Coin Line for the purpose of connecting a COPT to the local exchange. Coin Line Rates are found under Network Access Service.

3. Special Conditions

a. Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

b. The provision and use of this service is subject to the conditions of this Service Catalog, and any other applicable rules, conditions, or regulations of the California Public Utility Commission.

c. A Coin Line customer must use a separate Coin Line for each pay telephone instrument installed and will be billed the Service Catalog rate for each line. Off-premise extensions to Coin Line Service are not permitted.

d. Where Coin Line Service is provided, any type of grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

e. The Company shall not be liable for shortages of coins deposited and/or collected from the Coin Line customer's equipment.

f. The Company shall not be liable for end-user fraud associated with failure of the customer's equipment to perform.

g. Suspension of service for nonpayment as specified in the Local Exchange tariff is applicable to Coin Line Service.

h. The carriage and completion of local and intraLATA toll messages are provided by the Company.

(N)

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

S. Coin Line Service – West Coast Market (Continued) (N)

3. Special Conditions (Continued)

i. The customer is subject to the requirements for COPT Service as set forth previously.

j. The customer is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

k. Special billing and coin sharing arrangements between a Coin Line customers and another carrier are the responsibility of the Coin Line customer.

l. It is the customer's responsibility to ensure instruments used in conjunction with the Coin Line Service are compatible with the Company's network.

m. Coin sent paid interLATA calls from Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

4. Features

a. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

b. Service is provided on a one-way or a two-way basis at the customer's option.

c. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

d. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

e. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a Coin Line, which may require special handling and billing treatment.

f. Central office 900 and 976 blocking is provided.

g. Standard recorded announcements provided by the Company are used for calls that originate from a Coin Line.

h. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator service system.

i. All 0+ interLATA calls are routed to the presubscribed carrier. (N)

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIIONS (Continued)

S. Coin Line Service – West Coast Market (Continued)

5. Rates and Charges

a. Coin Line Service is provided on a fixed rate basis. The monthly rate is applicable for Coin Line Service on a per-line basis.

	Monthly Rate
1. Coin Line, per line	See Coin Line Service Section 1.1.3.J. Rates and Charges

T. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems: (N)

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE

1.2.1 APPLICABILITY

Applicable to telephone calling areas in exchanges provided with extended area service.

1.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Extended Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.2.3 EXTENDED SERVICE

A. Service at rates specified in the Service Catalog sections is provided without additional charge as follows in the California Embedded Market:

From service in this exchange	To service in this exchange
Adin	Bieber
Bieber	Adin
Chester	Lake Almanor Westwood
Elk Grove	Meadowview Sacramento Main
Ferndale	Fortune Lolita Rio Dell Hydesville
Greenville	Keddie Lake Almanor Westwood
Janesville	Susanville
Keddie	Quincy Greenville
McCloud	Dunsmuir Mt. Shasta
Meadowville	Sacramento Main D.A Courtland Elk Grove Sacramento North D.A
Millville	Anderson Redding
Montgomery Creek	Oak Run
Paynes Creek	Shingletown
Susanville	Janesville
Walnut Grove	Thornton

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

B. Service at rates specified in 1.2.4 Elk Grove Calling Plans is provided as follows in the California Embedded Market:

From service in this exchange	To service in this exchange
Elk Grove Central Offices: 478, 509, 525 627, 667, 681, 682, 683 684, 685, 686, 687, 688 689, 691 and 714.	Sacramento Central Offices: 278, 321, 322, 323, 324, 325, 326, 327, 328, 329, 340, 360, 361, 362, 363, 364, 366, 368, 369, 371, 372, 373, 374, 381, 383, 386, 387, 388, 391, 392, 393, 394, 395, 399, 421, 422, 423, 424, 425, 427, 428, 429, 431, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 451, 452, 453, 454, 455, 456, 457, 531, 539, 551, 552, 553, 557, 593, 631, 635, 636, 638, 653, 654, 657, 708, 709, 710, 731, 732, 733, 734, 736, 737, 739, 747, 761, 762,763, 766, 767, 852, 854, 855, 951, 952, 957

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

C. One Way Extended Area Service (EAS) at rates specified in the Service Catalog Main District Area of schedules plus an incremental flat rate as follows in the California Embedded Market:

From service in these Exchanges	To service in this exchange
Clarksburg - 744/ Courtland - 775	Sacramento Main District Central Offices 201, 202, 203, 204, 205, 206, 207, 208, 212, 213, 214, 215, 216, 217, 219, 224, 227, 228, 229, 231, 233, 244, 246, 249, 255, 261, 262, 264, 266, 267, 277, 278, 281, 282 284, 288, 290, 296 302, 307, 310, 313, 317, 319, 321, 322, 323, 324, 325 ,326, 327, 328, 329, 340, 341, 360, 361, 362, 363, 364, 366, 368, 369, 371, 372, 373, 374, 375, 376, 379, 381, 382, 383, 386, 387, 388, 391, 392, 393, 394, 395, 396, 397, 399 401, 402, 403, 408, 414, 416, 417, 420, 421, 422, 423, 424, 425, 427, 428, 429, 431, 433, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 463, 464, 466, 471, 491, 492, 493, 494, 497, 498, 499 501, 502, 503, 505, 506, 508, 522, 523, 531, 539, 551, 552, 553, 554, 556, 557, 558, 559, 590, 591, 592, 593, 594, 599 600, 601, 602, 603, 606, 607, 610, 612, 615, 616, 617, 631, 635, 636, 638, 650, 651, 653, 654, 657, 658, 669, 672, 697, 698 703, 704, 708, 709, 710, 712, 715, 716, 717, 718, 719, 720, 730, 731, 732, 733, 734, 736, 737, 739, 747, 760, 761, 762, 763, 764, 766, 767, 769, 793, 798, 799 801, 802, 803, 804, 806, 807, 808, 810, 812, 813, 814, 815, 816, 817, 819, 820, 825, 826, 828, 829, 832, 833, 834, 835, 837, 838, 840, 843, 845, 848, 849, 851, 852, 853, 854, 855, 856, 857, 858, 859, 861, 870, 874, 875, 881 901, 912, 914, 930, 942, 947, 951, 952, 954, 955, 956, 980, 981, 995, 996, 997, 999

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

C. (Continued)

Exchange Area Service	Monthly EAS Incremental Rate
Business Access Line Service	$ 6.35

This one-way Extended Area Service route is in compliance with the California Public Utilities Commission Order 99-07-034 dated July 22, 1999, directing The Company to offer toll free dialing to the Main District Area of Sacramento to be effective January 22, 2000. The charges (rates) listed above will appear as a separate line item on each Courtland and Clarksburg customers' bill.

D. Service at rates specified in the Service Catalog is provided without additional charge as follows in the Global Valley Market:

From service in this exchange	To service in this exchange
Livingston	Atwater
Patterson	Crows Landing

Additionally, the following expanded local calling areas are established in accordance with Decision No. 90-1-058 dated November 21, 1990, to be effective June 1, 1991:

From service in this exchange	To service in this exchange
Guinda	Esparto
Livingston	Turlock

E. Service at rates specified in the Service Catalog sections is provided without additional charge as follows in the Golden State Market:

From stations receiving service from the exchange designated as	To stations receiving service from exchanges designated as
Arbuckle	Arbuckle Dunnigan Grimes Meridian Williams

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

E. Service at rates specified in the Service Catalog sections is provided without additional charge as follows in the Golden State Market: (Continued)

From stations receiving service from the exchange designated as	To stations receiving service from exchanges designated as
Colusa	Colusa Grimes Maxwell Meridian Williams
Grimes	Arbuckle Colusa Grimes Meridian Williams
Lake Almanor	Chester (258 & 259) Lake Almanor Westwood Greenville
Maxwell	Colusa Maxwell Williams
Princeton	Butte City Princeton
Westwoood	Chester (258 & 259) Greenville Lake Almanor Westwood
Williams	Arbuckle Colusa Maxwell Williams
Needles	California Village (629) Mohave Valley, Arizona Needles

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.4 ELK GROVE CALLING PLANS - Business

	Rate	EAS Minutes	
A. Basic Plan	Basic Access Line Rate	0-120	
	$.02/Minute	121+	
	Maximum Charge $6.00		
B. Block Plan	Basic Access Line Rate	0-120	
	$2.50/Month	121-300	
	$.02/Minute	300+	
	Maximum Charge $6.00		
C. Unlimited Plan	Basic Access Line Rate	0-120	
Business	$5.00/Month	121+	(T)
Residence	$4.00/Month	121+	(N)

1.2.5 SPECIAL CONDITIONS

A. The Basic Plan includes 120 free minutes with a $.02 per minute charge for additional calls up to $6.00. Additional calls over $6.00 are free.

B. The Block Plan includes 120 free minutes with an additional 180 minutes for $2.00 per month. The $.02 per minute charge occurs for additional calls over the 300 minutes up to $6.00. Additional calls over $6.00 are free.

C. The Unlimited Plan includes 120 free minutes with unlimited EAS calling for an additional $4.00 per month.

SECTION 1 - ACCESS LINES

1.3 LOCAL CALLING PLANS – TUOLUMNE MARKET

1.3.1 GENERAL

This service applies to local exchange telephone service customers. Selected exchanges served by the Company, as listed below, have three Local Calling Plans (LCPs) available in which a customer in one of the Utility's exchange may complete calls to other selected exchanges. Customers may choose from one of the following plans:

1) Premium Flat Rate Service
2) Measured Service
3) Long Distance Toll Service ("Stay as you are")

1.3.2 TERRITORY

Applicable to the territory within the Oak Run and Shingletown exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Local Calling Plans as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.3.3 CALLING AREA

LCPs provide calling between the following exchanges:

Originating Exchange	Terminating Exchanges
Oak Run	Millville
	Redding
Shingletown	Millville
	Redding

1.3.4 RATES AND CHARGES

The rates shown herein, in addition to applicable local access line charges shown in its Local Exchange Tariff, Schedule CAL P.U.C. No. A1, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedule

	Premium Flat Rate Service	Measured Service	
	Monthly Rate Additive	Monthly Rate Additive	Usage Rate Per Minute of Use After First Hour
Residence One-Party	$ 15.00	$ 4.00	$ 0.05
Residence Key Line	15.00	4.00	0.05
Business Multi-Line/Centrex	15.00	4.00	0.05

Long Distance Toll Service rates are defined in Schedule No. B-1, IntraLATA Message Toll Telephone Service.

SECTION 1 - ACCESS LINES

1.3 LOCAL CALLING PLANS – TUOLUMNE MARKET (Continued)

1.3.4 RATES AND CHARGES (Continued)

Detailed Message Billing

The monthly rate for Premium Flat Rate and Measured Service Plans do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges will apply. Appropriate service charges as shown in Section 2, Service Charges, also apply if detail message billing is requested beyond six months (180 days) after the date LCPs are initially offered, or after a customer first requests telephone service from the Company. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Flat Rate Option. (T)

Detailed Message Billing - Rates

Per Customer bill, per month	$1.75
Charge per page of billing detail	0.10

1.3.5 SPECIAL CONDITIONS

A. LCPs are available to flat or local measured residence one party, residence key line, business one party, business multi-line and Centrex customers.

B. The Premium Flat rate Service provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

C. Measured Service provides discounted calling to specified exchanges for a monthly recurring charge plus a measured usage rate per minute. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis. The monthly recurring charge for Measured Service entitles the subscriber to one hour of calls placed to the terminating exchanges, with a per minute rate starting after the first hour. No credits will be given if the customer places less than one hour of calls on this plan.

D. Customers who refrain from selecting either Premium Flat Rate Service or Measured Service will by default have their toll usage billed at long distance toll rates.

E. A customer may subscribe to a LCP or change the LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a LCP is initially furnished to the customer or when the customer is making an initial request for service from the Company. Appropriate service charges will apply thereafter as specified under Section 2, Service Charges. (T)

SECTION 1 - ACCESS LINES

1.3 LOCAL CALLING PLANS – TUOLUMNE MARKET (Continued)

1.3.5 SPECIAL CONDITIONS (Continued)

F. The Measured Service option provides for calling to specified exchanges where each call is measured on a discounted per-minute basis only. The measured rate per minute is not affected by time-of-day, day-of-week, or distance called.

G. Premium Flat Rate and Measured LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Long Distance Toll Service calls should be dialed on a 1 + or 0 + basis. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Utility's Service Catalog.

H. Premium Flat Rate or Measured Services will not be offered in connection with Public Telephone Services, Foreign Exchange Service, Feature Group A, or Party-Line services.

I. Hotel/Motel customers may subscribe to the Utility's LCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel, which shall be responsible for any prorating and billing of the charges to the guests.

J. For the purpose of determining usage charges for Measured Service, the following applies:

1. A charge per minute or fraction thereof, applies for the duration of all calls after the first hour of usage. Monthly billing is based on cumulative minutes of usage (after the first hour) with the total fraction rounded to the next higher minute.

2. Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs up", thereby releasing the network connection. If the called line "hangs up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE

1.4.1 APPLICABILITY

Applicable to business and residence Foreign Exchange Service.

1.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Foreign Exchange Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.4.3 RATES AND CHARGES

A. Business Measured Rate Service – California Embedded Market

		Rates Per Month	
1.	Single Line PBX Trunk	Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment:	
2.	Foreign exchange increment rate, each	Residence	$23.00
		Business on-net	$13.00
		Business off-net	$3,995.00 (I)

3. Business Single Line offerings are limited to the following stated routes:

Local Exchange	Foreign Exchange
Elk Grove	Stockton
Elk Grove	Davis
Millville	Redding
Elk Grove	Fair Oaks
Elk Grove	Woodland
Elk Grove	Galt
Elk Grove	Placerville
Ferndale	Fortuna
Keddie	Quincy

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

A. Business Measured Rate Service – California Embedded Market (Continued)

4. The rates for Foreign Exchange Business service apply as follows:

	Initial Period One Minute or portion thereof	Each Additional Minute or portion thereof
Each call	$.0383	$.0155

5. Measured rates and discounts apply in accordance with A1.1.3. D. and AT&T California tariff Schedule Cal. P.U.C. A5.

B. Business Flat Rate Service — Rates Per Month

1. Single Line PBX Trunk – California Embedded Market — Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment:

2. Foreign exchange increment rate, each (see Special Condition N and O)

On-net	Off-net
$26.80	$2,774.00

(I)

3. Business Single Line offerings are limited to the following stated routes:

California Embedded Market

Local Exchange	Foreign Exchange
Adin	Alturas
Burney	Fall River Mills
Burney	Montgomery Creek
Cedarville	Alturas
Chester	Lake Almanor
Chester	Susanville
Fall River Mills	Bieber
Fall River Mills	Burney
Greenville	Lake Almanor
Janesville	Susanville
Montgomery Creek	Burney

Material relocated to Sheet 26.1

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Service (Continued)

Golden State Market

Local Exchange	Foreign Exchange
Lake Almanor	Chester
Colusa	Meridian*

(L)

West Coast Market

Local Exchange	Foreign Exchange

Foreign Exchange Service In Local Exchange
(within the local West Coast exchanges as listed in the Local Exchange Tariff, Schedule Cal. P.U.C. No. Schedule No. A1)

(N)

C. Residence Measured Rate Service

(L)

	Rates Per Month
1. Single Line	Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment:
2. Foreign exchange increment rate, each (see Special Condition N)	$10.00

3. Residence Single Line offerings are limited to the following stated routes:

Local Exchange	Foreign Exchange
California Embedded Market	
Elk Grove	Stockton
Elk Grove	Davis
Millville	Redding
Elk Grove	Fair Oaks
Elk Grove	Woodland
Elk Grove	Galt
Elk Grove	Placerville
Ferndale	Fortuna
Keddie	Quincy

(L)

* Limited to services established or applied for prior to May 10, 1975.
Item B relocated from Sheet 26 and item C relocated from Sheet 27.

(N)

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

C. Residence Measured Rate Service (Continued) (T)

3. Residence Single Line offerings are limited to the following stated routes: (Continued) (T)

Golden State Market

Local Exchange	Foreign Exchange
Lake Almanor	Chester

Tuolumne Market

Foreign exchange service is available only to customers of the Tuolumne exchange (local exchange) receiving business or residence individual line or residence suburban line service from the contiguous Sonora exchange (foreign exchange).

D. Residence Flat Rate Service (N)

West Coast Market

Local Exchange		Foreign Exchange
Foreign Exchange Service	In	Local Exchange

(within the local West Coast exchanges as listed in the Local Exchange Tariff, Schedule Cal. P.U.C. No. Schedule No. A1) (N)

E. Switched Foreign Exchange Service – California Embedded Market (T)

Service	Rates
Business Measured Rate Service (No Monthly Usage Allowance)	Exchange Rate applicable in Section 1 plus the following applicable increments.
Private Branch Exchange (PBX) Measured Rate Service (No Monthly Usage Allowance)	
Residence Measured Rate Service (Monthly Usage Allowance - $3.00)	

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

E. Switched Foreign Exchange Service – California Embedded Market (Continued)

Local Exchange	Foreign Exchange	Rate Zone	Access Line F1R*	FMB*	FPT*	
Elk Grove	Sacramento	A	$31.50	$71.70	$140.30	(I)
Elk Grove	Sacramento	B	40.50	82.70	151.30	(I)
Elk Grove	Sacramento	C	60.50	81.70	75.30	

Switched FEX Service is offered only in conjunction with Zone Usage Measurement Service as set forth in Section 1.

F. Toll rates in connection with switched foreign exchange service will be in accordance with the Service Catalog provisions of the foreign exchange.

G. Foreign Exchange Mileage Rates - in the Local Exchange.

	Monthly Rate Each 1/4 Mile
1. Business Service	
- Each Individual Line	8.00
- Each Individual Line - West Coast Market	1.50
or PBX Trunk	
2. Residence Service	
- Each Individual Line	$4.00
- Each Individual Line - West Coast Market	1.50

H. Foreign Exchange Mileage Rate - Noncontiguous Exchanges. Each mile or fraction thereof, measured from rate center to rate center: Monthly Rate $12.00

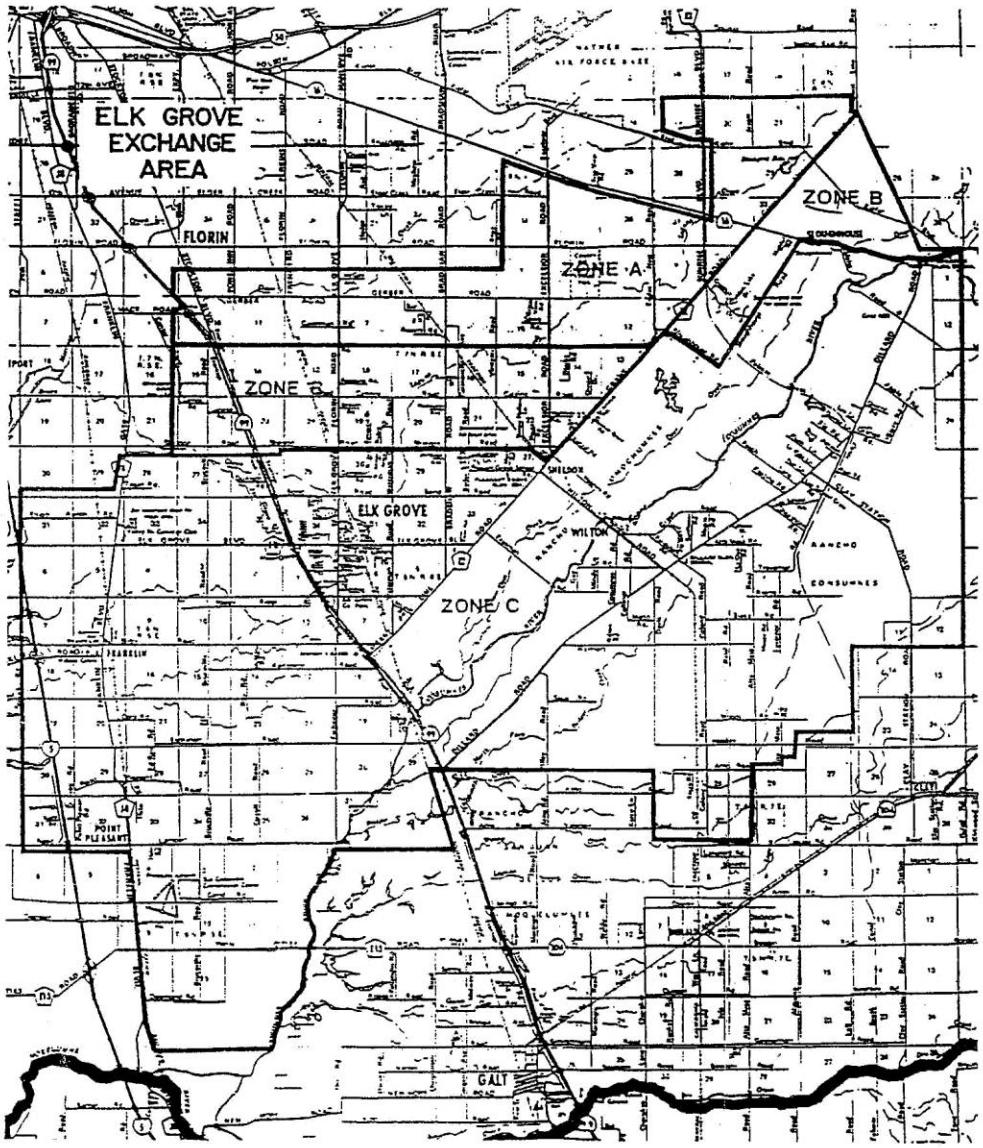
I. Suburban Mileage Rates - Applicable suburban mileage rate to class and grade of service furnished.

* Add A, B, or C to designate rate zones.

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)



SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

J. Off-Premises Extension Station Mileage – Tuolumne Market

A. Within the exchange area, each extension station or private branch exchange station:

(1) Where the terminals are in different buildings on the same continuous property and such buildings are located beyond 300 feet from the primary station:

(2) Where the terminals are on non-contiguous property.

	Monthly Rate
K. Secretarial Line Service California	The rates and special conditions applicable to this service are those in effect in AT&T filed Schedule CAL P.U.C. No. A10 and A3.1.

L. Switched Foreign Exchange Connection Charges – Embedded California Market

Service	Nonrecurring Charges*
Business Service Residence Service	Applicable rates and charges as shown in Section 2

1.4.4 SPECIAL CONDITIONS

A. Under this section, "Local Exchange" is the exchange in which the primary or extension station is located. "Foreign Exchange" is the exchange from which the service is rendered, thus the exchange providing the dial tone.

B. The above rates comprehend service, without additional charge, to all stations receiving service from the foreign exchange. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll tariff provisions of the foreign exchange.

* Charges are in addition to Service Charges as shown in Section 2. (T)

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.4 SPECIAL CONDITIONS (Continued)

C. Foreign exchange mileage rates as shown in Rates 1.4.3 preceding, are applicable to the airline distance between the customer's primary station and the nearest point on the local and foreign exchange common boundary, as determined in this condition and the nearest point on the foreign exchange base rate area boundary.

D. Customers to Foreign exchange service are not required to take simultaneous service of the exchange from which local service normally would be rendered.

E. Foreign exchange service will be furnished subject to the same conditions as to the use of local exchange service.

F. Joint User Service will not be permitted in connection with Foreign Exchange Service nor will Foreign Exchange Service be provided for public use.

G. Except as otherwise provided in these conditions, services furnished in the local exchange will be available in connection with Foreign Exchange Service in accordance with the Service Catalog provisions of the local exchange for the particular classification of service furnished.

H. The Service Catalog provisions of the local exchange applicable to Service Charges in Section 2 will apply in connection with Foreign Exchange Service. (T) (T)

I. A directory listing in connection with Foreign Exchange Service is provided in the directory for the foreign exchange without further charge. In addition, customers are also provided with the same directory listings in the alphabetical section of the local directory without further charge.

J. Additional listings and lines of information will be furnished to Foreign Exchange customers in local or foreign directories in accordance with the Service Catalog provisions in effect for the directory containing the additional listing or line of information.

K. Mileage rates are applicable to off-premises extension stations in accordance with Section 5 of the Service Catalog.

L. In the case where extraordinary construction is required, the customer will be billed for the actual cost incurred by the Utility which includes a Federal Income Tax component as listed in Section 10, Rule 3 of the Service Catalog.

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.4 SPECIAL CONDITIONS (Continued)

M. Foreign Exchange Business Extension Service:

1. Service under this section will be furnished only to customers receiving business individual line primary service in the foreign exchange listed in Section 1.4.3 preceding.

2. The local service area in connection with service furnished under this section will be the local service area effective in connection with the primary service to which the foreign exchange extension is connected.

3. No mileage charge is applicable to an extension from an off-premises extension located on the same premises as that off-premises extension.

N. Golden State Market – Basic rate of the foreign exchange for the class of service provided, plus one (1) center per message over the allowance provided for in the basic rate.

O. Golden State Market - The basic rate for business individual line service includes an allowance for 200 local messages plus:
- Chester line - $.05 each message over allowance
- Meridian line - $.06 each message over allowance

P. West Coast Market - Where unusual construction conditions are encountered, the subscriber to foreign exchange service may be required to pay the cost of establishing facilities in the local exchange between the subscriber's premises and the foreign exchange area boundary. The minimum contract period for foreign exchange service where extension of the local exchange plant is required, shall be five (5) years. This condition will be subject to advance authorization of the Public Utilities Commission of the State of California. (N) (N)

SECTION 1 - ACCESS LINES

1.5 RESERVED FOR FUTURE USE (T)

(L)

(L)

(L) Material relocated to Section 12. (N)

SECTION 1 - ACCESS LINES

1.6 ZONE USAGE MEASUREMENT SERVICE – CALIFORNIA EMBEDDED MARKET

1.6.1 APPLICABILITY

Applicable from the Elk Grove Exchange in connection with all classes, types and grades of extended service including foreign exchange service. Public service is excluded.

1.6.2 TERRITORY

Applicable to the Elk Grove Exchange area where service is provided from Central Offices and/or Operating Systems capable of providing Zone Usage Measurement Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.6.3 RATES AND CHARGES

A. Flat and Measured Rate Service

Rates and allowances are set forth-in sections covering the services referred to under applicability above.

B. Zone Calling

1. The Zone Calling rates applicable to calls between zones as such zones are identified in Rate 1.6.3.C, are as follows:

Zone	Initial Period 1-Minute*		Each Addl. Minute*	
1	$0.0383	(I)	$0.0155	(I)
2	0.0383	|	0.0155	|
3	0.110	(I)	0.050	(I)

2. The Zone Calling rates are applicable during the time of day when conversation takes place. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine whether day rate or discount rate treatment applies. In cases where a message extends beyond one rate period, the appropriate rate treatment as specified in 1.6.3.B.4. following, applies to the respective periods of conversation.

* or portion thereof

SECTION 1 - ACCESS LINES

1.6 ZONE USAGE MEASUREMENT SERVICE (Continued)

1.6.3 RATES AND CHARGES (Continued)

B. Zone Calling (Continued)

3. Zone Usage Measurement Service Allowances.

Allowances are set forth in the exchange service sections where the service of the class, type and grade is offered.

4. Zone Calling Day Rate and Discounts apply as follows:

(a) Full rate applies, 8:00 AM to 5:00 PM Monday through Friday.

(b) 30% discount applies, 5:00 PM to 11:00 PM, Monday through Friday.

(c) 60% discount applies, all other hours/days including holidays.

(1) Maximum usage discount applies on holidays as listed in Section 1.1.4.J.5.

(d) Day rates are applicable to all calls based on the initial and additional minutes used with discounts applicable as shown below:

(1) Zones 1 and 2 calls are summarized

(2) Zone 3 calls are individually billed

(e) Discounts are applicable to measured time during the periods as shown in (b) and (c) above.

(1) Zones 1 and 2 calls are discounted based on the summary of measured times during the discounted period. Fractional amounts are rounded down to the lower cent.

(2) Zone 3 calls are discounted on a per call basis for measured times during the discounted period. Fractional amounts are rounded to the nearest cent.

SECTION 1 - ACCESS LINES

1.6 ZONE USAGE MEASUREMENT SERVICE (Continued)

1.6.3 RATES AND CHARGES (Continued)

B. Zone Calling (Continued)

5. Applicability of Zone Calling

(a) Zones 1 and 2 rates apply to calls within the originating exchange's Zone 1 and Zone 2 when such calls originate from Individual Line Measured Rate Service only.

(b) Zone 3 rates apply to all calls within the originating exchange's Zone 3 when such calls originate from all services except Public Services.

(c) Zone rates do not apply to messages originating from Public Services. Message toll rates apply to all messages originating from these services except for messages, which terminate in Zones 1 and 2.

(d) Usage allowances are applicable to Zone Calling, as provided for in this section only. Usage allowances are not applicable to message toll calls.

C. Zone Calling Routes

Exchange	Zone 1	Zone 2	Zone 3
Elk Grove Exchange Service	---	---	Sacramento
North DA Elk Grove Switched FEX	Elk Grove	---	Citrus Heights
	Sacramento Main DA Sacramento North DA Meadowview Folsom Fair Oaks Rio Linda		
	---		Service not offered

SECTION 1 - ACCESS LINES

1.6 ZONE USAGE MEASUREMENT SERVICE (Continued)

1.6.4 SPECIAL CONDITIONS

A. Zone Calling rates apply to:

1. Sent-paid messages dialed and completed by the customer from a business telephone service without the assistance of a Utility operator.

2. Sent-paid messages placed with the assistance of a Utility operator where:

(a) Dial completion facilities are not available;
(b) equipment or circuit conditions cause unsuccessful dial attempts;
(c) the customer identifies himself as being handicapped and unable to dial;
(d) the Utility operator must identify the calling number where automatic recording equipment is not available.

3. Sent-paid messages re-established after a service failure on a customer-dialed call.

B. For toll messages other than those described in this section, the rates and special conditions applicable are as provided in the Service Catalog, Section 3.

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET

1.7.1 APPLICABILITY

Applicable to Single-party Line Residential Flat and Measured Service customers.

1.7.2 TERRITORY

Applicable to the territory within the Utility's exchange areas where Zone Usage Measurement (ZUM) service is authorized by the California Public Utilities Commission.

1.7.3 GENERAL

The Unlimited Zone Usage Measurement Plan for Residential customers is an optional calling plan available to Single-party line Residential customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides unlimited calling, without Zone 3 usage charges, from a customer's home rate center to the corresponding ZUM Zone 3 terminating rate center(s) for a flat monthly rate.

1.7.4 RATES AND CHARGES

The monthly rate for the Unlimited ZUM Plan is in addition to the applicable Single-party line Residential and/or the Switched Foreign Exchange Residential Measured rates specified in its Local Exchange Tariff, Schedule A1.

	Monthly Rate	Non-Recurring Installation Charge
Unlimited ZUM Plan – Per Line	$14.95	$20.00

1.7.5 SPECIAL CONDITIONS

1. The Unlimited ZUM Plan does not apply to the following types of calls or services:

   - Operator Handled Station-to-Station Service
   - Operator Handled Person-to-Person Service
   - Operator Handled Credit Card Calls
   - Directory Assistance Service

   (D)

   - 900/976 Service
   - Private Line Services
   - Wide Area Telecommunications and 800 Service
   - Extended Area Service (EAS)
   - 3 Way Calling (per activation)
   - Call Return *69 (per activation)
   - Remote Call Forward
   - Foreign Exchange Service
   - Toll Station Service
   - Multi-party Service

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.7.5 SPECIAL CONDITIONS (Continued)

2. The Unlimited ZUM Plan is only available to Residential customers who subscribe to the Utility as their carrier for all local and Zone Usage Measurement calls.

3. Toll restricted access lines will not be eligible for the Unlimited ZUM Plan.

4. The Unlimited ZUM Plan is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited ZUM Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited ZUM Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

5. Call detail for Zone 3 usage will not be displayed on the customer's bill.

6. Service Charges listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited ZUM Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Charges will apply. (T) (T)

7. The $3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited (ZUM) Service.

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET

1.8.1 APPLICABILITY

Applicable to Single-party Line Residential Measured Service customers.

1.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Local Measured Usage and Zone Usage Measurement, Zone 1 services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.8.3 GENERAL

The Unlimited Local Usage Plan for Residential customers is an optional calling plan available to Single-party line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides Unlimited Local Voice Grade usage for a flat monthly rate within the customer's local exchange calling area, including Zone Usage Measurement, Zone 1.

1.8.4 RATES AND CHARGES

The monthly rate for the Unlimited Local Usage Plan is in addition to the applicable Single-party line Residential measured and/or the Switched Foreign Exchange Residential Measured rates specified in its Local Exchange Tariff, Schedule A1.

	Monthly Rate	Non-Recurring Installation Charge
Unlimited Local Usage Plan – Per Line	$8.25	$20.00

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.8.5 SPECIAL CONDITIONS

1. The Unlimited Local Usage Plan does not apply to the following types of calls or services:

   - Operator Handled Station-to-Station Service
   - Operator Handled Person-to-Person Service
   - Operator Handled Credit Card Calls
   - Directory Assistance Service

   - 900/976 Service
   - Private Line Services
   - Wide Area Telecommunications and 800 Service
   - Extended Area Service (EAS)
   - 3 Way Calling (per activation)
   - Call Return *69 (per activation)
   - Remote Call Forward
   - Foreign Exchange Service
   - Toll Station Service
   - Multi-party Service

   (D)

2. The Unlimited Local Usage Plan is only available to Residential customers who subscribe to the Utility as their carrier for all Local Measured Usage and Zone Usage Measurement calls.

3. Toll restricted access lines will not be eligible for the Unlimited Local Usage Plan.

4. The Unlimited Local Usage Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Local Usage Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Local Usage Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

5. Call detail for Local Measured Usage will not be displayed on the customer's bill.

6. Service Charges listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Local Usage Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Charges will apply.

7. The $3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited Local Usage Service.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET

1.9.1 APPLICABILITY

An arrangement in a Utility central office which allows users to connect suitably equipped customer premises equipment to the Utility's central office switch over 1.544 mb digital High Capacity Service.

1.9.2 TERRITORY

Applicable to the territory within the exchange areas in the Global Valley Market where service is provided from Central Offices and/or Operating Systems capable of providing Supertrunk Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.9.3 RATES AND CHARGES

	Nonrecurring Charge	Rate Per Month (1)
(1) SuperTrunk Termination(2)	$650.00	$217.72
(2) SuperTrunk Group**		
a. In-Only	125.00	10.00
b. Out-Only	125.00	10.00
c. Two-Way	125.00	10.00
d. Switch 56	125.00	10.00
(3) Optional Features		
a. Alternate Route, each route	150.00	10.00
b. Dialing Plan, each termination	200.00	75.00
c. Enhanced Alternate Route	$150.00	$100.00
d. SuperTrunk Fiber Advantage(2)	***	***

(1) In addition to all other rates that may be applicable for other associated services, which operate in conjunction with this Service.

(2) In addition to the applicable End User Common Line charges. Message toll charges apply to toll traffic carried on the SuperTrunk Group(s).

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.3 RATES AND CHARGES (Continued)

	Nonrecurring Charge	Rate Per Month
(3) Optional Features - (Continued)		
e. Network Connect**		
1. SuperTrunk to SuperTrunk	1,000.00	1,000.00
2. SuperTrunk to Points of Presence	1,000.00	1,000.00
3. SuperTrunk to Centrex	1,000.00	1,000.00
f. Change Charge	205.00	

1.9.4 SPECIAL CONDITIONS

1. Description of Service:

   a. SuperTrunk Service is comprised of one or more SuperTrunk Terminations, each connected to one High Capacity Service (HCS) circuit. The digital transport facility may be DS1 or DS3 level. Each SuperTrunk Termination provides 24 exchange channels. SuperTrunk Service is, therefore, modified in increments of 24 exchange channels only.

   b. SuperTrunk Serving Arrangement:

      SuperTrunk Service may be combined with Centrex, Primary Rate Interface-ISDN, and/or other SuperTrunk Service of the same customer with a service appearance in the same switching entity to create a SuperTrunk Serving Arrangement.

   c. SuperTrunk Groups:

      Individual channels must be aggregated into trunk group(s). Trunk group(s) are In-Only, Out-Only, Two-Way, and Switch 56. Sizing of the trunk group(s) is customer selectable within the constraints of available channels.

* In addition to the applicable interstate End User Common Line charges.

** In addition to the rates and charges for the High Capacity Channel Termination. See Section 1. This is offered where the Service is available.

*** The rate and charge will be filed with the Commission, subject to its approval, when the Utility receives a request for this feature.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

1. Description of Service: (Continued)

d. Standard Features:

Standard features, with exception of the trunk group charge, are included in the SuperTrunk Termination recurring and installation charges. Associated Services are separately charged. A minimum installation requires one SuperTrunk Termination, one HCS Circuit, and one trunk group. All standard and associated services, subject to technical limitations, are available from the users' local (serving) Central Office. SuperTrunk's standard features include the following:

(1) 24 Digital Channels: Each SuperTrunk provides 24 digital channels between the Utility's switch and the user's suitably equipped premises equipment.

(2) Answer Supervision on Outbound Calls: The Utility's switch will electronically signal the originating premises equipment when an outbound call is answered and when the called party disconnects. Answer Supervision on inbound calls shall be provided by the customer.

(3) Automatic Channel Selection: Automatic Channel Selection selects an idle channel for inbound call completion from a present pattern within a trunk group.

(4) Trunk Groups: A minimum of one trunk group is required for use with SuperTrunk Service, more may be selected. Trunks group charges are in addition to SuperTrunk Termination charges. Trunk groups are identified as:

In-only	-	Capable of incoming voice grade communication
Out-only	-	Capable of outgoing voice grade communication
Two-way	-	Capable of two way voice grade communication
Switch 56	-	Capable of data grade communication

(5) 10XXX dialing is available for intrastate intraLATA calls; users may specify a carrier for all other toll calls.

(6) Trunk Group Calling Restrictions: Dialing restrictions for outbound calls are selectable. Standard options include Local calls only. 900/976 blocking is also available. (Trunk Group Calling Restriction is assignable to individual trunk groups).

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

1. Description of Service: (Continued)

e. Optional Features

(1) Alternate Route:

(a) Allows customers to specify an Alternate Route where incoming SuperTrunk calls may be directed when all channels are busy, or when there is a loss of continuity with the premises equipment.

(b) This feature may be assigned to a SuperTrunk Serving Arrangement or SuperTrunk Group. The Alternate Route may be another SuperTrunk Serving Arrangement, Primary Rate Interface - ISDN, or DID trunk group residing in the same central office switch. Only one Alternate Route may be selected per SuperTrunk Serving Arrangement.

(2) Enhanced Alternate Routing:

(a) Enhanced Alternate Routing will automatically route incoming calls to a predetermined telephone number in the Public Switched Network when the SuperTrunk or SuperTrunk Group is busy or when continuity is lost between the central office and the customer provided equipment.

(b) Incoming calls that have been rerouted will be billed to the SuperTrunk billing responsibility. Toll charges are applicable in accordance with the filed Service Catalog Section.

(3) SuperTrunk Fiber Advantage:

Provides a dedicated High Capacity Service, which utilizes fiber optic cable to connect a customer location to the Utility's central office.

(4) Network Connect:

(a) Network Connect provides a connection to a Special Access High Capacity Digital Channel from a SuperTrunk to a distant end location. Each network port consists of one group, which is equivalent to 24 derived 64 Kbps DS-0 bit streams (24 voice equivalent circuits). The rates and charges for Network Connect are in addition to the rates and charges applicable to High Capacity Service.

(b) The distant location may be in the same or different central office. The distant end termination may be another SuperTrunk, a Centrex system, or Interexchange Carrier Points of Presence. The quality of transmission may vary depending on the distance and routing necessary to complete each call; consequently, overall, or end-to-end transmission is not guaranteed by the Utility.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

1. Description of Service: (Continued)

e. Optional Features: (Continued)

(5) Dialing Plan:

(a) Allows customers to dial between entities on either an access code or abbreviated station-to-station dialing basis. It provides calling connections between various entities, which may include a combination of Centrex, Primary Rate Interface-ISDN, or SuperTrunk Termination.

(b) This Dialing Plan feature is required any time two or more entities are connected to create a SuperTrunk Serving Arrangement. Calls between entities will be considered private and will not incur usage charges. The Dialing Plan feature applies to each entity in a SuperTrunk Serving Arrangement.

f. Associated Services:

Associated Services are network and exchange services that provide a SuperTrunk Serving Arrangement. These services must be provided from the SuperTrunk serving switch and include:

(a) Direct-In-Dialing to PBX Systems (DID Service).
(b) Centrex Service.
(c) Primary Rate Interface - ISDN.

2. Regulations:

a. SuperTrunk Service is only available where equipment and operating conditions permit. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features and Associated Services. Customers are responsible for providing compatible digital equipment and determining the compatibility of each basic and associated service used in conjunction with their application and equipment.

b. Alternate Serving Arrangements do not apply.

c. When the customer has existing In-Only Trunk Line and Direct-In-Dialing PBX (DID) Service and wants to convert these services to a SuperTrunk, the service must be disconnected. SuperTrunk installation charges apply, except for DID Service, which is described below.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

2. Regulations: (Continued)

d. When a customer converts from DID Service, SuperTrunk installation charges apply, however, the blocks of DID station numbers will not be charged a nonrecurring charge when used with SuperTrunk Service.

e. SuperTrunk Service must be separately billed.

f. All channels of a single SuperTrunk are served from a single switch entity.

g. When the customer subscribes to any Associated Services, the customer is billed for only one Associated Service type and/or telephone number. The customer may request any number of channels up to the total number of available channels in the SuperTrunk Serving Arrangement.

h. Answer Supervision shall be provided by the customer in accordance with Subpart D of Part 68 of the F.C.C.'s Rules and Regulations. Where a customer fails to provide Answer Supervision, the Utility may deny installation of SuperTrunk Service. The Utility may discontinue service for failure of the customer to provide Answer Supervision upon written notification and such failure has not been remedied within a reasonable time.

i. Directory Assistance charges apply for calls placed to Directory Assistance.

3. Limitations:

a. The optional feature, Dialing Plan, is not available with Assume Dial 9.

b. The /*/ and /#/ are not valid digits on call set up.

c. Centrex stations in a SuperTrunk Serving Arrangement will not display the calling number from SuperTrunk station users and vice versa.

d. SuperTrunk is a business service. Residence service will not be provided over SuperTrunk.

e. All customer provided equipment used to interface with SuperTrunk is required to conform with the Technical Reference Specifications as used by the Utility and found in the Switch Vendor's Technical References and their subsequent revisions:

Vendor	Contact Number
AT&T	1-800-432-6600
NTI	1-800-347-4850

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

4. Use of Service:

   a. The customer must provide sufficient information regarding the intended use of the service sufficient to allow the Utility to furnish and maintain the requested service, and to ensure that the use of the service complies with all tariff regulations.

   b. The Utility shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Utility only from the customer.

   c. A person, firm, or corporation may be designated by the customer as an authorized user of SuperTrunk Service. The authorized user may share such service with the customer, however, an authorized user must be specifically named in the customer's application for service.

   d. Unlawful Use - The service furnished under this Section shall not be used for any purpose or in any manner, directly or indirectly, in violation of the law or in aid of any unlawful act or undertaking.

5. Connections:

   All connections shall be made through equipment furnished by the customer or authorized user. The responsibility of the Utility shall be limited to the furnishing of service up to and including its local loop demarcation point on the customer's or authorized user's premises. The connection of customer provided equipment shall be on a Utility provided standard network interface or its equivalent conforming to Part 68, Subpart F, of the F.C.C.'s Rules and Regulations. The customer or authorized user is responsible for testing their equipment or facilities to ensure that when they are connected with SuperTrunk, such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer or authorized user to the Utility results from the operation of equipment and facilities provided by the Utility.

6. Violation of regulations are subject to its Local Exchange Tariff, Rule No. 11.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

7. Responsibility of the Customer:

   a. SuperTrunk is available under this Service Catalog for use in connection with terminal equipment provided by a customer or authorized user. The operating characteristics of such equipment or systems and its programming shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment provided by the customer or authorized user does not endanger the safety of Utility employees or the public; damage, require change in, or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility's services. Upon notice from the Utility that the equipment provided by a customer or authorized user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

   b. The customer shall be responsible for:

      (1) Compatibility of the connected terminal equipment

      (2) Where a customer elects to connect a customer-provided communications system to SuperTrunk, the customer shall be responsible for:

         (a) Compatibility of the connected communications system.

         (b) Testing, sectionalization, and clearance of trouble conditions or service difficulties to their communications systems, which is connected to SuperTrunk.

      (3) All signals generated by customer-provided terminal equipment must meet signal and format standards as described in the following Bellcore Technical References TR-NPL-000275

      (4) Placing all orders and payment of all charges for service(s) offered herein, and

      (5) Compliance with Utility regulations by the customer and authorized users.

8. Payments and Charges for Service:

   a. The Change Charge will apply for each rearrangement or change to the standard features and/or Associated Services of an existing SuperTrunk Service Arrangement. One charge applies per affected SuperTrunk Group that has changed through the addition/removal/rearrangement of any trunk group(s), and/or changes to standard of Associated Services.

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

9. Responsibility of the Utility:

   a. Liability:

      Provisions concerning limitations of liability are set forth in its Local Exchange Tariff, Rule No. 24. The Utility shall not be responsible for limitation, operation, or maintenance of any terminal equipment or communications systems provided by a customer or authorized user. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to the Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Utility shall be responsible only up to and including its local loop demarcation point and shall not be responsible for:

      (1) The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or

      (2) The reception of signals by such equipment or systems, or

      (3) Damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

10. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems: (N)

    It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)

SECTION 2 - SERVICE CHARGES (T)

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SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

	NON-RECURRING CHARGE			
	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market
1. Service Order Charge - Initial	$30.00 (I)	$33.00	$26.00	$30.00
2. Service Order Charge - Subsequent	$29.00	$27.00	$27.00	$24.40
3. Central Office Connection Charge (See Special Conditions B & E)	$31.00 (I)	$26.00	$26.00	$26.00
4. Access Line Work Charge, per line	$40.00	$40.00	$40.00	$26.00
5. Reconnect Charge (Refer to Special Condition I)	$60.00	$59.00 (I)	$60.00	$51.00 (I)
6. Long Distance Carrier Subscription Change Charge for equal access, access line	$5.00			

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.3 RATES AND CHARGES (Continued)

A. Business Service (Continued) (T)

	NON-RECURRING CHARGE				
	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market	
7. Premises Visit Charge	$30.75		$30.75	$25.00	(L) (T)
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		$46.25			
b. San Antonio (See Special Condition B)		$77.00			
8. Foreign Exchange Connection Charge	$115.75	$125.00	$115.75		(L) (T)
9. Personalized Telephone Number	$13.50				(T)
10. Reserved Numbers for Customers with current or no current service (Charge per telephone number)	$10.00				(T) (T)

(D)
|
(D)

(L) Material relocated to Sheet 1. (N)

SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES (Continued)

2.1.3 RATES AND CHARGES

B. Residence Service

	NON-RECURRING CHARGE							
	California Embedded Market		Global Valley Market		Golden State & Tuolumne Markets		West Coast Market	
1. Service Order Charge - Initial	$29.00	(I)	$30.00		$29.00	(I)	$29.00	(I)
2. Service Order Charge - Subsequent	$24.00		$21.00		$24.00		$24.00	
3. Central Office Connection Charge (See Special Conditions B & E)	$25.00		$22.00		$25.00		$25.00	
4. Access Line Work Charge, per line	$33.00	(I)	$34.00		$33.00	(I)	$30.00	(I)
5. Reconnect Charge (Refer to Special Condition I)	$45.00		$49.00		$45.00		$45.00	
6. Long Distance Carrier Subscription Change Charge for equal access, access line	$5.00							

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.3 RATES AND CHARGES (Continued)

B. Residence Service (Continued) (T)

	NON-RECURRING CHARGE				
	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market	
7. Premises Visit Charge	$30.75		$30.75	$25.00	(L) (T)
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		$46.25			
b. San Antonio (See Special Condition B)		$77.00			
8. Foreign Exchange Connection Charge	$75.75	$105.00	$75.75		(L) (T)
9. Personalized Telephone Number	$13.50				(T)
10. Reserved Numbers for Customers with current or no current service (Charge per telephone number)	$10.00				(T) (T)

(D) | (D)

(L) Material relocated to Sheet 3. (N)

SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers may be billed for Service Charges on a monthly basis, to a maximum period of twelve months. Per CA CPUC Decision D14-01-036, state funded support for discounts provided on Non-Recurring Charges will be capped at $39.00 per participant, per instance.

1. Residence — NON-RECURRING CHARGE

	California Embedded Market		Global Valley Market		Golden State & Tuolumne Markets		West Coast Market	
a. Service Order Charge - Initial	$29.00	(I)	$30.00		$29.00	(I)	$29.00	(I)
(1) California Specific Support Credit	19.00	(I)	20.00		19.00	(I)	19.00	(I)
(2) California LifeLine Charge	$10.00		$10.00		$10.00		$10.00	
b. Central Office Connection Charge, per line	$25.00	(I)	$25.00	(I)	$25.00	(I)	$25.00	
(1) California Specific Support Credit	25.00	(I)	25.00	(I)	25.00	(I)	25.00	(I)
(2) California LifeLine Charge	$0.00	(R)	$0.00	(R)	$0.00	(R)	$0.00	(R)
c. Service Order Charge - Subsequent	$24.00	(I)	$24.00	(I)	$24.00	(I)	$24.00	(I)
(1) California Specific Support Credit	14.00	(I)	14.00	(I)	14.00	(I)	14.00	(I)
(2) California LifeLine Charge	$10.00		$10.00		$10.00		$10.00	(I)
2. Access Line Work Charge, per line	$33.00	(I)	$34.00		$33.00	(I)	$30.00	(I)
(1) California Specific Support Credit	33.00	(I)	34.00		33.00	(I)	30.00	(I)
(2) California LifeLine Charge	$0.00		$0.00		$0.00		$0.00	
3. Premises Visit Charge	$30.75		$46.25		$30.75		$35.00	
(1) California Specific Support Credit	15.38		23.12		15.38		17.50	
(2) California LifeLine Charge	$15.37		$23.13		$15.37		$17.50	
4. Reconnect Charge	$45.00	(I)	$49.00		$45.00	(I)	$45.00	(I)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS

A. Service Charges are applied to business, residence, and WATS/800 service except as shown otherwise. The charges apply to the ordering, installation, changing and rearranging of telephone service and other facilities. (T)

B. Service Charges apply as follows: (T)

1. Service Order Charge - Initial

Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.

2. Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.

3. Central Office Connection Charge

Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

4. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

5. Reconnect Charge (L)

The non-pay Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate Service Charges will apply. (T)(L)

6. Installment Billing (N)

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (N)

(L) Material relocated from Sheet 10. (N)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS (Continued)

B. Service Charges apply as follows: (Continued) (T)

7. Premises Visit Charges: (T)

a. Premises Visit Charges will apply in the event the installer is unable to access the customer's premises at the time previously agreed upon by the Utility and the customer.

b. If the customer changes the appointment time prior to the installer's dispatch, no charges will be applicable.

c. Premises Visit Charge is the charge that applies to a visit to the customer's premises to perform work requested by the customer other than disconnect. These charges may include visits to the customer's premises where a "No Access" condition is found, and an appointment existed, or visits to the customer's premises to move Utility- owned property for the customer's convenience.

d. Global Valley Market:

1. When establishing an installation appointment for which the customer must be present, the Utility shall offer the customer a four-hour or shorter period during which it will arrive to commence work. If the installation is not commenced within that period, the customer will be eligible to receive a credit of $25.00, unless the appointment was missed because of the following reasons:

a. the Utility was denied access to the premises,

b. force majeure, or

c. the Utility canceled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment.

2. This credit is independent of any remedies available to the customer under Civil Code Section 1722(c) or elsewhere.

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

e. For California LifeLine service, this charge is provided for at 50% reduction in rates.

C. The charges are intended to cover, in part, certain operational expenses incident to the establishment of telephone service and the connection of service to the point of demarcation, and subsequent changes ordered by the customer.

Service Charges provided for herein are in addition to the rates, nonrecurring and installation charges as set forth in other sections of the Service Catalog and/or Local Exchange Tariff. (T)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS (Continued)

D. Except as otherwise shown, one service order charge applies to each service order issued for each customer request. Only one service order charge applies for all items included on that service order. (T) (T)

E. The Access Line Work Charge applies to each exchange line provided or worked on, including local and switched foreign exchange and WATS/800 service, and to each exchange line extended to an off premises address. (T)

F. A change of location from one premises to another, will be treated as a transfer.

G. Service Charges do not apply in connection with: (T)

1. Services other than those set forth above, including Private Line.
2. Public (nonguarantee) telephone
3. Farmer Line Service
4. Moves necessary to conform with requirements of its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 19, Customer's Private Service Not for Public Use.
5. Moves and changes required by the Utility for the maintenance of the service.
6. Telephone number changes as provided for in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 18.
7. Disconnection of a customer's access line or other services.
8. Change in billing and/or directory listing initiated by the Utility.
9. Re-establishment of service at the same premises after destruction or partial destruction of the customer's premises by means beyond the control of the customer.
10. When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
11. Changes to a customer's name, billing address and credit information.
12. Changes from Rotary Dial to Touch Tone or Touch Calling.
13. Touch Tone or Touch Calling, which is offered with basic service.
14. Reconnection of service due to Federal Government Intervention. In the event the Federal Government orders the Utility to disconnect the service and subsequently it is to be reconnected at the same location (with the customer's consent), Service Charges will not apply. (L)(T) (T)
15. Regrading from multi-party to single party line. (L)(T)

(L) Material relocated from Sheet 9. (N)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS (Continued)

(L)
|
(L)
(T)

H. Service Charges apply in connection with:

1. Supersedure - Charges as set forth in this section are applicable, and include a change of primary listing and/or billing when required. Refer also to the Local Exchange Tariff, Schedule Cal. P.U.C. Schedule No. R1 Rule No. 1 for definitions and application of supersedures.

2. Changes as set forth in this section are applicable to changes in billing for payment of service other than supersedure, requiring the issuance of a service order, including:

   a. Transfer of service between spouses or members of the immediate family. When the transfer is made for reason of death, no charge is applicable.

   b. Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession.

   c. Additions, changes or deletions between sole owner, partnership, corporation or association as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm.

   d. Merger of partnerships or corporations.

   e. Change in billing arrangement for government accounts.

(L) Material relocated to Sheet 8. (N)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS (Continued)

(L)
|
(L)

(T)

I. Personalized telephone number:

1. Personalized telephone number service provides the customer with a telephone number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charges set forth in the Rates apply if the specifically requested or search selected telephone number is available.

2. Customers placing service orders, which require the assignment of a new telephone number will be offered a choice of five available numbers. Any additional searching will be considered personalized telephone service and will be charged accordingly.

3. A personalized telephone number is subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 18 which states "the customer has no proprietary right in the number, and the Utility will make such reasonable changes in the telephone numbers and central office designations as the requirements of the service demand."

4. All personalized telephone numbers are subject to availability, and provided at the discretion of the Utility.

5. Existing customers who have a specific number prior to the establishment of this service will not be charged for personalized telephone number service.

7. If the Utility finds it necessary to change the personalized telephone number, the customer will be granted a refund of the nonrecurring charge as specified under Rates preceding.

8. Personalized telephone number service will not be offered to 800 service customers.

9. Personalized telephone numbers include a numerical directory listing as provided in the Service Catalog, Section 4. It does not include a directory listing printed in alphabetical characters.

(L) Material relocated to Sheet 6. (N)

SECTION 2 - SERVICE CHARGES (T)

2.1 SERVICE CHARGES (Continued) (T)

2.1.4 SPECIAL CONDITIONS (Continued)

J. Telephone Number Reservations (T)

1. Exchange telephone numbers will be reserved by the Utility for existing customers or for potential future customers at their request providing the numbers requested are available.

2. Customer requests for number reservation service shall be in writing or verbally and specify the period of time the number(s) should be reserved.

3. Cancellation by the customer of number reservation service shall also be in writing or verbally.

4. During the period of reservation the Utility will mark its records to reserve the number for the specified period of time or until it is cancelled or used by the customer for service establishment.

5. Reserved numbers will not be published in the Utility's Directory until exchange service is established or by advance notice of service establishment.

SECTION 2 - SERVICE CHARGES (T)

2.2 VISIT CHARGE

2.2.1 APPLICABILITY

Applicable to the charge resulting from the Utility repair technician's visit to the customer's premises when a trouble condition is found to be the result of customer-provided equipment (CPE) or wiring beyond the Standard Network Device.

2.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.2.3 RATES AND CHARGES

	Rate Per Hour Hour or portion thereof
Residence	
A. Monday through Friday 8:00 AM - 5:00 PM, Except Holidays	
1. 1st 30 minutes or portion thereof	$91.00
2. Each Additional 30 minutes or portion thereof	46.00
B. Monday through Friday 5:00 PM - 8:00 AM and Saturday	
1. 1st 30 minutes or portion thereof	180.00
2. Each Additional 30 minutes or portion thereof	90.00
C. Sundays and Holidays	
1. 1st 30 minutes or portion thereof	240.00
2. Each Additional 30 minutes or portion thereof	120.00
D. Isolation Charges	
Will be billed when it is determined that the issue is within the customer's equipment or the customer refuses repair charges.	
1. 1st 30 minutes or portion thereof	85.00
2. Each Additional 30 minutes or portion thereof	42.50

SECTION 2 - SERVICE CHARGES (T)

2.2 VISIT CHARGE (Continued)

2.2.3 RATES AND CHARGES (Continued)

	Rate Per Hour Hour or portion thereof
Business	
A. Monday through Friday 8:00 AM - 5:00 PM, Except Holidays	
1. 1st 30 minutes or portion thereof	$120.00
2. Each Additional 30 minutes or portion thereof	55.00
B. Monday through Friday 5:00 PM - 8:00 AM and Saturday, Except Holidays	
1. 1st 30 minutes or portion thereof	200.00
2. Each Additional 30 minutes or portion thereof	100.00
C. Sundays and Holidays	
1. 1st 30 minutes or portion thereof	240.00
2. Each Additional 30 minutes or portion thereof	120.00
D. Isolation Charges	
Will be billed when it is determined that the issue is within the customer's equipment or the customer refuses repair charges.	
1. 1st 30 minutes or portion thereof	100.00
2. Each Additional 30 minutes or portion thereof	50.00
E. Vendor Missed Appointment Charge	150.00

SECTION 2 - SERVICE CHARGES (T)

2.2 VISIT CHARGE (Continued)

2.2.4 SPECIAL CONDITIONS

A. The Utility will not repair, adjust or perform any work on CPE, except for the Maintenance of Inside Wire, which is offered in the Utility's Service Catalog, Section 6.

B. The visit charge will not apply to customers subscribing to the Frontier Wire Care Plan.

C. At the request of the Utility, the customer must disconnect the CPE so that the Utility can determine the location of the trouble condition.

D. The visit charge will apply when the reported trouble requires that the Utility visit the customer's premises and the Utility determines that the trouble condition is a result of CPE or inside wiring which terminates on a Utility placed Standard Network Interface (SNI) unit.

E. There will be no charge if the problem results from the customer's inside wiring when there is no Utility placed SNI unit present.

F. When trouble condition is reported to the Utility or is detected by personnel of the Utility:

1. The Utility will first endeavor to clear the trouble without a visit to the customer's premises;

2. If the trouble cannot be cleared remotely, the Utility will inform the customer of the trouble condition and that it cannot be cleared without a visit to the customer's premises.

3. A customer with an SNI will be informed of how to temporarily disconnect the inside wiring and CPE from the Utility's facilities to determine if the trouble will clear.

   a. If disconnection of the inside wiring or the CPE does not clear the trouble and a visit to the customer's premises is still necessary, a visit charge will apply if the Utility finds the trouble condition results from the use of the CPE or inside wiring.

   b. The customer may request the Utility to defer its visit until the customer has his inside wiring and CPE tested, in which case the Utility will delay its visit.

   c. If the customer does not disconnect his equipment and does not consent to a visit by the Utility, the Utility has the right to take such action as may be necessary for the protection of it's facilities, including temporary disconnection of service, and shall inform the customer of such action.

4. If the presence of the customer is required when the Utility visits the customer’s premises, the Utility will schedule a 4-hour time period, AM or PM, in accordance with Senate Bill 101, in which the Utility will commence work at the customer’s premises.

SECTION 2 - SERVICE CHARGES (T)

2.2 VISIT CHARGE (Continued)

2.2.4 SPECIAL CONDITIONS (Continued)

G. Visit charges provided for herein are in addition to charges billed to the customer as otherwise provided in the Utility's Local Exchange Tariff schedules and rules.

H. The application of this Section will be in accordance with established procedures, practices and standards of the Utility.

I. Billable time includes travel time to the customer's premises, and begins when the Utility representative leaves the Utility's premises or previous job location and ends when the Utility representative departs from the customer's premises.

SECTION 2 - SERVICE CHARGES (T)

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET

2.3.1 APPLICABILITY

Applicable to all end user intrastate telecommunications services, both within a service area (intraLATA) and between service areas (interLATA) in the Global Valley Market.

2.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Interexchange Carrier Selection Process for Equal Access Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.3.3 RATES AND CHARGES

	NONRECURRING CHARGE
A. Primary Interexchange Carrier (PIC) Selection Charges	
Per Local Exchange Service line or trunk, Per Occurrence(1)	
1. IntraLATA Service	$ 5.00
2. InterLATA Service	(2)
3. IntraLATA Service - same IC, same transaction on an interstate PIC order(2)	2.50
4. IntraLATA PIC Freeze	.00
5. InterLATA PIC Freeze	.00

(1) In the event an end user is incorrectly presubscribed due to misassignment on the part of the Utility, no charge shall apply. In the event an end user is incorrectly presubscribed due to a misassignment on the part of the Interexchange Carrier (IC), and the IC is unable to document such an assignment the Utility will apply charges, as described preceding to the IC responsible for the misassignment of the end user and assign the end user to a IC of the end user's choice. PIC charges conform with P.U. Code 2889.5.

(2) This PIC is charged in accordance with NECA's Tariff F.C.C. No. 5 and is reported to NECA. The charges are set forth in http://www.neca.org/media/tariff5.pdf, Tariff 5, Section 17.4.4.

(3) This rate is in addition to the applicable NECA charge.

SECTION 2 - SERVICE CHARGES (T)

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS

A. Interexchange Carrier (IC) Selection is a procedure whereby:

1. An end user or an agent (the person or persons who has legal authority to subscribe service(s) provided by the Utility for the end user) may select an IC to place intraLATA toll calls without the 101XXXX carrier identification code. This IC is referred to as the end user's IntraLATA Primary Interexchange Carrier (IPIC).

2. An end user or an agent may select an IC to place interLATA, intrastate calls without the 101XXXX carrier identification code. This IC is referred to as the end users Primary Interexchange Carrier (PIC).

3. The Utility will accept a PIC and/or IPIC from the IC by telephone if the end user or agent participates in the telephone conversation.

4. Existing end users, as of June 8, 2001, who do not select an IC to carry their IntraLATA toll shall be defaulted to their PIC or to 101XXXX dialing if the end user's PIC does not participate in IntraLATA presubscription.

B. PIC or IPIC Charge Application

1. New end users may presubscribe, without charge, to the IPIC and/or PIC of their choice at the time an order is placed for service.

2. If an IPIC and/or PIC is not chosen at the time the order for service is submitted, the end user or agent will be sent a list of ICs approved by the CPUC to offer intraLATA and/or interLATA service. There will be no charge for this initial selection if made within six months of implementation on intraLATA presubscription. After that time, if an end user or agent requests a change, the charge(s) set forth in Rates and Charges A. preceding applies. Until the end user or agent chooses an intraLATA and/or interLATA IC, the end user may access an intraLATA and/or interLATA IC by dialing the appropriate 101XXXX carrier identification code.

3. If an end user or agent in a single transaction, requests the same IC for intraLATA and interLATA service, charges as set forth in Rates and Charges 2.3.3 preceding will be applied to the end user.

SECTION 2 - SERVICE CHARGES (T)

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS (Continued)

C. End User/Agent Choice Discrepancy

If an end user/agent informs the Utility that it did not authorize a PIC/IPIC change that was submitted to the Utility by the IC on behalf of the end user/agent, the Utility will:

1. Return the end user's/agent's line to its previous PIC/IPIC;

2. Credit the end user's/agent's bill for previously-billed PIC/IPIC change charges; and

3. Bill any PIC/IPIC change charges to the IC that submitted this disputed PIC/IPIC change.

The current Federal Communications Commission and California Public Utilities Commission Rules and Regulations will apply.

D. Customer Access Records Exchange (CARE) Lists

The CARE list must be in paper format or tape format specified by the Utility or Utility's billing agent.

E. Termination or Change Provisions

1. If the IC elects to discontinue Feature Group D service, the IC is obligated to contact in writing all end users and agents who have selected the canceling IC as their PIC and/or IPIC, they must:

   a. inform the end users and agents of the cancellation;
   b. request the end users and agents to select a new IC; and
   c. state that the canceling IC will pay for the change charge.

2. The Utility will bill the IC the amount equal to Rates and Charges 2.3.3.A.1. or 2.3.3.A.2. preceding, multiplied by the total number of end users and agents assigned to the IC at the time the IC notifies the Utility of discontinuance of Feature Group D.

3. For a change in identity, which results in a change in the IC's carrier identification code assigned to the end user, the IC will be charged the amount equal to Rates and Charges 2.3.3.A.1. or 2.3.3.A.2. preceding, multiplied by the total number of end user's and agent's access lines assigned to the IC.

4. For each PIC or IPIC change submitted to the Utility, the Utility will require the ICs Utility Number if the IC does not have a unique Carrier Identification Code. The Utility Number information is required to meet industry guidelines.

SECTION 2 - SERVICE CHARGES (T)

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS (Continued)

F. PIC/IPIC Freeze

1. The PIC/IPIC freeze remains in place until:

a. The end user or agent issues a written request to lift the freeze, or

b. The IC and end user contacts the Utility by telephone and request the removal of the freeze.

SECTION 3 - USAGE AND TOLL CHARGES

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SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE

3.1.1 APPLICABILITY

Applicable to message toll telephone service furnished or made available by this Utility between its points and between its points and points reached over facilities of connecting companies for IntraLATA Message Toll Telephone Service.

3.1.2 TERRITORY

Between points within the State of California where the respective rate centers of such points are located in said State within the LATA where the Utility's service areas are located.

3.1.3 RATES AND CHARGES

A. Method of Applying Rates - Toll rates between points (cities, towns or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small town or localities are assigned adjacent rate centers with which they are closely associated for communication purposes.

To determine the airline distance between the rate centers involved - CTC assents, adopts and concurs with AT&T California's Guidebook, Part 9, Section 2 for the V & H Coordinates of the rate centers.

1. Dial station rates apply to:

   a. Sent-Paid messages dialed and completed by the customer from a residence, business or customer-owned pay telephone (COPT) without the assistance of a Utility operator.

   b. Sent-Paid messages placed with the assistance of an operator where:

      Dial completion facilities are not available.

      Equipment or circuit conditions cause unsuccessful dial attempts.

      The customers identify themselves as being handicapped and unable to dial.

      The Utility operator must identify the calling number where automatic recording equipment is not available.

      The Utility operator reestablishes the connection after a service failure on a customer dialed call.

      The California Relay Service communication assistant completes a call between a TDD and a non-TDD telephone.

   The customers are identified as being visually or physically impaired (mobility impaired and they use a Utility operator to make a local call (except COPT). (C)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services

1. Operator Station Service - Dial Station rates plus the operator station service charge apply to:

   a. Station messages where the customer requests time and charges quoted.

   b. Interexchange Receiving Service messages (Enterprise or Zenith).

   c. Messages to or from a Mobile telephone where dial facilities are not available.

2. Operator Person Service - Dial Station rates plus operator person service charge apply to: (L)

   a. Messages for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through an attendant at the called point or a particular land mobile station reached through a Radiotelephone Utility operator.

   b. When, after the telephone service, or Radiotelephone Utility mobile radio system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk; to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant or to any other person or mobile unit to be reached through an attendant or to any other person or mobile unit to be reached through a Radiotelephone Utility operator, the call remains classified as a person service call.

   c. Appointment Messages when the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time, the call is classified as an appointment call. (L)

Material relocated from Sheet 3. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services

3. Coin Station Service and Coin Person Service includes:

a. Coin station rates apply to station messages originating at a public telephone that are paid for by coin deposit.

b. The coin person service charge applies to person messages originating at a public telephone that are paid for by coin deposit.

c. The charge for a call paid by the coin deposit in a public coin telephone is the sum of the appropriate initial period and additional minute coin station charges plus a person service charge and/or Federal Tax, if applicable, rounded to the nearer multiple of $.05.

4. Customer-Owned Pay Telephone (COPT) Service:

The person service charge applies to person messages originating at a COPT on a non-sent-paid call.

5. Collection of Charges - Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within a LATA may be placed on a non sent-paid basis and toll charges may be: (L)

a. Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.

b. Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone. (L)

Material relocated from Sheet 4. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

(L)

(L)

C. Timing of Messages - Chargeable Time

1. Chargeable time for calls placed on an Operator, Coin Station, or California Relay service basis begins when connection is established between the calling station and the called station or private branch exchange switchboard or Radiotelephone Utility system.

2. Chargeable time for calls placed on an operator or coin person basis begins when connection is established between the person calling and the particular person called, another party acceptable to the person calling or the private branch exchange extension station called or mobile unit reached through a Radiotelephone Utility.

3. Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Utility operator.

4. Chargeable time for dial (IMTS) Mobile Telephone service messages starts when the channel is seized by the calling party, or the operator when operator assistance is required, and stops when the first party or the operator disconnects.

(L) Material relocated to Section 12. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

D. Initial Period and Additional Minutes - Rates are quoted in terms of initial period and additional minutes.

1. Initial Period:

Dial Station (including COPT), Operator Station, Person Service, and California Relay Service.

Initial Period rates shown following, are for connections of one minute or any fraction thereof.

Coin Station and Person Service:

Initial period rates shown following, are for connections of three minutes or any fraction thereof.

2. Additional Minutes:

All additional minute rates shown following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period. In addition to the Dial Station Rate, the following service charges are applicable per message for Operator Station and Person Service:

(L)

(L)

(L) Material relocated to Section 12.

(N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

E. Basic Schedule

In addition to the service charges above, the Utility may apply a Pay Station Service charge per each non-sent paid message made over a pay telephone. The rate will be set on the basis of $0.00 or $0.25.

In addition to the Coin Station sent-paid Rate, obtained above, the following service charges are applicable per message for Coin Station and Coin Person Service:

Coin Station $0.20
Coin Person $2.95 (Except COPT sent paid)

The Utility's One Number Card is a card with restricted calling to the billed number or account.

F. Discounts for Certified handicapped TDD Users

Message toll rates periods and rate discounts for households of certified TDD users.

Monday thru Friday

Hours	Rate	Discount
8:00 am to 5:00 pm	Day	25%
5:00 pm to 11:00 pm	Evening	30%
11.00 pm to 8:00 am	Night/Weekend	30%

Saturday and Sunday

Hours	Rate	Discount
All	Night/Weekend	30%

Night/Weekend rates apply on Holidays

Discounts apply to the sum of the initial period and additional minute day rate dial charges for all messages. Dial charges are determined from D. preceding. Fractional cents are dropped.

G. Must be able to access 711 Telecommunications Relay Service, at no charge, without using a coin.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

H. Mileages and Corresponding rates for Different Classes of Service.

1. Reserved For Future Use (T)

(D)

(D)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

H. Mileages and Corresponding rates for Different Classes of Service. (Continued)

2. Operator Handled Schedule

a. Day Rate

Rate Mileage	Initial 1-Minute	Each Additional Minute
0 - 12	$.1614	$.0800
13 - 16	.1614	.0800
17 - 20	.1614	.0800
21 - 25	.2014	.1400
26 - 30	.2014	.1400
31 - 40	.2014	.1400
41 - 50	.2314	.1600
51 - 70	.2314	.1600
Over 71	.2614	.2100

b. Evening Rate

Rate Mileage	Initial 1-Minute	Each Additional Minute
0 - 12	$.1214	$.0600
13 - 16	.1214	.0600
17 - 20	.1214	.0600
21 - 25	.1714	.1200
26 - 30	.1714	.1200
31 - 40	.1714	.1200
41 - 50	.1814	.1300
51 - 70	.1814	.1300
Over 71	.1914	.1500

c. Night and Weekend Rate

Rate Mileage	Initial 1-Minute	Each Additional Minute
0 - 12	$.0714	$.0600
13 - 16	.0714	.0600
17 - 20	.0714	.0600
21 - 25	.1114	.0900
26 - 30	.1114	.0900
31 - 40	.1114	.0900
41 - 50	.1414	.1000
51 - 70	.1414	.1000
Over 71	.1714	.1500

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

H. Mileages and Corresponding rates for Different Classes of Service. (Continued)

3. Coin Sent Paid Schedule

a. Day Rate

Rate Mileage	Initial 3-Minutes	Each Additional Minute
13 - 16	$.5500	$.1000
17 - 20	.5500	.1000
21 - 25	.7000	.1500
26 - 30	.7000	.1500
31 - 40	.7000	.1500
41 - 50	.7500	.1500
51 - 70	.7500	.1500
Over 71	.9000	.2000

b. Evening Rate

Rate Mileage	Initial 3-Minutes	Each Additional Minute
13 - 16	$.4500	$.0500
17 - 20	.4500	.0500
21 - 25	.6000	.1000
26 - 30	.6000	.1000
31 - 40	.6000	.1000
41 - 50	.6500	.1500
51 - 70	.6500	.1500
Over 71	.7000	.1500

c. Night and Weekend Rate

Rate Mileage	Initial 3-Minutes	Each Additional Minute
13 - 16	$.4000	$.0500
17 - 20	.4000	.0500
21 - 25	.5000	.1000
26 - 30	.5000	.1000
31 - 40	.5000	.1000
41 - 50	.5500	.1000
51 - 70	.5500	.1000
Over 71	.7000	.1500

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, residence California LifeLine measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB. (T)

2. DESCRIPTION OF SERVICE

a. The Automatic Savings Plan is automatically furnished to one-party residence exchange services and provides for directly dialed telephone and calling card communications to toll points as specified in Section 3.1 preceding and The Local Exchange Tariff, Schedule A2.

b. No monthly rate is applicable to the Automatic Savings Plan. As a one-party residence exchange service customer will automatically receive a discount as shown in 3.1.4 following, off the total amount billed in excess of the amount shown in 3.1.4 following for all directly dialed toll and calling card calls.

c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.

d. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3 Intralata Message Toll Telephone Service, applies to the respective portions of the message.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

3. REGULATIONS

a. Limitations of Service

(1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.

(2) The Automatic Savings Plan may not be furnished to any residence exchange service (except Remote Call Forward Service as specified in Schedule Cal. P.U.C No. A5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location. (T)

(3) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

(4) The Automatic Savings Plan will not be furnished in connection with multipart (operator identified) or business service.

b. Automatic Savings Plan applies to:

(1) Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following.

(2) Sent-Paid messages place with the assistance of a Utility operator where:

- dial completion facilities are not available

- equipment or circuit conditions cause unsuccessful dial attempts.

- the customer indicates they are handicapped and unable to dial.

- the Utility operator must identify the calling number where automatic equipment is not available.

(3) Sent-Paid messages reestablished after a service failure on a customer call.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES

The rates shown below comprehend the Automatic Savings Plan messages placed on a directly dialed basis furnished in connection with one-party residence exchange service where offered at rates and regulations as set forth in Local Exchange Tariff, Schedule Cal. P.U.C. No. A1 Access Lines. (C)

a. Method of Applying Rates

Rate Period and Rate Discounts

Directly dialed calls shall receive a 15% discount on the total amount billed $5.00. The discount shall be applied to the message rates shown following. (C)

Illustrative Only

(1) $50.00 = Applicable total directly dialed usage billed (C)
(2) $5.00 @ 0% discount = $0.00
(3) $45.00 @ 15% discount = $6.75
(4) total amount discounted = $6.75

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.1190	(I)	$.0750	(I)
17 - 20	.1190		.0750	
21 - 25	.1410		.1190	
26 - 30	.1410		.1190	
31 - 40	.1410		.1190	
41 - 50	.1520		.1300	
51 - 70	.1520		.1300	
Over 71	.1520	(I)	.1410	

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.0952	(I)	$.0600	
17 - 20	.0952		.0600	
21 - 25	.1128		.0952	
26 - 30	.1128		.0952	
31 - 40	.1128		.0952	
41 - 50	.1216		.1050	
51 - 70	.1216		.1050	
Over 71	.1216	(I)	.1138	

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.0734	(I)	$.0470	
17 - 20	.0734		.0470	
21 - 25	.0866		.0734	
26 - 30	.0866		.0734	
31 - 40	.0866		.0734	
41 - 50	.0932		.0800	
51 - 70	.0932		.0800	
Over 71	.0932	(I)	.0866	(I)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use (T)

(D)

(D)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Service Area Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, and residence California LifeLine measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB. (T)

2. DESCRIPTION OF SERVICE

a. The Service Area Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card communications to toll as specified in Section 3.1 preceding.

b. For a fixed monthly rate the Service Area Savings Plan offers to one-party residence exchange service customers a discount as shown in 3.1.4 following, on directly dialed and calling card calls (including calling card service charges) within the Service Area.

c. Each individual call is computed on the basis of whole minute, a fraction of a minute being consider a whole minute. For all messages, a fraction of a minute is charged as a full minute.

d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in this Section, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

3. REGULATIONS

Limitations of Service as shown in 3.1.5.A., Automatic Savings Plan, preceding, are applicable to the Service Area Savings Plan.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES

a. The following discount applies to directly dialed calls (including pay station service charges if any): (C)

Discount

30% $0.00 to $45.00
40% $45.01 +

Illustrative Only

(1) $100.00 = Applicable total directly dialed usage billed (C)
(2) $45.00 @ 30% discount = $13.50
(3) $55.00 @ 40% discount = $22.00
(4) total amount discounted = $35.50

	Installation Charge	Monthly Rate
Service Area Savings Plan	$5.00	$4.50

NOTE: For one hundred twenty (120) days from effective date of this offering, customers subscribing to the discontinued Residence Optional Calling Plans may change to the Service Area Savings Plan at no charge. After 120 days installation charges will apply.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.1190	(I)	$.0750	(I)
17 - 20	.1190		.0750	
21 - 25	.1410		.1190	
26 - 30	.1410		.1190	
31 - 40	.1410		.1190	
41 - 50	.1520		.1300	
51 - 70	.1520		.1300	
Over 71	.1520	(I)	.1410	

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.0952	(I)	$.0600	
17 - 20	.0952		.0600	
21 - 25	.1128		.0952	
26 - 30	.1128		.0952	
31 - 40	.1128		.0952	
41 - 50	.1216		.1050	
51 - 70	.1216		.1050	
Over 71	.1216	(I)	.1138	

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.0734	(I)	$.0470	
17 - 20	.0734		.0470	
21 - 25	.0866		.0734	
26 - 30	.0866		.0734	
31 - 40	.0866		.0734	
41 - 50	.0932		.0800	
51 - 70	.0932		.0800	
Over 71	.0932	(I)	.0866	(I)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use (T)

(D)

(D)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Select Community Savings Plan in connection with residence individual line flat residence California LifeLine measured rate exchange service furnished the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB. (T)

2. DESCRIPTION OF SERVICE

a. The Select Community Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card calls (including calling card service charges) and California Relay Service to communities as defined in AT&T California's Guidebook, Part 9, Section 1.

b. Minimum billing as set forth in The Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1 is applicable to the monthly rate for each Select Community Savings Plan.

c. Each individual call is computed on the basis of whole minute, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.

d. The Select Community Savings Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

e. For a fixed monthly rate the Select Community Savings Plan offers one-party residence exchange service customers a discount as shown in 4. following, on dial station and calling card calls (including the calling card service charges) for the community selected by the customer.

3. REGULATIONS

Limitations of Service as shown in 3.1.4.A., Automatic Savings Plan proceeding are applicable to the Select Community Savings Plan.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES

a. The following discount applies to directly dialed calls (including pay station service charges if any): (C)

Illustrative Only

(1) $100.00 = Applicable total directly dialed usage billed (C)
(2) $60.00 @ 40% discount = $24.00
(3) $40.00 @ 30% discount = $12.00
(4) total amount discounted = $36.00

	Installation Charge	Monthly Rate
Service Community Savings Plan	$5.00	$7.00

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.1190	(I)	$.0750	(I)
17 - 20	.1190		.0750	
21 - 25	.1410		.1190	
26 - 30	.1410		.1190	
31 - 40	.1410		.1190	
41 - 50	.1520		.1300	
51 - 70	.1520		.1300	
Over 71	.1520	(I)	.1410	

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute
13 - 16	$.0952	(I)	$.0600
17 - 20	.0952		.0600
21 - 25	.1128		.0952
26 - 30	.1128		.0952
31 - 40	.1128		.0952
41 - 50	.1216		.1050
51 - 70	.1216		.1050
Over 71	.1216	(I)	.1138

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	$.0734	(I)	$.0470	
17 - 20	.0734		.0470	
21 - 25	.0866		.0734	
26 - 30	.0866		.0734	
31 - 40	.0866		.0734	
41 - 50	.0932		.0800	
51 - 70	.0932		.0800	
Over 71	.0932	(I)	.0866	(I)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued) (T)

c. Reserved For Future Use (D)

(D)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (C)

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with business and foreign Exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

a. The Automatic Savings Plan is automatically furnished to business exchange services and provides for directly dialed telephone communications to toll points as specified in Section 3.a and 3.2 preceding.

b. No monthly rate is applicable as a business exchange service customer will automatically receive a discount as shown in 4.1 following, off the total amount billed in excess of the amount shown in 4.1 following for all qualified directly dialed toll calls.

c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.

d. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Secion 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

A. AUTOMATIC SAVINGS PLAN

3. REGULATIONS

a. Limitations of Service

(1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.

(2) The Automatic Savings Plan may not be furnished to any measrued business service (except Remote Call Forward Service as specified in Section 5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.

(3) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

(4) The Automatic Savings Plan will not be furnished in connection with multi-party (operator identified) or residence service.

b. Automatic Savings Plan applies to:

(1) Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following.

(2) Sent-Paid messages place with the assistance of a Utility operator where:

- dial completion facilities are not available.

- equipment or circuit conditions cause unsuccessful dial attempts.

- the customer indicates they are handicapped and unable to dial.

- the Utility operator must identify the calling number where automatic equipment is not available.

(3) Sent-Paid messages reestablished after a service failure on a customer call.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES

The rates shown below comprehend the Automatic Savings Plan messages place on a directly dialed basis furnished in connection with measured business exchange service where offered at rates and regulations as set forth in Section 1, Access Lines.

a. Method of Applying Rates

Rate Periods and Rate Discounts

Directly dialed calls shall receive 20% discount on the total amount billed over $15.00. The discount shall be applied to the message rates shown following.

Illustrative Only

(1) $60.00 = Applicable total directly dialed usage billed
(2) $15.00 @ 0% discount = $0.00
(3) $45.00 @ 20% discount = $9.00
(4) total amount discounted = $9.00

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute
13 - 16	$.1190	(I)	$.0750
17 - 20	.1190	|	.0750
21 - 25	.1410	|	.1190
26 - 30	.1410	|	.1190
31 - 40	.1410	|	.1190
41 - 50	.1520	|	.1300
51 - 70	.1520	|	.1300
Over 71	.1520	(I)	.1410

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute
13 - 16	$.0962	(I)	$.0610
17 - 20	.0962	|	.0610
21 - 25	.1138	|	.0962
26 - 30	.1138	|	.0962
31 - 40	.1138	|	.0962
41 - 50	.1226	|	.1050
51 - 70	.1226	|	.1050
Over 71	.1226	(I)	.1138

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute
13 - 16	$.0734	(I)	$.0470
17 - 20	.0734	|	.0470
21 - 25	.0866	|	.0734
26 - 30	.0866	|	.0734
31 - 40	.0866	|	.0734
41 - 50	.0932	|	.0800
51 - 70	.0932	|	.0800
Over 71	.0932	(I)	.0866

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS

1. APPLICABILITY AND TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Savings Plans in connection with business exchange service furnished or made available by the Utility over facilities wholly within a Service Area as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

a. Customers may for the indicated nonrecurring and monthly rates shown in 4. following receive a discount on all qualified intraLATA directly dialed message toll charges without operator assistance. The discount rate is dependent on the total amount of qualified monthly directly dialed (including pay station service charges if any) message toll usage as billed.

b. Enhanced 300 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and play an hourly rate for Usage Hours on directly dialed calls and receive a percent discount on volumes of direct dialed usage during a billing month as shown in 4. following.

c. Enhanced 1000 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and pay an hourly rate for usage Hours on directly dialed calls and receive a percent discount on volumes of direct dialed usage during a billing month as shown in 4. following.

3. REGULATIONS

a. Enhance 300 and Enhanced 1000 Savings plans contained herein, are not available on residence exchange lines

b. The discounted rates are provided to the Utility's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale.

b. Person, collect conference, third number billed toll station, or any other calls requiring operator handling, are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

3. REGULATIONS (Continued)

d. These discounts are applicable to the Enhanced 300 and Enhanced 1000 Savings Plans.

e. A customer may only subscribe to one Enhanced Savings Plan per billing account. The discounts contained herein shall only be applied to the billed telephone number.

f. ZUM calls to not apply to the Enhanced Savings Plans.

g. One month minimum billing is required when subscribing to any Enhanced Savings Plan.

h. Enhanced 300 and Enhanced 1000 Savings Plans are not available on WATS, Private Line Service or Custom 800 Services.

i. Customers with mechanized summary billing cannot subscribe to the Enhance Savings Plans for any primary control account; however, individual billing accounts may subscribe to the Enhanced Savings Plans service offering.

j. For Enhanced 300 Savings Plans each individual call is completed on the basis of whole minutes, a fraction of a minute is considered a whole minute. For all messages, a fraction of a minute is charged as a full minute. For Enhanced 1000 Savings Plans each individual directly dialed call is completed on the basis of six (6) second increments with a minimum filling of 18 seconds per message. For all messages, a fraction of a minute is rounded up to the next six second increment.

k. Customers subscribing to Enhanced 1000 Savings Plans must have a minimum of $225.00 in billed WATS, MTS, 800, FEX toll and Remote Call Forward toll usage in order to qualify for Enhanced 1000 Savings Plans, per location (continuous property as defined in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1) per month. For Centrex or PBX customers, location is defined as the first point of switching.

l. A new customer with no billing history over the previous 12 months who wishes to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of $675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

m. If a customer subscribing to Enhanced 1000 does not meet the average monthly bill of $25.00 (see k. preceding) over a 6-month period, the customer will be changed to Enhanced 300 in the 7th month.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS** (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES

a. Enhanced 300

Option 1

Billed Usage	Discount Rate
$0.01-$300.00	30%
$300.01+	35%

Option 2

Hourly Rate	Billed Usage	Discount Rate
$5.75 per hour of usage	$0.01 - $300.00	30%
	$300.00 +	35%

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) then BTN becomes eligible for volume discounts.

Qualifying Non Discounted Usage Level	Percent Volume Discount
$2,500.00	5%
$7,500.00	10%

Illustrative Only

Option 1:
$750.00 = Applicable total message toll usage
$300.00 @ 30% discount = $90.00
$450.00 @ 35% discount = $157.50
Total amount discounted = $247.50

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of $675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS** (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

a. Enhanced 300 (Continued)

Option 2:

130.44 hours x %57.5 per hour of usage = $750.00
applicable total Message Toll usage + $150.00

$300.00 @ 30% discount =	$90.00
$600.00 @ 35% discount =	$210.00
Total discounted amount =	$300.00

	Installation Charge	Monthly Rate
Enhanced 300 Option 1	$10.00	$7.50
Enhanced 300 Option 2	10.00	7.50
Enhanced 300 New Customer		
Option 1 *	10.00	7.50
Option 2 *	10.00	7.50

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of $675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	$.1190	$.0750
17 - 20	.1190	.0750
21 - 25	.1410	.1190
26 - 30	.1410	.1190
31 - 40	.1410	.1190
41 - 50	.1520	.1300
51 - 70	.1520	.1300
Over 71	.1520	.1410

EVENING RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	$.0962	$.0610
17 - 20	.0962	.0610
21 - 25	.1138	.0962
26 - 30	.1138	.0962
31 - 40	.1138	.0962
41 - 50	.1226	.1050
51 - 70	.1226	.1050
Over 71	.1226	.1138

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	$.0734	$.0470
17 - 20	.0734	.0470
21 - 25	.0866	.0734
26 - 30	.0866	.0734
31 - 40	.0866	.0734
41 - 50	.0932	.0800
51 - 70	.0932	.0800
Over 71	.0932	.0866

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

d. Enhanced 1000

Option 1

Billed Usage	Discount Rate
$0.01-$1000.00	30%
$1000.01 - 5000.00+	40%
$5000.01 +	50%

Option 2

Hourly Rate	Billed Usage	Discount Rate
$5.75 per	$0.01 - $1,000.00	30%
hour of usage	$1,000.00 0 $5,000.00	40%
	$5,000.01 +	50%

Illustrative Only Option 1 and 2
$7,500.00 or 1,304.4 hours = Applicable total message toll usage billed.

$1,000.00 @ 30% discount =	$300.00
$4,000.00 @ 40% discount =	$1,600.00
$2,500.00 @ 50% discount =	$1,250.00
Total discounted amount =	$3,150.00

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) the BTN becomes eligible for volume discounts.

Qualifying Non Discounted Usage Level	Percent Volume Discount
$7,500.00	5%
$25.00	10%

	Installation Charge	Monthly Rate
Enhanced 1000 Option 1	$10.00	$30.00
Enhanced 1000 Option 2	10.00	30.00

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

e. Dial Station Enhanced 1000

DAY RATE

Rate Mileage	Initial 18 Seconds		Each Additional 6 Seconds
13 - 16	$.0304	(I)	$.0135
17 - 20	.0304		.0135
21 - 25	.0414		.0171
26 - 30	.0414		.0171
31 - 40	.0414		.0171
41 - 50	.0447		.0182
51 - 70	.0447		.0182
Over 71	.0469	(I)	.0190

EVENING RATE

Rate Mileage	Initial 18 Seconds		Each Additional 6 Seconds
13 - 16	$.0253	(I)	$.0118
17 - 20	.0253		.0118
21 - 25	.0341		.0147
26 - 30	.0341		.0147
31 - 40	.0341		.0147
41 - 50	.0367		.0156
51 - 70	.0367		.0156
Over 71	.0385	(I)	.0162

NIGHT/WEEKEND RATE

Rate Mileage	Initial 18 Seconds		Each Additional 6 Seconds
13 - 16	$.0202	(I)	$.0101
17 - 20	.0202		.0101
21 - 25	.0268		.0123
26 - 30	.0268		.0123
31 - 40	.0268		.0123
41 - 50	.0288		.0129
51 - 70	.0288		.0129
Over 71	.0301	(I)	.0134

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

f. Reserved For Future Use

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

g. Enhanced 1000 Savings Plan Term Discount

Term Discounts allow Enhanced 1000 customers to subscribe to a discount plan, which includes:

- a discount on direct dialed toll charges for a fixed term in 12 month, 24 month or 36 month increments.

(1) The customer must sign a Term Discount Agreement. The monthly discounts will be in effect the following bill round after the agreement is executed, signed and received.

(2) Customers subscribing to multiple Term Discounts must sign an agreement for each plan.

(3) Each customer location must qualify for and subscribe to Enhanced 1000 to qualify for Term Discount.

(4) Customers must commit to one of the three monthly usage commitment options listed in (11) following.

(5) Selection of one of the net monthly usage commitment options creates a corresponding minimum monthly-billed usage commitment.

(6) Customer must average monthly usage requirement over a 12-month period.

(7) Changes to the length of the Term Discount prior to the expiration of the customer's initial agreement are permitted. The following apply:

- the customer's initial term agreement must be terminated and a new agreement entered into.

- the new term agreement must be for a greater period than initially selected.

(8) If a customer terminates an agreement prior to its expiration or failed to meet the monthly usage requirement over a 12-month period, they will be billed the amount of the term discount received up to the last 12-month period plus a penalty equal to 10% of that amount.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS* (Continued) (C)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

g. Enhanced 1000 Savings Plan Term Discount (continued)

(9) Minimum usage is determined by the amount of Enhanced 1000 qualified non-discounted usage for a BTN.

(10) Term discounts apply after Option 1 and Option 2 discounts of Enhanced 1000 have been applied.

(11) Term Discounts apply at the BTN level.

Monthly Usage Commitment	Monthly Minimum Usage Billed	12 mo.	24 mo.	36 mo.
$ 2,500	$1,875	3%	4%	5%
$ 5,000	$3,750	3.5%	4.5%	5.5%
$10,000	$7,500	4%	5%	6%

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (C)

3.2.1 APPLICABILITY

Applicable to Intrastate IntraLATA Wide Area Telephone Service (WATS/800), furnished or made available by this Utility between its points and between its points and points reached over facilities of connecting companies. WATS and 800 Service are furnished only if the necessary service components are available.

3.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing IntraLata Wide Area Telephone Service (WATS/800) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.2.3 GENERAL

A. The WATS Service customer is furnished a WATS access line arranged for outward calling only. WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.

B. The 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access lines(s) associated with the 800 number at no charge to the calling party.

C. A WATS/800 Service Message must originate and terminate in the Service Subscription Area for which the WATS/800 Service access line is arranged.

1. CTCC has the following WATS/800 Service Subscription areas:
   a. California No. Half State: 209-408-415-707-916
   b. California Full State: 209-408-415-707-916-213-619-714-805-818

D. Advance Payments – West Coast Market

1. Applicants for service may be required to make an advance payment at the time of application, equal to the installation charges, if applicable, and the rate for one month for the service desired.
2. The amount of the advance payment is credited to the customer's account as applying to any indebtedness for the service furnished.

E. Rate Structure – West Coast Market

1. Monthly usage charges for a service group are computed on an average usage per line basis according to a tapered schedule. There is no minimum monthly usage requirement. Hourly rates for each hour of use decrease at defined levels of use called taper points.
2. This schedule requires a separate monthly charge for each access line in a service group independent of usage.
3. In addition to the charges described elsewhere, a Set-Up charge applies to each message, whether dialed by the customer or Utility operator as provided in Rates A.2., Limitations of Service, following.

* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.4 RATES AND CHARGES

A. WATS Access Line

1. Access Line Each	Monthly Rate
Northern Cal. Half State	$25.00
California Full State	25.00
West Coast Market[1,2,3]	35.00

2. Usage Charges

Usage charges apply to intraService area outward calls placed over any access lines described above.

a. The hourly rates apply to the average use of access lines within a service group rounded to the nearest tenth of an hour.

Average Hours of Use	Rate Group	West Coast Market Rate
0 - 5	1	$5.30
5.1 - 15	2	4.95
15.1 - 30	3	4.60
Over 30	4	4.20

b. Custom Calling Services – 3 Way Calling, Speed Call (8 [4] or 30) or a Two-Feature Package of 3 Way Calling and Speed Call 8 [4] capacity may be arranged to work with WATS. For rates see Section 5.

c. Rate Group (N)

1	2	3	4
$7.23	$6.88	$6.38	$5.73

d. West Coast Market - Usage Charges apply to intraLATA outward calls placed over a WATS access line.

	Charge
Set-up Charge - Per Message	$.05

[1] Service Order Charges as shown in Section 2 are applicable for installation of a Dedicated 800/888 Service Access Line.
[2] For four wire terminating arrangement option see Special Conditions D. and E. preceding.
[3] For Dedicated 800/888 access line service provided in conjunction with an interexchange carrier, see the Access Service Tariff.
[4] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.4 RATES AND CHARGES (Continued)

B. Dedicated 800 Service Access Line

1. Access Line Each	Monthly Rate
Northern Cal. Half State	$20.00
California Full State	20.00
West Coast Market[1,2,3]	30.00

2. Usage Charges

Usage charges apply to intraService area inward calls placed over specified lines described above.

a. The hourly rates apply to the actual use of the access lines within a service group rounded to the nearest tenth of an hour.

Messages placed on any of the following holidays are rated in the discount period following.

New Years Day (January 1)
Washington's Birthday (3rd Monday in February)
Independence Day (July 4)
Labor Day
Thanksgiving Day
Christmas Day (December 25)

Rate Group	Rate Period
Monday thru Friday, 9:00am to 9:00pm	1
Discount Period, All Other Hours	2

Subscription Area	Rate Group 1	2
Northern Cal. Half State		
Bills with less than 100 hours, per hour	$10.17	$5.17
Bills with a minimum of 100 hours, per hour	8.17	5.17
California Full State		
Bills with less than 100 hours, per hour	10.17	5.17
Billes with a minimum of 100 hours, per hour	8.17	5.17

[1] Service Order Charges as shown in Section 2 are applicable for installation of a Dedicated 800/888 Service Access Line.
[2] For four wire terminating arrangement option see Special Conditions D. and E. preceding.
[3] For Dedicated 800/888 access line service provided in conjunction with an interexchange carrier, see the Access Service Tariff.
* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.4 RATES AND CHARGES (Continued)

B. Dedicated 800 Service Access Line (Continued)

2. Usage Charges (Continued)

b. Charges for messages beginning in one time period and competing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

c. Installation charges for WATS and 800 Service Access Lines: See Section 2.

d. West Coast Market - Usage Charges apply to intraLATA inward calls placed over a Dedicated 800/888 access line.

	Charge
- Per completed message on 100 hours of usage in a monthly billing period	$.08
- Per completed message on Dedicated 800/888 Service bills with a minimum of 100 hours of usage in a monthly billing period	None

e. West Coast Market - Hours of Usage[1]

The hourly rate applies to the actual use of the access lines within a service group rounded to the nearest tenth of an hour[2]

Messages placed on any of the holidays listed in Frontier Communications Online and Long Distance Tariff are rated in the discount period following.

	Rate Period
- Monday thru Friday, 9:00 a.m. to 9:00 p.m.[3]	1
- Discount Period, All Other Hours	2

Subscription Area	Rate Period 1	Rate Period 2
- bills with less than 100 hours, Per hour	$ 6.74	$ 5.09
- bills with a minimum of 100 hours, Per hour	5.24	3.94

[1] Charges for messages beginning in one time period and completing in the other time period are determined by applying the appropriate rate for the portion of the message occurring in each period.
[2] See Special Conditions 3.2.4.2.a. preceding.
[3] To, but not including.
* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.5 SPECIAL CONDITIONS

A. An allowance for interruptions applies to each WATS or 800 Service access line when a line is interrupted for a period of 2 to 24 hours, and for each additional 24-hour period, a credit of one day, per 24-hour period applies.

B. No credit allowance will be made for the following conditions:

1. When a line is interrupted for a period of less than 2 hours.

2. Non-completion of messages due to busy network conditions.

3. Interruption of service due to customer-provided equipment or systems.

4. Interruption of service during any period in which the Utility is not afforded access to the premises at which the access line is terminated.

5. Interruption of service during any period when the customer has released the access line to the Utility for maintenance purposes, or implementation of a customer order for a change in service arrangement.

C. Chargeable Time (Timing of Messages)

1. Chargeable time begins when connection is established between a telephone station associated with the access line and the calling or called station.

2. Chargeable time ends when the calling station “hangs up” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

3. Charges for messages beginning in one time period and completing in another time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

4. Elapsed time is measured separately for each message and accumulated in increments of one-tenth minute with fractions of a tenth-minute rounded to the next higher tenth minute. Minutes and tenths of a minute are summed by rate period and chargeable hours determined rounded to the nearest tenth of hour.

D. Customer-provided equipment or protective circuitry may be connected to WATS and 800 Service in accordance with provisions of the California Public Utilities Commission’s Certification Program or of the Federal Communications Commission’s Registration Program as are now in effect or may become effective.

* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.5 SPECIAL CONDITIONS (Continued)

E. Denial and Discontinuance of Service - Service to applicants may be denied and service of customers may be discontinued in accordance with the provisions of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule 3 and Rule 12.

F. Deposits - An applicant for service may be required to make a deposit in accordance with requirements of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule 6 and Rule 7, as shown for business service.

G. Fractional Periods (Other than Usage) - The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.

For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.

H. Fraudulent Use - A WATS Service call may not be made in response to an incomplete long distance call placed to send information and to avoid the Message Telecommunications Service (MTS) Charges.

I. Limitations of Service

1. Dial-Type Service - WATS and 800 Service calls must be dialed and completed without the assistance of a Utility operator except when facilities or conditions do not allow customer dial completion.

2. Local Directory Assistance Service (WATS) - Calls to Directory Assistance (normally accessed by dialing 411) is denied.

3. Calls on WATS to California 900, California 976 and 900 IEC Programs are denied except in those central offices where blocking is not technically feasible.

J. Maintenance and Repairs - All ordinary expense of maintenance and repair of facilities provided by the Utility is borne by the Utility. In case of damage to or destruction of facilities of the Utility due to the negligence of the customer and not to ordinary wear and tear, or in the case of theft of such facilities, the customer is responsible for the cost of replacing the facilities destroyed or stolen or for the cost of restoring the facility to its original condition. Customers may not rearrange, disconnect, remove or attempt to repair any facilities installed by the Utility or permit others to do so, except upon the written consent of the Utility.

K. The minimum service period for WATS and 800 Service is one day.

L. The customer is required to pay all rates and charges for service in accordance with the Utility's regular billing and collection practices.

* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) * (Continued) (C)

3.2.5 SPECIAL CONDITIONS (Continued)

M. When Utility equipment installed on the premises of a customer requires power for it operation, the customer is required to provide such power.

N. Subscription Area

1. Each WATS and 800 Service access line for Half State and Full State is arranged for one subscription area, as requested by the customer.

2. Rate centers and central office codes for each Service Area must be found in Pac Bell Schedule Cal. P.U.C. No. A6.2.7.B. Message Toll Telephone Service - Toll Rate Guide for the State of California.

O. Transmission Quality - Satisfactory transmission cannot be assured when the dedicated access line is connected to other Utility services or to customer-provided equipment or services.

P. Use of The Service By The Customer - The service is provided only for communications in which the customer has direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by them from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others, including personal communications of employees of the customer, except when WATS is used:

1. For public telegram message service or for overseas data message service.

2. By a message-forwarding service in receiving and forwarding messages for its transient clients. However, WATS cannot be used to establish a connection between two parties, neither of who is the WATS customer.

3. By composite data service vendor for sending data (non-voice) communications for its customers.

Q. Impairment of Service

1. An 800 Service customer must subscribe to and make use of a sufficient number of access lines so that use of the service does not interfere with another customer’s service or proper operation of the public switched network.

2. Any arrangement permitting customer control of the number of messages completed to an 800 Service access line is not permitted.

* IntraLATA Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.3 BILLING AND COLLECTION SERVICES

3.3.1 All material covering Billing and Collection Services is now provided under the Utility's Intrastate Access Service Tariff.

SECTION 3 - USAGE AND TOLL CHARGES

3.4 800 DATA BASE QUERY SERVICE

3.4.1 All material covering 800 Data Base Query Services is now provided under the Utility's Intrastate Access Service Tariff.

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (T) (T)

3.5.1 APPLICABILITY

Applicable to Custom 800 Service, furnished or made available by the Utility between its points and between its points and points reached over facilities of connecting companies. Custom 800 Service is furnished only if the necessary service components are available.

3.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom 800 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.5.3 GENERAL

A. The Utility will provide Custom 800 Service in conjunction with an Interexchange Carrier using a business line, a dedicated access line or a residence line. The Utility will provide the intraService area portion and the Interexchange carrier will provide the interService area portion. The access line will be owned by the Company.

B. Custom 800 Service can be provisioned on any business line, PBX trunk, and business answering line, secretarial line, answering service line or any residential line. Custom 800 service and usage charges will be in addition to the applicable charges for the line and trunk service.

C. The Utility's Local Exchange Tariff contains general regulations related to Custom 800. These general regulations are in addition to specific conditions and regulations contained in this Service Catalog for, Usage and Toll Charges, IntraLATA Wide Area Telephone Service (WATS/800).

D. Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Custom 800 is residential.

3.5.4 RATES AND CHARGES

A. Custom 800 - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (T)

	Monthly Rate
1. Custom on Regular Business Line Custom 800, per 800 number	$15.00
2. Dedicated Access Line Custom 800, per 800 number	$20.00
3. Custom on a Residential Line Custom 800, per 800 number	$5.00

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T) (T)

3.5.4 RATES AND CHARGES (Continued)

B. Rate Period

Rates applicable to Custom 800 are based on the time of day or day of week as follows:

1. Business Day Period - 8:00am to 5:00pm (1)
   Monday through Friday.

2. Evening Period - 5:00pm to 11:00pm (1)
   Monday through Friday.

3. Night/Weekend Period - 11:00pm to 8:00am (1)
   Monday through Friday, weekends and calls completed on any holiday listed in AT&T California Network and Exchange Services Tariff, Schedule Cal. P.U.C. A6.2.1.

C. Method of determining Usage Charges for Custom 800:

1. Determine the total actual hours to be billed for each rate period for each rate group.

2. Determine the chargeable hours rounded to the nearest thousandth (three decimal places).

3. The sum of the total hours in each rate period will determine the appropriate rate band to be applied.

Note 1: To, but not including.

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T) (T)

3.5.4 RATES AND CHARGES (Continued)

D. Hours of Usage (1)

Usage charges are based on time of day, day of week and total hours used in the billing period. The sum of hours in all three-rate periods determines the applicable usage threshold level. The applicable rate apply to all Custom 800 service associated with a specific telephone number, rounded to the nearest one-tenth of an hour.

Rate Group	Rate Period
Monday thru Friday, 8:00am to 5:00pm (2)	1
Monday thru Friday, 5:00pm to 11:00pm (2)	2
Monday thru Friday, Weekends and Holidays listed in Schedule Cal. P.U.C. A6.2.1 11:00pm to 8:00am (2)	3

CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (N)

Usage Thresholds per hour	Rate Group B (3)		
	1	2	3
Less than 10 hours	$11.00	$7.50	$6.00
Minimum 10 hours	10.00	7.50	6.00
Minimum 25 hours	9.00	7.50	6.00
Minimum 50 hours	8.00	7.50	6.00
Minimum 150 hours	7.00	6.00	6.00
Minimum 1,000 hours	6.00	6.00	6.00
Minimum 2,500 hours	5.50	5.50	5.50
Minimum 5,000 hours	4.50	4.50	4.50

(1) Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
(2) To, but not including.
(3) The sum of the total hours in each rate period will determine the appropriate rate group to be applied

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T) (T)

3.5.4 RATES AND CHARGES (Continued)

E. Optional features on Custom 800 - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (T) (T)

	Nonrecurring Charge	Monthly Rate
1. Call Handling and Destination Feature Initial establishment of routing arrangement per 800 number	$150.00	$50.00
Change requested in routing arrangement per 800 number (1)	50.00	No
Alternative Routing arrangement/ update per 800 number	150.00	No
2. Call Data Sample Initial establishment of sample - per order	No	No
subsequent copies,per order	150.00	No
3. Call Data Summer reports Copies of report - per order	50.00	No
4. Raw Data Call Sample report per copy paper copies	50.00	No
magnetic tape	150.00	No
5. Custom 800 Directory Assistance Listing per 800 Number	No	No
6. Billing Account Group (BAG) per BAG control account	No	No
per individual Custom 800 account in BAG	10.00	7.50

(1) Changes maybe made as normal service updates (same as change charge) on a regular business basis.

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (N)

3.5.4 RATES AND CHARGES (Continued)

F. West Coast Market

	Nonrecurring Charge	Monthly Rate
1. Business 800 Service		$15.00(1)
No Contract	$10.00	
One Year Contract	5.00	
Two year Contract	3.00	
Three Year Contract	0.00	
2. Residential 800 Service		5.00(1)
No Contract	10.00	
One Year Contract	5.00	
Two Year Contract	3.00	
Three Year Contract	0.00	
3. Variable Call Destination Rates per termination		5.00(2)
Variable Call Destination provides for multiple terminations, within one or more LATAs of the 800/888 number assigned In conjunction with Business and Residential 800 Service.		

(1) Nonrecurring charges from Section 2, are applicable in addition to the Residential Line 800 Service nonrecurring charges when Business and Residential 800 Service is ordered by a customer requesting new service. The charges in Section 2, are not applicable when Business and Residential 800 Service is added to existing service.

(2) Nonrecurring charges as set forth in Section 2, apply when Variable Call Destination is added at a different time than Business and Residential 800 Service. There is no nonrecurring charge when Variable Call Destination is added at the same time as Business and Residential 800 Service. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (N)

3.5.4 RATES AND CHARGES (Continued)

F. West Coast Market (Continued)

4. Usage - per hour

The hourly rate applies to the actual use of the 800/888 number rounded to the nearest tenth of an hour.

Rate Periods	Hours	Rate Period
Monday thru Friday	8:00 am to 5:00 pm[1]	1
	5:00 pm to 11:00 pm[1]	2
	11:00 pm to 8:00 am	3
Saturday, Sunday, and Holidays[2]	All	3
		3

	Rate Periods Per Hour		
	1	2	3
(a) Month-to-Month			
- Less than 24.9 hours	$8.10	$7.25	$6.45
- Minimum 25 hours	7.35	6.60	5.90
- Minimum 50 hours	7.00	6.30	5.60
- Minimum 100 hours	6.60	5.95	5.30
- Minimum 200 hours	6.25	5.60	5.00
- Minimum 500 hours	5.90	5.30	5.00
(b) One Year Contract			
- Less than 24.9 hours	$7.80	$7.00	$6.35
- Minimum 25 hours	7.05	6.35	5.80
- Minimum 50 hours	6.70	6.05	5.50
- Minimum 100 hours	6.20	5.70	5.20
- Minimum 200 hours	5.85	5.35	4.90
- Minimum 500 hours	5.50	5.05	4.90

(1) To, but not including.
(2) As shown in Frontier Communications Online and Long Distance Tariff. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (N)

3.5.4 RATES AND CHARGES (Continued)

F. West Coast Market (Continued)

4. Usage - per hour (Continued)

	Rate Periods Per Hour		
	1	2	3
(c) Two Year Contract			
- Less than 24.9 hours	$7.65	$6.95	$6.15
- Minimum 25 hours	6.90	6.30	5.60
- Minimum 50 hours	6.55	6.00	5.30
- Minimum 100 hours	6.00	5.65	5.00
- Minimum 200 hours	5.65	5.30	4.70
- Minimum 500 hours	5.30	5.00	4.70
(d) Three Year Contract			
- Less than 24.9 hours	$7.30	$6.90	$6.10
- Minimum 25 hours	6.55	6.25	5.55
- Minimum 50 hours	6.20	5.95	5.25
- Minimum 100 hours	5.70	5.60	4.95
- Minimum 200 hours	5.35	5.25	4.65
- Minimum 500 hours	5.00	4.95	4.65

(N)

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T) (T)

3.5.5 SPECIAL CONDITIONS

A. Custom 800 is an 800 service that provides three line termination options: a regular business line, a dedicated access line, and a residential line. Custom 800 permits the business or residential subscriber to terminate their 800 service on a business or residential line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the business line, dedicated access line, or residence line terminates. Service from other service areas must be provided by a participating long distance carrier. Custom 800 is offered in LATAs 707 and 916 within the State of California.

B. Where another 800 Service Provider arranges for the service, the non-recurring charges of the 800 Service Provider apply and not the non-recurring charges of the Utility. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Utility or the 800 Service Provider arranges the service as provided for in the Service Catalog.

C. Optional features available on Custom 800 Service:

1. Call Handling and Destination Features allow the subscriber to select routing options as to how their 800 calls are routed based on where the 800 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed.
   - by time of day
   - by day of week
   - originating area code, area code and prefix or Service area
   - specific date (within the next 12 months)
   - allocation to terminating location by percentage of calls
   - multiple carriers

   a. Primary Routing Arrangement - Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which his 800 calls should be routed under normal business conditions. The subscriber may request the Utility make changes in the primary routing arrangement as normal service updates on a regular business basis.

   b. Alternate Routing Arrangement - Call Handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Utility, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T) (T)

3.5.5 SPECIAL CONDITIONS (Continued)

C. Optional features available on Custom 800 Service: (T) (T)

2. Call Data Sample allows the subscriber to obtain sample information about the calls originated and/or terminated to the subscriber's 800 number. (1)

   The Subscriber can select the basis for the Call Data Sample from the parameters identified below:
   - sample size 1% - 100%
   - Specific 800 number dialed
   - geographic locations of where calls orginate NPA/Area Code/Area Code and prefix
   - time of day calls were made
   - date of calls
   - number of calls within subscription area
   - number of call attempts from outside your subscription area
   - percentage of calls completed
   - duration of calls
   - identification of carrier used to route a call
   - duration of sample period: 1 day minimum, 30 days maximum

3. Call Data Summary Reports - Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.

4. Raw Data Call Sample Reports - Raw data collected in the Call Data Sample is available on magnetic tape or paper.

5. 800 Directory Assistance Listing - Custom 800 subscribers may list their 800 numbers in the AT&T 800 Directory Assistance service (1-800-515-1212) through the Utility at no charge. The AT&T 800 Directory Assistance operator will provide the Custom 800 number listing when the calling party's NPA corresponds to the NPA(s) in the Custom 800 customer's subscription area.

6. Billing Account Group (BAG) - This feature provides the Custom 800 subscriber with multiple Custom 800 accounts, the ability to aggregate their 800 usage across designated accounts in order to attain a lower hourly billing rate, yet still receive individual bills at the original account levels. The subscriber can combine Custom 800 usage amounts for up to 250 individual billing accounts. The total usage across all accounts in the Billing Account Group will determine the appropriate Custom 800 hourly rate. This rate will be applied against the usage associated with each individual billing account. The subscriber may establish a control account as the single point of contact for the authorization of billing telephone number changes, additions and deletions.

D. No Set-Up charge will apply to Custom 800.

(1) Call data may not be available when calls originate from some Local Exchange (LEC's) territory.

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (N)

3.5.5 SPECIAL CONDITIONS (Continued)

E. Discount Plans – West Coast Market

Discount Plans are available for customers who sign up for one, two, or three years of service. Nonrecurring charges and usage will be discounted as specified in the rates section. Customers who sign a contract for one, two, or three years of service will also receive a unique ringing signal, where Facilities permit, at no additional charge. The unique ringing signal will enable the customer to distinguish if the incoming call was placed by dialing the 800/888 number or the customer's local exchange number.

If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-to-month rate (to a maximum of twelve months). The payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures. (N)

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

3.6.1 APPLICABILITY

Applicable to outbound direct dialed IntraLATA Message Toll Telephone Service Calls that originate and terminate over facilities furnished or made available by the Utility.

3.6.2 TERRITORY

Between points within the State of California where the respective rate centers of such points are located within the LATA where the Utility's service areas are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.6.3 GENERAL

The Unlimited Residential Local Toll Service is an optional IntraLATA toll calling plan available to Single-party line Residential Service customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides unlimited direct dialed outbound only IntraLATA toll calling from a customer's home rate center to a corresponding rate center(s) located within the customer's LATA for a flat monthly rate.

3.6.4 RATES AND CHARGES

The monthly rate for the Unlimited Residential Local Toll Service is in addition to the applicable Single-party line Residential and/or the Switched Foreign Exchange Residential Measured rates specified in the Local Exchange Tariff, Schedule A1.

	Monthly Rate	Non-Recurring Installation Charge
Unlimited Residential Local Toll Service – Per Line	$29.95	$20.00

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS

4. The Unlimited Residential Local Toll Service does not apply to the following types of calls or services:

   - Operator Handled Station-to-Station Service
   - Operator Handled Person-to-Person Service
   - Operator Handled Credit Card Calls
   - Directory Assistance Service

   (D)

   - 900/976 Service
   - Private Line Services
   - Wide Area Telecommunications and 800 Service
   - Extended Area Service (EAS)
   - 3 Way Calling (per activation)
   - Call Return *69 (per activation)
   - Remote Call Forward
   - Foreign Exchange Service
   - Toll Station Service
   - Multi-party Service

5. The Unlimited Residential Local Toll Service is only available to Residential customers who subscribe to the Utility as their carrier for all local, Zone Usage Measurement and IntraLATA calls.

6. The Unlimited Residential Local Toll Service is available to new and existing Residential Customers that subscribe to the Utility's Single-Party Line Residence Service and use the Utility's switched network to access the IntraLATA toll network.

7. The Unlimited Residential Local Toll Service is designed for Residential Customers with a single billed telephone number. Multiple billed telephone number aggregation is not available with the Unlimited Residential Local Toll Service.

8. Customers who cancel or discontinue the Unlimited Residential Local Toll Service or the Single Party Residence access line, or whose service is refused, cancelled or discontinued by the Utility will be moved to the Utility's Automatic Savings Plan as defined in Section 3.1.4 unless the Customer selects an alternative optional calling plan for which the customer is eligible.

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS (Continued)

9. The Unlimited Residential Local Toll Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Residential Local Toll Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Residential Local Toll Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

10. Call detail for IntraLATA Message Toll usage will not be displayed on the customer's bill.

11. Service Charges listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Residential Local Toll Service for a 12-month period. In the event the customer cancels the service after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Charges will apply. (T) (T)

SECTION 4 – DIRECTORY SERVICES

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SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

	Monthly Rate			
Business and Residential	All Markets (excluding West Coast)		West Coast Market	
A. Primary Listing	No Charge		No Charge	
B. Additional Listing				
Business	$43.50	(I)	$43.25	(I)
Residential	$5.50		$5.00	
C. Foreign Exchange Listing				
Business	$11.50		$10.25	
Residential	$6.00		$6.00	
D. Extra Lines of Information				
Business	$43.25	(I)	$43.25	(I)
Residential	$5.50		$4.75	
E. Non-Listing	$6.50		$6.50	
F. Non-Publish	$5.75		$5.25	

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.4 GENERAL (T)

The following applies to light faced listings in the white pages (alphabetical section of the directory). (C)

A. Only information necessary to identify the customer is included in these listings.

B. The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.

C. The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.

D. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.

E. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

F. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

G. Incoming calls to Non-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.

H. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

I. Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID. (C)

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.5 COMPOSITION OF LISTINGS (T)

A. Name (C)

1. Business Service

(If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

a. The name of a subscriber
b. The name of each business enterprise, which the subscriber conducts
c. The name of a corporation, which is the parent or subsidiary of the subscriber

2. Residence Service

a. The name of the subscriber
b. Another authorized residential name
c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
d. Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

B. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

C. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address. (C)

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.6 TYPE OF LISTING (T)

A. Primary Listing – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement. (C)

B. Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

C. Foreign Exchange Listing – A listing appearing in a directory other than the directory in which local exchange service if furnished or associated with a service provider that does not have an directory listing agreement in place.

D. Extra Lines of Information – descriptive text that does not have a telephone number.

E. Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.

F. Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory. (C)

SECTION 4 – DIRECTORY SERVICES

4.1 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 4 – DIRECTORY SERVICES

4.1 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 4 – DIRECTORY SERVICES

4.2 JOINT USER SERVICE

4.2.1 APPLICABILITY

Applicable to joint user service in connection with business local service.

4.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Joint User Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

4.2.3 RATES AND CHARGES

Each joint user service in connection with:

	Business	Rate Per Month: California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market
A.	Business Single and Party line	$3.75	$7.50		
B.	Coin Box	3.75	7.50		
C.	Private Branch Exchange Service	3.75	7.50		
D.	Measured Rate Business Service			$7.00	

4.2.4 SPECIAL CONDITIONS

A. Joint User Service is an arrangement whereby an individual, other than an employee, member or officer of the concern, which is the customer, or a firm, corporation or association shares in the use of a customer's business telephone service. The customer's facilities are not to be extended off the premises on which the primary service is located to provide joint user service only.

SECTION 4 – DIRECTORY SERVICES

4.2 JOINT USER SERVICE (Continued)

4.2.4 SPECIAL CONDITIONS (Continued)

B. Joint User Service is applicable and will be furnished upon application by the customer as follows:

1. Application for use of the customer's service by any individual, firm, company, corporation, or association occupying jointly or in part the premises on which the primary service is located or the premises on which the customer's off-premises service is located.

2. Application for the use of customer's service for another business conducted separately by the customer and differing in character or name from that for which the facilities are provided.

3. Application for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.

C. The above rates apply in addition to the rates and charges for the facilities and all other service provided. The minimum charge for joint user service shall be the monthly rate, provided that if the listing is included in the telephone directory, the service shall be paid for until the end of the directory period unless the joint user vacates the customer's premises or the customer's service is discontinued or the joint user becomes a customer to business service in the same exchange.

D. Joint user service is not furnished in connection with:

1. Residence Telephone Service

2. Switched Foreign Exchange Service

3. Feature Group A Service

4. Farmer Line Service

E. Directory listings will be furnished in connection with joint user service in accordance with the Service Catalog provisions applicable to directory listings.

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE

4.3.1 APPLICABILITY

Local Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from the Directory Assistance records for information within the calling party's LATA. (T)

National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's LATA. (T)

Directory Assistance Call Completion (DACC) allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

4.3.2 TERRITORY

Local Directory Assistance service is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB. Customers may also request National Directory Assistance for telephone numbers outside their LATA. (T)

4.3.3 GENERAL

A. Local Directory Assistance Service provides the calling party with the following types of information from the Directory Assistance records.

1. The requested telephone number or information that the requested telephone number cannot be found. (D)

(D)

B. National Directory Assistance Service provides the calling party with the following types of information from the National Directory Assistance records.

1. The requested telephone number or information that the requested telephone number cannot be found. (D)

C. The Directory Assistance operator will furnish up to a maximum of three listings of the type of information described in A. above, per call. A maximum of two national directory assistance listings will be furnished per call.

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	Charge					
	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	West Coast Market	
A. Local Direct dialed calls to directory assistance						
1. Residence Service Each call	*	*	*	*	*	(C)
2. Business Service Each call	*	*	*	*	*	
3. For operator assisted calls to Local Directory Assistance add to the above rates	*	*				
B. National Directory Assistance, per call	*	*	*	*	*	
C. Directory Assistance Call Completion (DACC)	*	*	*	*	*	
Usage Charge (see Special Condition 4.3.5.D)	*	*	*	*		(C)

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:

   a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.

   b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.

   c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

*Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued

4.3.5 SPECIAL CONDITIONS (Continued)

A. Exemptions (Continued)

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item: (Continued)

   d. Callers who place directly dialed Local Directory Assistance calls from the Utility's Public coin telephones.

2. Direct dialed Local Directory Assistance placed from Public and Semi-public telephones are exempt from the charge shown in 4.3.4 preceding. However, the charge shown in 4.3.4.B above will apply to operator-assisted calls placed to Local or National Directory Assistance from Public telephones.

3. Calls from toll stations will be treated as direct dialed calls. No operator-assisted service charge applies.

4. The rates and allowances for Directory Assistance Service apply to FEX customers who are provided dial tone by this Utility.

5. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the rate for an operator assisted station message as shown in 4.3.4.B preceding.

B. InterLATA and interstate calls placed to Directory Assistance over an Interexchange carrier's network are covered by the Service Catalog sections of the Interexchange carrier providing the service.

C. Provisions concerning limitations of liability are set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 31. Except as otherwise provided in such Rule, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of these services.

D. Directory Assistance Call Completion (DACC) – Excludes West Coast Market

The calling party will incur a usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. (D)

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

SECTION 4 – DIRECTORY SERVICES

4.4 TELEPHONE DIRECTORY REPRODUCTION RIGHTS – GLOBAL VALLEY MARKET

4.4.1 APPLICABILITY

Applicable to reproduction rights to the Utility's customers listed in the most recently published alphabetical sections of the Utility's Telephone Directories.

4.4.2 TERRITORY

Telephone Directory Reproduction Rights is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB.

4.4.3 RATES AND CHARGES

	Rate (1)
Each listing	$0.04

4.4.3 SPECIAL CONDITIONS

1. This offering authorizes a publisher, as described herein, to reproduce names, addresses, and telephone numbers of this Utility's customers contained in Utility's telephone directories. Such reproduction rights do not include names, addresses, telephone numbers, artwork, headings, and other materials contained in this Utility's classified "yellow page" directories and directory sections or other utilities customers listed in this Utility's directories. No other rights are granted to the publisher.

2. This offering is limited to publishers engaged in the business of publishing a general directory for general public use and distribution and may not be used by such publishers for any other purpose.

   A general directory is defined as a publication printed on paper and distributed periodically to the public, which contains a classified compilation of a number of individuals or concerns together with their respective telephone numbers and advertisements regarding their products or services. These directories may also contain an associated compilation of telephone customers' names, addresses, and telephone numbers.

3. The publisher shall not permit anyone but his employees or authorized representatives to inspect, use, or reproduce any information furnished hereunder. Reproduction rights under this offering are non-assignable and nontransferable.

Note 1: The Service Charge in Section 2 applies. (T)

SECTION 4 – DIRECTORY SERVICES

4.4 TELEPHONE DIRECTORY REPRODUCTION RIGHTS – GLOBAL VALLEY MARKET (Continued)

4.4.3 SPECIAL CONDITIONS (Continued)

4. The Utility assumes no responsibility or liability for any error in the information furnished. The publisher agrees to accept the listings on an "as-is" basis with all faults, errors, and omissions, if any, and the Utility does not warrant the accuracy of the information contained therein. The Utility makes no warranty, expressed or implied with respect to any listings or the information contained therein, including but not limited to warranties for merchantability or fitness for a particular purpose. The publisher agrees to release the Utility from any and all liability for damages, which may arise due to any errors and omissions in the Utility's listings.

5. The Utility reserves the right to discontinue any of its directories in whole or part, to rearrange or change any such directory in whole or in part or to split or combine one or more of such directories as it deems necessary in the ordinary conduct of its business.

6. Charges shown above for this offering include furnishing a single current copy of the directory requested and such directories are not subject to return to the Utility.

7. The publisher shall furnish a copy of any published directory containing any listing information furnished hereunder to the Utility within 10 days following publication. The Utility may refuse to furnish reproduction rights henceforth to any publisher who fails to comply with this provision.

8. The charges shown are payable in advance or the Utility may, at its discretion, accept a guarantor to secure payment. The Utility, within 40 days following publication of one or more such directories, shall:

   a. refund or bill, as appropriate, any difference between the estimated amount collected and the applicable charge or,

   b. where a guarantor has been accepted, determine the applicable charge, advise the guarantor of such applicable charge and bill the publisher that amount.

9. If the publisher cancels the order prior to the date the Utility is scheduled to provide the listings and the Utility has performed any work or incurred any expense in connection therewith, the Utility will charge the estimated cost incurred not to exceed the estimated charge for the order. If the publisher cancels the order on or after the date the Utility is scheduled to provide the listings, all charges shall apply.

10. For purposes of this Schedule, each name, address, and telephone number of a listed party shall be counted as one listing. If additional lines of information appear, each such line shall be counted as a separate additional listing. Where additional information appears as part of a listed party's name or address, the Utility, at its option, may count same as two listings.

SECTION 4 – DIRECTORY SERVICES

4.5 DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS) – GLOBAL VALLEY MARKET

4.5.1 APPLICABILITY

Applicable to DALIS, which grants a license to third parties such as Competitive Local Carriers, Local Exchange Carriers, Interexchange Carriers, and other parties to utilize the listed names. addresses, and telephone numbers that appear in the Utility's telephone directory assistance data base for the purpose of providing directory assistance service.

4.5.2 TERRITORY

Directory Assistance Listing Information Service (DALIS) is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB.

4.5.3 RATES AND CHARGES

	Rate (1)
Basefile, per listing	$ .04

4.5.4 SPECIAL CONDITIONS

1. The listing information will be provided in data files comprised of an initial file (the "basefile") via a transfer protocol agreed to by the Utility. DALIS providers must supply the required data network.

2. A standard format of the listing information will be established by the Utility and provided to the DALIS provider. The Utility reserves the right to modify this format.

3. The Utility will not provide any listing information that its customer(s) has requested to be nonpublished, nonlisted, and/or not released.

4. Rights in this offering are nonassignable and nontransferable by the DALIS providers other than through the provisioning of directory assistance.

5. Publisher shall not make any representation to the public, prospective advertisers, or others, expressed or implied, written or oral, to the effect that Publisher (and its publications) is the same as, a part of or associated with the Utility or Utility's Directory Company.

6. The listed information provided by this offering may only be used for the purpose of providing directory assistance to the DALIS customers.

Note 1: The Service Charge in Section 2 applies. (T)

SECTION 4 – DIRECTORY SERVICES

4.5 DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS) – GLOBAL VALLEY MARKET (Continued)

4.5.4 SPECIAL CONDITIONS (Continued)

7. The DALIS providers shall indemnify, hold harmless, and defend the Utility from and against any cost, damage, expense (including but not limited to reasonable attorney's fees and expenses) or liability arising in any manner out of any demand, claim, suit, or judgment for damages or injuries however caused, which may arise out of the provider's use of the listings furnished under this Section.

8. The Utility assumes no responsibility or liability for any error in the information furnished. The DALIS provider agrees to accept the listings on an "as-is" basis with all faults, errors, and omissions, if any, and the Utility does not warrant the accuracy of the information contained therein. The Utility makes no warranty, expressed or implied with respect to any listings or the information contained therein including, but not limited to, warranties for merchantability or fitness for a particular purpose. The DALIS provider agrees to release the Utility from any and all liability for damages, which may arise due to any errors and omissions in the Utility's listings.

9. The listings shall, at all times, remain the sole property of the Utility. No one may sell, rent, OR otherwise provide copies of listings, except as provided in CPUC Decision 00-10-026. Anyone who obtains the Utility's listings must comply with the requirements set forth in CPUC Decision 00-10-026.

10. Any third party failing to pay such applicable charges due the Utility shall be subject to the same sanctions, penalties, or other legal remedies that would be available if the listings were obtained directly from the Utility.

11. The basefiles will contain the most recent listings available in the Utility directory listing database.

12. The Utility may request the return of the listings that have been provided or proof of their destruction.

13. Rate Regulations:

    a. The Utility may require the DALIS provider to make an advance payment of the estimated per listing charges for the basefile at the time the order is taken. The Utility shall refund or bill, as appropriate, any difference between the estimated amount collected and the actual charge.

    b. If the DALIS provider cancels the order prior to the date the Utility is scheduled to provide the listings and the Utility has performed any work or incurred any expense in connection therewith, the Utility will charge the estimated cost incurred not to exceed the estimated charge for the order.

SECTION 4 – DIRECTORY SERVICES

4.5 DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS) – GLOBAL VALLEY MARKET (Continued)

4.5.4 SPECIAL CONDITIONS (Continued)

13. Rate Regulations: (Continued)

c. If the DALIS provider cancels the order on or after the date the Utility is scheduled to provide the listings, all charges shall apply.

d. The Utility shall count and bill for all listings provided to the DALIS provider, whether or not the provider actually reproduces such listings in the provider's directory assistance.

e. For purposes of this Section, each name, address, and telephone number of a listed party shall be counted as one listing. If additional lines of information appear, each such line shall be counted as a separate additional listing. Where additional information appears as a part of the listed party's name or address, the Utility at its option may count it as two listings.

SECTION 4 – DIRECTORY SERVICES

4.6 CUSTOMER GUIDE SERVICE – CALIFORNIA EMBEDDED MARKET

4.6.1 APPLICABILITY

Customer Guide Service allows long-distance companies (Interexchange carriers) who are certified by the California Public Utilities Commission to provide toll service within California's LATAs, to list their name, long-distance Company Code, telephone number and/or intraLATA rates in the preface section of the Utility's White Page directories.

The long-distance company listing information and/or intraLATA rates will appear in the Customer Guide section of all the Utility's White Page telephone directories.

4.6.2 RATES AND CHARGES

	Non-Recurring Rates
A. Alturas - Burney Directory	
1. Long-distance company listing information	$18.45
2. Long-distance company intraLATA rates:	
a. full-page of Customer Guide space	350.80
b. half-page of Customer Guide space	175.40
c. quarter-page of Customer Guide space	87.40
B. Elk Grove Directory	
1. Long-distance company listing information	33.55
2. Long-distance company intraLATA rates:	
a. full-page of Customer Guide space	637.70
b. half-page of Customer Guide space	319.20
c. quarter-page of Customer Guide space	159.60
C. Ferndale Directory	
1. Long-distance company listing information	1.60
2. Long-distance company intraLATA rates:	
a. full-page of Customer Guide space	30.20
b. half-page of Customer Guide space	15.10
c. quarter-page of Customer Guide space	7.55
D. Susanville Directory	
1. Long-distance company listing information	18.80
2. Long-distance company intraLATA rates:	
a. full-page of Customer Guide space	359.20
b. half-page of Customer Guide space	179.60
c. quarter-page of Customer Guide space	89.80

SECTION 4 – DIRECTORY SERVICES

4.6 CUSTOMER GUIDE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

4.6.2 RATES AND CHARGES (Continued)

	Non-Recurring Rates
E. Rio Vista Directory	
1. Long-distance company listing information	$2.45
2. Long-distance company intraLATA rates:	
a. full-page of Customer Guide space	40.15
b. half-page of Customer Guide space	20.10
c. quarter-page of Customer Guide space	10.05

	Monthly Rate
F. Global Valley Market	
1. For Space in Information Section of the White Pages	
a. Each one-half page or fraction thereof	$65.80
b. Each quarter-page or fraction thereof	35.00
c. Each full-page	131.70

G. Golden State and Tuolumne Markets

	Monthly Rate
Display Informational Listings	
Full Page	$175.00
Three Quarter Page	150.00
Half Page	125.00
Three Quarter Page	100.00
Quarter Page	75.00
One Eighth	50.00
Quarter Column	25.00
Space Informational Listings - In Column Ads	
Three-Quarter inch	10.00
One inch	12.00
One and One-Half inch	15.00
Two inches	20.00
Two and One-Half inch	25.00
Three inches	30.00
Four inches	35.00

SECTION 4 – DIRECTORY SERVICES

4.6 CUSTOMER GUIDE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

4.6.3 SPECIAL CONDITIONS

A. Listing Information

1. For purpose of this Service Catalog, "listing information" is limited to the long-distance company's name, its code number for dialing ("Company Code"), and either one or two telephone numbers.

2. Long-distance company listing information will be displayed on a table containing similar information for other long-distance companies.

3. The listing of long-distance companies will be randomized, rather than alphabetical.

4. The long-distance company's Company Code may be omitted at its request. When omission is requested, a footnote will state, "Service available only to customers who have established an account with this company".

5. There will be a maximum of two telephone numbers for each long-distance company listing. Telephone numbers will be listed in numerical form only.

6. The following designations will be used to route long-distance companies' customer calls: All, Business, Residence, Business Only, Residence Only.

B. IntraLATA Rates

1. For purposes of this Service Catalog, 'intraLATA rates" is limited to the long-distance company's actual rates and/or descriptions of services and does not include any form of: advertising, puffery; slogans; logos; comparisons to other companies' rates, services, or quality of service; or other promotional material. The Utility reserves the right to refuse to publish intraLATA rates that do not comply with these requirements.

2. The Utility shall provide space in the Customer Guide section of all White Page directories on a full-page, half-page, or quarter-page basis for inclusion of intraLATA rates.

3. The long-distance company shall include the following statement with its intraLATA rates: "Rates are those in effect on (effective date). For updated rates, please call (long-distance company telephone number)".

4. The listing of intraLATA rates will be randomized, rather than alphabetical.

5. The intraLATA rates shall be displayed according to established Customer Guide guidelines in regard to typeface, point size, columnization, and other features.

SECTION 4 – DIRECTORY SERVICES

4.6 CUSTOMER GUIDE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

4.6.3 SPECIAL CONDITIONS (Continued)

B. IntraLATA Rates (Continued)

6. Changes to previously published intraLATA rates will be accommodated according to the Utility's Customer Guide production and publishing schedules.

7. If the long-distance company provides inaccurate intraLATA rates, the Utility will not issue corrective material.

C. Obligation of the Customer

1. The long-distance company will provide intraLATA rates in "camera-ready" form. No transcription of the intraLATA rates will be done by the Utility. The intraLATA rates shall be provided to the Utility according to the Customer Guide production and publishing schedules.

2. The long-distance company shall certify in writing that the intraLATA rates and service description(s) it has provided are true and correct.

3. Prior to publication of each Customer Guide version, the long-distance company shall approve final "OK TO PRINT" copies of listing information and/or intraLATA rates.

D. Limitation of Liability

1. The long-distance company shall indemnify, hold harmless, and defend the Utility from and against any costs, damages, expenses (including reasonable attorney's fees), or liability arising in any manner out of any demand, claim, suit, or judgment for damages or injuries, however caused, which may arise out of the Utility's publishing of listing information or intraLATA rates under this section.

2. Precaution will be taken to avoid errors and omissions in publishing the listing information and intraLATA rates in the Customer Guide. However, should any error or omission occur, the Utility's liability for such error or omission shall be limited to a pro-rata abatement of the charge paid by the long-distance company to the Utility for Customer Guide services in the same proportion that the error or omission reduces the value of the entire Customer Guide service provided for that customer. In no event shall such liability exceed the amount paid by the long-distance company to the Utility for the Customer Guide service during the time it is in error, and in no event shall the Utility be liable for consequential damages.

SECTION 4 – DIRECTORY SERVICES

4.6 CUSTOMER GUIDE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

4.6.3 SPECIAL CONDITIONS (Continued)

E. Minimum Period

1. The minimum period for which Customer Guide service will be provided and for which charges apply is one year. A minimum period of one year applied for each additional period of service extended.

2. If the long-distance company discontinues Customer Guide service prior to the end of each one-year period, refunds will not be provided for partial or unfulfilled White Page directory schedules.

3. The Utility will issue one bill for the long-distance company listing information and intraLATA rates included in all of the Utility's White Page directories in the one-year subscription period. Payment is due from the long-distance company when the first directory cycle is "OK TO PRINT".

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SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET

5.1.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.1.3 GENERAL

A. Centrex Services are available for business customers with two or more access lines.

B. Centrex Services are furnished where there is available central office equipment with proper program updates as determined by the Utility.

C. Centrex Services are provided using single-party business access lines in conjunction with service lines for additional stations in the Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all access lines in a Centrex group are busy, the service lines may be used for calling station to station or to activate enhanced features within the group.

D. Premises equipment must be supplied by the customer and must be compatible with the services and equipment offered by the Utility.

E. The Centrex Features Package will include, but not be limited to, the following features:

1. Intercom
2. Call Hold
3. Call Pickup
4. Call Transfer
5. Call Forward/Consultation Hold/Conference Calling
6. Speed Call 8 (1)
7. *66 Busy Number Redial (T)
8. Distinctive Ring
9. *69 Call Return (T)
10. Make Set Busy
11. Toll Restriction (Class of Service)
12. Hunt Group
13. Station Call Park

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.3 GENERAL (Continued)

F. Basic Centrex Services for the Courtland, Isleton, Meadowview and Walnut Grove Exchanges will include, but not be limited to the following features:

1. Basic Call Forward
2. Call Hold
3. Call Pickup
4. Call Transfer
5. Call Waiting
6. Conferencing (3 Way Calling)
7. Speed Call (6 or 8 (2) numbers)
8. Station Hunting
9. Station-to-Station Dialing

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate	
A. Centrex Service Lines	$60.90	(I)
B. Distance Sensitive Pricing Plan for Centrex Service Lines		
1. Distance From Central Office		
Up to 2000 feet	8.95	
2,001 - 4,000	11.65	
4,001 - 6,000	14.85	
2. Central Office Based Access Lines for C.O. Features only	9.95	
C. Basic Centrex Services:		
1. Basic Centrex Service (1) (per Centrex access line or service line	2.65	

Note: Service Charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate	
D. Optional Line Features (per line)		
1. Automatic Line	$3.02	
2. Call Waiting - includes Call Waiting Originating and Dial Call Waiting	1.00	
3. Night Answer	2.00	
4. Paging Access	1.25	
5. Code Call Access	1.25	
6. Music on Hold	.55	
7. Executive Busy Override	2.00	
8. Data Call Protection	1.00	
9. Uniform Call Distribution	1.00	
10. Speed Call 30	1.50	
11. Speed Call 50	1.50	
12. Line Arranged for Electronic Business Set	1.50	
E. Optional Group Features		
1. NTI Attendant Console Service - per Console	78.45	
2. Six Port Conferencing	5.00	
3. Thirty Port Conferencing	25.00	
4. Automatic Route Selection	6.00	
5. Station Message Detail Recording	43.00	
6. Simplified Dialing	3.00	
7. WATS Service Arrangement*	35.00	(C)
F. CLASS on Centrex (per line) (1)		
a. Caller ID (2)		
b. Caller ID with Name*		
c. Call Return *69		
G. Uniform Call Distribution	7.00	

	Non-Recurring Charge
H. Central Office charge to convert existing lines to Centrex service	$20.00
I. Non-Recurring order charge for feature program changes	10.00

Note: Service Charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

(1) Refer to Section 5 for rates.

(2) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS

A. A customer, or different customers, may choose to combine access lines terminating at different premises into a single Centrex group. All lines combined into a single group must be served by the same central office.

1. Each customer is responsible for the Centrex basic features and optional line features on their individual lines. All Centrex lines must have basic features except lines used for paging access, facsimile, modem and alarm.

2. In the case where optional group features are ordered, an agreement must be reached between customers and the Utility as to which customer will be responsible for these particular features.

B. The Distance Sensitive Pricing Plan for Centrex service line rates will be determined based on the number of lines, length of contract and distance from the central office. It is subject to the following conditions:

1. The length of the agreement shall be in 12 month increments of not less than 36 months nor more than 120 months as selected by the customer.

2. Rates and charges in other schedules where applicable, are in addition to the rates shown above.

3. Service lines over 6,000 feet from the central office will be provided at the normal Service Catalog rates for the service as shown in 5.1.4.A preceding.

4. Central office based access lines are not distance sensitive.

5. The quantity of outside access lines will be designated based on the individual customer's traffic requirements.

6. Basic Termination Liability Formula - If the service is cancelled in whole or in part by the customer or is terminated for cause by the Utility prior to expiration of the agreed-to period, the customer shall be required to pay a sum determined by the application of the following formula for Centrex lines and feature packages.

   Termination Charge = # of lines or feature packages X monthly rate X # of months remaining in the Basic termination liability agreement.

C. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. The Utility makes no representation as to quality of transmission on such calls.

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS (Continued)

D. Three different hunt groups are available with Centrex Services, Directory Number Hunting (DNH), Multiline Hunting (MLH) and Distributed Line Hunting (DLH). For MLH and DLH groups, only a pilot directory number is used and all lines in the hunt group must be equipped with the same Centrex features. Individual directory numbers are furnished with each line in a DNH group and separate features can be provided.

E. Each Centrex line is entitled to one free directory listing.

F. Description of Optional Features (Per Line)

Automatic Line - Provides an automatic connection between a calling station that goes off hook and a predetermined location. The calling station does not receive a dial tone. The automatic connection is made to a stored number consisting of 1 through 11 digits.

Call Return *69 - Allows the subscriber to return the call most recently received, by dialing *69, which will direct central office equipment to automatically re-dial the number. (T)

Call Waiting, Call Waiting Originating, Dial Call Waiting - With the Call Waiting feature, an incoming call encountering a busy station receives audible ringing, while the called, busy station receives a call waiting tone. The called party can then put the existing call on hold and answer the waiting call, alternate between the two calls or can abandon one of the calls.

Call Waiting Originating will automatically apply a call waiting tone to a busy station. There's no need to dial an access code or to press a feature key.

Dial Call Waiting can be used to alert the busy called party of your call, even if the phone does not have call waiting.

Caller ID - Provides the called party, by means of a display device, with the identified number of the calling party.

Caller ID with Name - Provides the called party, by means of a display device, with the identified name and number of the calling party, where technically available. (T)

Centrex line arranged - for the use of customer provided Electronic Business Sets.

Code Call Access - Allows stations to gain access to customer-provided code call equipment by dialing an access code and a called party code.

Data Call Protection - Provides security for phone lines being used as data lines.

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS (Continued)

F. Description of Optional Features (Per Line) (Continued)

Executive Busy Override - Allows a single-line set user to gain access to a busy station by flashing the hook switch (during busy tone) and dialing a busy code.

Music on Hold - Provides a continuous broadcast of music.

Night Answer - Provides for handling of calls when the attendant is absent. It is usually activated after regular hours and on weekends.

Paging Access - Allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer premises.

Speed Call 30 and 50 - Allows a user to place calls to a previously designated list of frequently called numbers (either 30 Code or 50 Code) by dialing a speed-dialing code consisting of an asterisk (*) plus one or two digits instead of dialing all digits of the desired number.

Uniform Call Distribution - Queues calls and evenly distributes them among a number of stations.

G. Description of Optional Group Features

1. NTI Attendant Console Service - Designed specifically for applications that require a dedicated call-handling attendant. Attendant consoles are appropriate for medium to large size businesses.

2. Six Port Conferencing - Allows a business set with a conference key to establish a conference call of up to six parties. Any of the other parties can be external to the switch.

3. 30 Port Conferencing - Extends the maximum number of attendant conference conferees from 6 to 30. This requires additional conference bridges.

4. Automatic Route Selection - With this feature trunk route lists are automatically searched in order to locate an idle outgoing trunk.

5. Station Message Detail Recording - The call detail recording system within the DMS-100 that records call information on Digital Centrex calls placed by station users.

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS (Continued)

G. Description of Optional Group Features (Continued)

6. Simplified Dialing - Allows a customer to adopt a destination code-based dialing plan for a private network. The customer assigns a destination-code to each point in the private network that can be reached by the customer's tandem tie-trunk network.

7. WATS Service Arrangement - Allows the attendant to control access of all stations and trunks to Vertical Facility Group by a single key. Customer does not have to purchase a dedicated access line for WATS/800 Service.

8. Uniform Call Distribution - Queues calls and evenly distributes them among stations in the group.

H. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems: (N)

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET

5.2.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.2.2 TERRITORY

Applicable to the Guinda, Livingston, Patterson, and Westley exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.2.3 RATES AND CHARGES

	Rate Per Month	
A. Primary Access Line (unrestricted, outside) 2-100 lines*, each line	Rate applicable to business service, as listed in the Local Exchange Tariff, Schedule A1	
B. Intragroup Calling Service 2-100 lines(1), each line (See Special Conditions Nos. 6 and 8):		
1. Zone 1	$ 61.25	(I)
2. Zone 2	61.25	(I)
3. Zone 3	61.25	(I)
C Features:		
1. Basic Features, as listed in Special Condition No. K. 2-100 lines*, each line		
a. Call Waiting Feature Package: Call Waiting-All Calls, Cancel Call Waiting, Distinctive Ringing	1.45	
b. Call Forward Feature Package: Basic Call Forward, Call Forward Busy, Call Forward No Answer	1.45	
c. Call Pickup and Transfer Package: Call Pickup, Call Hold, Call Transfer	1.45	
d. For each additional basic feature and service	0.65	

Note 1: For more than 100 lines, see Special Conditions No. I.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.3 RATES AND CHARGES (Continued)

	Nonrecurring Charge	Rate Per Month
C. Features: (Continued)		
1. Enhanced Features, as listed in Special Condition No. 13, 2-100 lines(1), each line, each feature		$0.95
2. Special Features, as listed in Special Condition No. 14, 2-100 lines(1), are provided at negotiated prices.		
D. Customer Education and On-site Assistance for Each Increment of 6 Centrex Lines up to a maximum of 12 hours.		
1. First 2 hours or fraction thereof	No Charge	
2. Each additional hour or fraction thereof	ICB	

5.2.4 SPECIAL CONDITIONS

A. Digital Centrex Service requires special central office equipment, and will be provided where there is available central office equipment with proper program updates as determined by the Utility.

Digital Centrex Service is limited to the availability of the Utility's facilities and construction requirements.

B. Explanation of Terms

1. Intragroup Calling Service - Provides a communication path for calls within the customer location.

2. Virtual Facility Group (VFG) - A software package that simulates a trunk group so that the number of Digital Centrex lines that have access to the network, at any one time, is restricted.

Note 1: For more than 100 lines, see Special Condition No. I.

ICB - Individual Case Basis. The current loaded labor rate will apply.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

B. Explanation of Terms (Continued)

3. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position is located.

4. Secondary Service Location - Each different premises of the same customer, not within the primary location, serviced by one or more stations of the same system. Stations in secondary locations may be served by primary or remote switching equipment. Remote switching equipment will be used where it is more economical than extending lines from the primary switching equipment.

C. Description of Service

1. Digital Centrex Service is a central office based touch calling service provided for business customers from the Utility's suitably equipped digital central office facilities. This central office service offering is an alternative to, or an enhancement of, customer key and/or PBX systems.

2. Digital Centrex equipment permits lines connected to the service to dial each other and to dial outgoing calls direct. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

3. Digital Centrex Service is provided using single party business Primary Access Lines in conjunction with Intragroup Calling Service. The number of Primary Access Lines in a group determines the maximum number of connections at a given time to the exchange network.

4. The number of Digital Centrex Service lines that will be allowed to access the network at any given time can be restricted by Virtual Facility Group software and will be determined by the individual customer's requirements. VFG software imposes no limitations on intragroup calls.

5. Digital Centrex Service consists of Primary Access Lines, Intragroup Calling Service, and Basic, Enhanced, and Special Features. Basic and Enhanced Features are offered in package groupings or as individual features. Special Features are offered at negotiated prices. The service does not include any customer premises equipment, inside wire, or inside wire maintenance.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

D. Digital Centrex Service

1. Is furnished for a minimum period and/or charge of one month.

2. Requires that a customer subscribe to a minimum of two Digital Centrex Service lines.

3. Primary Access Line requirements will be based on the individual customer's traffic requirements.

4. Requires that the customer's premises equipment is compatible with the service and equipment offered by the Utility.

E. Directory Listings

The Utility will furnish one alphabetical and one classified directory listing without charge per Primary Access Line. Additional listings will be offered subject to the provisions outlined in Section 4, Directory Listings, and Section 4, Joint User Service, or may be provided free if, in the judgment of the Utility, such listings will improve service to the public, reduce Utility operating costs, or both.

F. Remote Switching

If remote units are required to provide switch capabilities for Intragroup Calling Service purposes, they may be located on the customer's premises and will require suitable space that may include provisions for atmospheric control. Atmospheric control encompasses the following environmental requirements:

1. Dust free;

2. Controlled temperatures ranging from 65 to 85 degrees Fahrenheit;

3. Relative humidity of 20% minimum and 55% maximum.

Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

Any remote units and all system cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.

Standard Primary Access Line and/or Intragroup Calling Service rates apply to all lines served by the remote switching equipment.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

G. Service Charges, as set forth in Section 2, will apply to this service. (T)

H. Intragroup Calling Service rates apply to all lines. Intragroup Calling Service rates differ by zone and reflect the same incremental differences that prevail between business one-party access line zone rates in the Local Exchange Tariff, Schedule No. A1.

I. Rates for Digital Centrex Service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.

J. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.

K. Basic Features List includes:

1. Basic Call Forward
2. Call Forward Busy
3. Call Forward No Answer
4. Call Hold
5. Call Pick-Up
6. Call Waiting
7. Cancel Call Waiting
8. Class of Service - Deny Originating
9. Class of Service - Deny Terminating
10. Class of Service - Local Only
11. Class of Service - Toll Restricted
12. Directory Number Hunt
13. Distinctive Ring/Call Waiting Tones
14. Speed Call Group
15. Speed Call 8 (1)
16. 3 Way Calling
17. 3 Way Calling/Call Transfer

L. Enhanced Features List includes:

1. Remote Call Forward
2. Call Pick-Up Groups
3. Call Transfer Outside
4. Ring Again
5. Speed Call 30
6. Virtual Facilities Group Access
7. User Programmable Call Forward, Busy No Answer

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

M. Special Features List includes:

1. Access - Special Service Facilities Access
2. Code Restrictions
3. Directory Number Hunt -Line Hunting, Stop Hunt
4. Directory Number Hunt - Random Make Busy
5. MDC Operational Measurements
6. Loudspeaker/Paging Access

N. Basic Features Descriptions includes:

Basic Call Forward - Forwards all calls to a predetermined station either within or outside the customer group. (T)

Call Forward Busy - Forwards only calls from outside the customer group that reach a busy station to a predetermined station within the customer group. (T)

Call Forward No Answer - Forwards all calls that are not answered within a preselected number of rings to a predetermined station within the customer group. (T)

Call Hold - Allows a call to be permanently placed on hold until returned to, freeing the station to perform other functions.

Call Pick-Up - Allows a call to be answered by another station within the same pick-up group.

Call Waiting - All Calls - Provides a "call waiting tone" that informs a customer who is on an established call that a third call from within or outside the customer group is calling.

Cancel Call Waiting - On a per call basis, allows the customer to inhibit "call waiting tone" from being placed on the station.

3 Way Calling - Allows a customer to form a three-way conference with two other parties and transfer a call, either within or outside the customer group. The final connection must include a member of the customer group. (See Call Transfer Outside, Special Condition No. 15.c.) (T)

Call Forward - Remote Access - Allows customer to activate and deactivate Call Forward from any digitone phone.

Call Pick-Up Groups - Provides for multiple call pickup groups within the same customer group.

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

O. Enhanced Features Descriptions includes:

Call Transfer Outside - Along with the Three-Way Conference/call Transfer Feature, allows a call to be transferred outside the customer group without a member of the customer group necessary in the final connection. (See Three-Way Conference/Call Transfer, Special Condition No. N.)

Ring Again - Allows an originating customer who reaches a busy station when dialing a station served by the same switching office to activate a code and be placed in ring again mode. When both stations become idle, the originating customer will be alerted with special ringing. When the originating customer answers, the call will be automatically placed to the station that was busy.

Speed Call 30: Provides 30 speed dialing numbers to a station. (T)

User Programmable Call Forward, Busy-No Answer - The forwarded to directory number is programmed by the customer by dialing an access code followed by the number. The customer programs the number of rings before transfer to designate a no-answer state. This service can be used in conjunction with Call Forwarding, Remote Access.

Class of Service - Deny Originating: Restricts a station from originating any calls. Calls terminating to this station will be handled in a normal manner.

Class of Service - Deny Terminating: Restricts a station from receiving any calls. Calls originating from this station will be handled in a normal manner.

Class of Service - Local Only: Only allows a station to receive terminating calls from within the customer group. Calls originating from this station will be handled in a normal manner.

Class of Service - Toll Restricted: Restricts a station from originating any toll calls.

Directory Number Hunt - Provides for a call terminating on a busy line to search for an idle line within the customer group on which to complete the call.

Distinctive Ring and Call Waiting Tones - Provides a different ringing pattern and "call waiting tones" to distinguish calls within the customer group from calls outside the customer group. (T)

Loudspeaker/Paging Access - Allows stations within a customer group to access customer provided loudspeaker or paging equipment. (See Special Condition No. A.)

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

O. Enhanced Features Descriptions includes: (Continued)

Speed Call 3 - Provides 30 speed dialing numbers to be shared by two or more customers within the customer group. (T)

Speed Call 8 (1) - Provides eight speed dialing numbers to a station. (T)(C)

3 Way Calling - Allows a customer to form a three-way conference with two other parties, either within or outside the customer group. (T)

P. Special Features Descriptions includes:

Access - Special Service Facilities Access: Provides for access to a customer's special facilities via hardware arrangement.

Code Restrictions - Allows a customer to define specific restrictions for stations within a customer group.

Directory Number Hunt - Stop Hunt/Random Make Busy: Allows a customer to tailor its "hunt" arrangement by selectively stopping the "hunt" process at a specific line or busying specific lines via hardware arrangement.

MDC Operational Measurements - Provides a report on Digital Centrex Feature usage information for the customer group.

Q. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems:

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS

5.3.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.3.3 GENERAL

A. Digital Centrex Service is a central office based touch calling service provided for business customers from the Utility's suitably equipped digital central office facilities. This central office service offering is an alternative to, or an enhancement of, customer key and/or PBX systems.

B. Digital Centrex Service consists of access lines, intra-group calling lines, basic features, enhanced features, and optional features. Basic features and enhanced features are offered in package groupings and additional offerings. Optional features are individually priced. Centrex service does not include any customer premises equipment.

C. Digital Centrex equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

D. Digital Centrex Services are provided using single party business Access Lines in conjunction with Intra-group Calling Service Lines for additional stations in the Digital Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all of the Access Lines in a Digital Centrex group are busy, the Intra-group Calling Service lines may be used for calling station to station or to activate features within the group.

E. The number of Digital Centrex Service lines, which will be allowed to access the network at any given time can be restricted by Virtual Facility Group software and will be determined by the individual customer's requirements.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.4 RATES AND CHARGES

	Monthly Rate	
A. Access Line (Unrestricted, outside) 2-100 lines(1), each line	Rate applicable to Business One Party Measured Service, as listed in the Local Exchange Tariff, Schedule A1, Access Line Service	
B. Intra-group Calling Service Line 2-100 lines(1), each line (See Special Condition No. 5	$55.70	(I)
C. Features		
1. Basic Features, as listed in Special Condition 10, 2-100 lines(1), each line		
a. Basic Features Package includes a maximum of six (6) selections from the Basic Features List	8.75	
b. For each additional Basic Feature and Service	0.25	
2. Enhanced Features, as listed in Special Condition K, 2-100 lines(1), each line		
a. Enhanced Features Package includes a maximum of six (6) selections from the Enhanced Features List	2.00	
b. For each additional Enhanced Feature	0.25	

Note 1: For more than 100 lines see Special Condition No. H.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.4 RATES AND CHARGES (Continued)

C. Features (Continued)

3. Optional Features, as listed in Special Condition 12, 2-100 lines(1), each line

	Monthly Rate
a. Alternate Routing	$1.50
b. Message Detail Recording	Negotiated
c. Virtual Facilities Group (VFG)	$6.50 (I)
d. MDC Operational Measurements	Negotiated
e. Line Hunting, Stop Hunt (SHU)	Negotiated
f. Random Make Busy	Negotiated
g. Loudspeaker and Radio Paging Access	Negotiated
h. CLASS on Centrex (per line) (2)	
1. Caller ID (3)	
2. Caller ID with Name	
3. Call Return *69	

Feature rates are applicable for both Digital Centrex Service Access Lines and Intra-group Calling Service Lines, except the VFG rate, which applies only to those lines designated as Access Lines. The VFG rate does not apply if the customer requests the same number of Access Lines as stations.

5.3.5 SPECIAL CONDITIONS

A. Digital Centrex Service requires special central office equipment and will be provided only where there is available central office equipment with proper program updates as determined by the Utility.

Digital Centrex Service is limited to the availability of the Utility's facilities and construction requirements.

(1) For more than 100 lines see Special Condition No. H.
(2) Refer to Section 5 for rates.
(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

B. Explanation of Terms

1. Intra-group Calling Service Lines - Lines designated as restricted lines, which provide communication paths for calls within the customer location.

2. Virtual Facility Group (VFG) - A software package, which simulates a trunk group, such that the number of Digital Centrex lines which have access to the network, at any one time, is restricted.

3. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position is located.

4. Secondary Service Location - Each different premises of the same customer, not within the primary location, serviced by one or more stations of the same system. Stations in secondary locations may be serviced by primary or remote switching equipment. Remote switching equipment will be used where it is more economical than extending lines from the primary switching equipment.

C. Digital Centrex Service:

1. Requires that a customer subscribe to a minimum of two digital Centrex service lines.

2. Requires that a customer's lines are equipped with touch calling service for all digital Centrex service lines.

3. Access Line requirements will be based on the individual customer's traffic requirements.

4. Requires that the customer's premises equipment is compatible with the service and equipment offered by the Utility.

D. Directory Listings

The Utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Section 4, Directory Listings, or may be provided free if, in the judgment of the Utility, such listings will improve service to the public, reduce Utility operating costs, or both.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

E. Remote Switching

1. If remote units are required to provide switch capabilities for Intra-group Calling Service Line Purposes, they may be located on the customer's premises and will require suitable space, which may include provisions for atmospheric control. Atmospheric control encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 65 to 85 degrees Fahrenheit, and (3) relative humidity of 20% minimum and 55% maximum.

2. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

3. Any remote units and all system cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.

4. In addition to the Access Line and Intra-group Calling Service Line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Utility's central office will be established on an individual basis.

F. Service Charges, as set forth in Section 2 will apply to this service. (T)

G. Intra-group Calling Service rates apply to all lines not designated as outside Access Lines and restricted by the Virtual Facility Group feature to intra-group calls.

H. Rates for this service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.

I. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

J. Station Features

Station features are those, which are assigned to each station causing only assigned stations to have the characteristic of the feature. Station features are divided into three groups; basic, enhanced, and optional.

Basic Station Features List

1. Automatic Identification of Outward Dialing (AIOD)
2. Automatic Line
3. Basic Call Forward
4. Call Forward Busy
5. Call Forward No Answer
6. Call Hold
7. Call Pick-up
8. Call Waiting - All Calls
9. Cancel Call Waiting
10. Call Pick-up Groups
11. Common Control Switching Arrangement (CCSA)
12. Consultation Hold
13. Denied Originating (DOR)
14. Denied Terminating (DTM)
15. Direct Inward Dialing (DID)
16. Direct Outward Dialing (DOD)
17. Distinctive Ringing
18. Distributed Hunt (RR)
19. End-To-End Signaling
20. First Hunt (FRST)
21. Flexible Intercept
22. Group Speed Call (GSC)
23. Speed Call 30 (T)
24. Speed Call 8 [(1)] | (T)(C)
25. Local Only (LOCO)
26. Manual Line
27. Multi-Customer Operation
28. Off-Premise Stations
29. Overlap Outpulsing
30. Restrict Outgoing (RES1 and RES2)
31. Sequential Hunt (SEQ)
32. Special Services Facilities Access (SSFA)
33. Station-to-Station Calling
34. Straightforward Outward Completion
35. 3 Way Calling (T)
36. 3 Way Calling/Call Transfer (T)
37. Toll Restricted Services
38. Unrestricted Services
39. 911 Emergency Service

Enhanced Features List

1. Call Forward Busy
2. Call Forward Busy - Intra-group
3. Remote Call Forward
4. Call Park
5. Call Waiting - Incoming
6. Call Waiting -Intra-group
7. Call Waiting -Originating
8. Circular Hunt (CIRC)
9. Customer Assignable Options (OPT1 through OPT4)
10. Dial Call Waiting
11. Dictation Access and Control (DTMF only) (T)
12. Directed Call Pick-up -Any Station (T)
13. Directed Call Pick-up -Barge-In
14. Directed Call Pick-up -Non Barge-In (DCPU)
15. Inhibit Call Waiting
16. Meet-Me Conference
17. Ring Again
18. Virtual Facilities Group WATS Access

[(1)] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

J. Station Features (Continued)

Optional Features List

Alternate Routing
CLASS on Centrex
a. Caller ID [1] (C)
b. Caller ID with Name (T)
c. Call Return *69 (T)
Line Hunting, Stop Hunt (SHU)
Loudspeaker and Radio Paging Access
MDC Operational Measurements
Message Detail Recording
Random Make Busy (RMB)
Virtual Facilities Group Control (VFGC)

K. Station Feature Definitions

Basic Features

Automatic Identification of Outward Dialing (AIOD) - AIOD allows a business to track calls for cost allocation by creating a record of billable calls placed and the line(s) originating the call(s).

Automatic Line - This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned Directory Number (DN).

Basic Call Forward - Allows a subscriber to have all incoming (intra-group and DID) calls automatically forwarded to a pre-assigned DN. (T)

Call Forward Busy - Provides the capability to automatically forward incoming calls (originating from an outside group) destined to a busy subscriber to a predetermined subscriber within the same customer group. (T)

Call Forward No Answer - Call Forward No Answer is a station option that allows a terminating call to an idle subscriber to be forwarded automatically to a Pre-assigned DN within the group, if the call is not answered within a pre-selected number of ringing cycles. (T)

Call Hold - The Call Hold feature allows a subscriber to place one call on hold for any length of time, provided neither party goes on hook.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

Call Pickup - Permits a subscriber to answer incoming calls to another station by dialing a feature activation code.

Call Pick-up Groups - The software package provides the ability to have multiple Call Pick Up Groups (CPUGs) - up to 50 within a single customer group.

Call Waiting – All Calls - The basic Call Waiting feature (also known as Call Waiting, All Calls) informs a subscriber who is on an established call that a third party, either from within or outside the customer group, is trying to reach him/her.

Cancel Call Waiting - Cancel Call Waiting is a line option that allows a subscriber to prevent, on a per-call basis, any incoming or intra-group from being call-waited on his/her line.

Common Control Switching Arrangement (CCSA) - This feature enables station users in the customer group to gain access to the Common control Switching Arrangement (CCSA), a state and federal government private network, by using special access codes and dialing patterns.

Consultation Hold - Consultation Hold permits a subscriber on an active call to retrieve a waiting call or perform Three-Way Conference/Call Transfer just by flashing the switch hook.

Denied Originated - A line assigned the Denied Originating (DOR) feature is restricted from originating calls. An off hook routes all attempted originations to a generic route as defined in office data. Calls terminating to a subscriber's line with the DOR feature option will be processed in a normal manner.

Denied Terminating - Lines assigned the Denied Terminating (DTM) feature cannot receive any terminating calls. All incoming calls are routed to a generic route as defined in office data. Originating calls from a subscriber's line with the DTM feature will be processed in a normal manner unless other restrictions apply.

Direct Inward Dialing (DID) - This service allows incoming calls from the exchange network to reach a specific customer group station without attendant assistance. The calling party dials the seven digit DN to reach a specific station.

Direct Outward Dialing (DOD) - DOD service allows lines within a customer group to place calls to the exchange network, without attendant assistance, by dialing the DOD access code (normally digit "9"), receiving a second dial tone, and then dialing the external number.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

Directory Number Hunt (DNH) - DNH is a call completion feature that increases the likelihood of an incoming call being completed within a custom-defined group of lines.

Distinctive Ring - A subscriber may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on his/her line. Distinctive Ring produces a different ringing cadence for intra-group and DID calls that terminate to a line within a customer group. (T) (T)

Distributed Hunt (RR) - Hunting starts at the line in the group which follows the last line to which a call was completed and continues over all lines in a hunt group until all the lines are covered once or the call is completed to an idle line, whichever occurs first. Distributed Hunt is normally used when an equal call distribution is required.

End To End Signaling - End-to-End Signaling enables a station user, while in the talking state, to send DTMF digits to the other end by using the dial pad of a 2500-type telephone set. End-to-End Signaling is used for services such as dictation control.

First Hunt (FRST) - Hunting starts with the first line in the hunt group regardless of the DN dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever comes first.

Flexible Intercept - This service allows for the automatic rerouting of calls that cannot be completed because of equipment, imposed restrictions on the line, or dialing irregularities.

Group Speed Calling - The Group Speed Calling (GSC) feature two or more subscribers within a customer group to have access to the same Speed Calling list.

Speed Call 30 - The Individual Long List feature allows a subscriber to store up to 30 frequently dialed numbers so that they can be dialed automatically by using a two-digit code (normally *20 through *49) (T)

Speed Call 8 [1] - This feature allows a subscriber to store up to 8 frequently dialed numbers so that they can be dialed automatically by using a single digit code (normally *2 through *9). (T)

Local Only (LOCO) - Lines assigned the LOCO feature can only receive calls from members of the same IBS group. All other incoming (DID) calls are routed to a generic route as defined in office data (announcement and/or reorder). Originating calls from a subscriber's line with the LOCO option assigned will be processed in a normal manner.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

Manual Line - This feature provides an automatic connection between an operator and a calling subscriber who goes off-hook.

Multi-Customer Operation - The MDC packages allow multi-located businesses to belong to the same customer group as long as they are served by the same DMS-10 and/or its associated remotes.

Off-Premise Stations - MDC permits stations that are not located on the main premises of a business to still be configured within the same customer group and receive all features that are available to the stations located at the main site. These off-premise stations must be served either by the same DMS-10 host office, or by its associated remotes.

Overlap Outpulsing - To reduce the delay between completion of subscriber dialing and the end of outpulsing by the DMS-10, outpulsing may begin as soon as enough digits are received to determine and establish the outgoing route. An operating company may add a defined delay on a per-route basis. Because outpulsing is faster than normal subscriber dialing, this delay ensures optimal outpulsing to the distant office.

Restrict outgoing (RES1 AND RES2) - RES1 and RES2 allow selective screening on certain lines for outgoing calls. The RES1 and RES2 station options are assigned for their own meaning by the operating company for screening on outgoing calls.

Sequential Hunt (SEQ) - Hunting starts with the line associated with the dialed DN and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.

Special Services Facilities Access (SSFA) - By dialing an access code, a line and/or attendant has access to a business' special facilities such as Wide Area Telephone Service (WATS), tie lines, and/or one-way Foreign Exchange (FX) lines.

Station-To-Station Calling – Station-to-Station Calling permits customer group subscribers to complete calls to other subscribers within the same group by dialing a one-, two-, three-, or four-digit number.

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

3 Way Calling - The 3 Three-Way Conference feature allows a member of a group to form a 3 way conference with two other parties, either within or outside the customer group. This feature allows the subscriber to perform switch hook flash during a normal talking connection, receive a special dial tone, and dial a third party. (T)

3 Way Calling/Call Transfer - The Call Transfer feature allows a subscriber to transfer an established call to another line, within or outside the customer group. In addition, a subscriber assigned Call Transfer automatically receives the privilege of forming a 3 Way conference, even if his/her line is not assigned the 3 Way Calling feature. (T) (T) (T)

Toll Restricted Services - The Toll Restricted (TDN) feature restricts a line from originating dialed toll calls. Any attempted toll call originations are intercepted by the DMS-10 and routed to an announcement or tome (as defined in office data).

Unrestricted Services - Unrestricted lines are allowed to access the exchange network, the toll network, or any service access by just dialing the appropriate digits.

911 Emergency Service - This service allows a subscriber to report an emergency by dialing “911”, “9911”, or any three- or seven-digit number, as set up in translations, to reach the Emergency Service Bureau (ESB).

Enhanced Features

Call Forward Busy – Intra-Group - Provides the capability to automatically forward intra-group calls (those which originate and terminate within the group) destined to a busy subscriber, to another predetermined subscriber within the same customer group.

Call Park - Allows an attendant and/or subscriber to “park” calls against a specific subscriber’s DN.

Call Return *69 - Allows the subscriber to return the call most recently received, by dialing *69, which will direct central office equipment to automatically re-dial the number. (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Enhanced Features

Call Waiting – Incoming - This feature informs a subscriber who is on an existing call that a third party from outside the customer group is trying to reach him/her.

Call Waiting – Intra-Group - The Call Waiting, Intra-group option informs a subscriber who is on an existing call that a third party from within the customer group is trying to reach him/her.

Call Waiting – Originating - A station option that will allow Call Waiting tones to be imposed automatically by the originating station.

Caller ID [1] - Provides the called party, by means of a display device, with the identified number of the calling party. (C)

(T)

Caller ID with Name - Provides the called party, by means of a display device, with the identified name and number of the calling party, where technically available.

Circular Hunt (CIRC) - Hunting starts with the line associated with the dialed DN of the hunt group and continues over all the lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.

Customer Assignable Options (OPT1 THROUGH OPT4) - The purpose of customer Assignable Options, OPT1 through OPT4, is to allow the design of selective screening of outgoing calls for certain stations.

Dial Call Waiting - This is an option that allows the subscriber to originate a call to a busy station within the same group and impose Call Waiting on that station when the subscriber does not have any of the Call Waiting options on his/her line.

Dictation Access and Control (DTMF only) - This feature provides station access to customer-provided dictation-recording equipment by dialing an access code (i.e., 1XX).

Directed Call Pick-up – Any Station - DCPU Any Station (DPUA) is a terminating line option. A call to a station assigned the DPUA option can be picked up by any other member of a group. DPUA can be performed from any station, regardless of whether the station has DCBI or DCPU assigned.

Directed Call Pick-up – Barge In - DCPU Barge-In (DCBI) is similar to the DCPU option in that it also allows a subscriber to answer a call that is ringing any other line within the same customer group.

Directed Call Pick-up – Non Barge-In (DCPU) - The DCPU feature permits a subscriber to answer a call that is ringing any other line within the same customer group.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Enhanced Features

Inhibit Call Waiting - This is a station option that will allow the subscriber to inhibit Dial Call Waiting and Call Waiting, Originating from imposing Call Waiting tones on the station's line.

Meet-Me-Conference - The Meet-Me Conference feature allows subscribers to hold a conference on, and up to, a ten-party conference bridge by dialing a DN at a specified time.

Remote Call Forward – A station option that enables subscribers to activate and deactivate Basic Call Forward from any phone that allows them to dial into their "home" DMS-10 central office. (T) (T)

Virtual Facilities Group WATS Access - Provides multiple IWTS VFG's giving the customer better control of the number of INWATS calls to the group. Any station of the group can be restricted from using the OUTWATS facilities, but the default is that all stations of the group will have access to the facilities.

Optional Features:

Alternate Routing - Alternate Routing specifies a secondary treatment for a call in case the call is blocked while attempting the primary completion treatment.

Line Hunting Stop Hunt(SHU) - Stop Hunt (SHU) can be assigned to one or more lines in a hunt group. When this key-operated feature is activated, hunting stops at the line that is assigned the SHU feature option.

Loudspeaker and Radio Paging Access - This service allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

Message Detail Recording - Message Detail Recording (MDR) provides call detail information for calls that have originated from stations configured in a group.

Random Make Busy - A search encountering a line associated with an activated RMB key will not terminate on that line. All lines associated with the key appear busy during termination attempts. Originating service is not affected feature will provide logical facilities to bridge a group to the public network in a manner similar to that of physical trunks bridging a PBX or key system to a CO.

L. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate		Pay Per Use	
	Business	Residence	Business	Residence
A. Individual Features, (each line, includes all stations)				
1. Call Forward				
a. Basic Call Forward	$13.00 (I)	$9.00		
b. Call Forward Busy	13.00 (I)	9.00		
c. Call Forward No Answer	7.75	9.00		
d. Call Forward Busy/No Answer	13.00 (I)	9.00		
2. Call Waiting/Cancel Call Waiting	34.25	9.50		
3. 3 Way Calling	14.00 (I)	9.75	$3.00 (2)	$3.00 (2)
4. Speed Call 8 (3)	4.40	6.50		
5. Speed Call 30	11.99 (I)	6.50		
B. Four Feature Packages, Each Line (includes all stations) (4)				
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call				
a. Speed Call 8 (3)	6.95	4.95		
b. Speed Call 30	8.95	6.95		
2. *66 Busy Number Redial, Call Waiting & & Speed Call				
a. Speed Call 8 (1, 3)	15.65	10.00		
b. Speed Call 30 (1)	17.50	11.90		

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.
(2) The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate			Pay Per Use	
	Business	Residence	NRC	Business	Residence
C. Toll Restriction Per Access Line					
1. C.O. Programmed Toll Restriction	$3.00	$2.50			
Programming Fee	10.00	10.00			
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening (1)	3.50	3.50	$23.00		
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00			
D. Advanced Calling Features (2)					
1. *69 Call Return	11.00 (I)	6.50		$3.00 (5)	$3.00 (5)
2. *66 Busy Number Redial	5.50	6.50		3.00 (5)	3.00 (5)
3. Priority Call	4.45	6.50			
4. Distinctive Ring	12.00 (I)	6.25			
Programming Fee			7.00		
5. Selective Call Forward	6.00	3.95			
6. Selective Call Rejection	5.50	6.50			
7. Selective Call Acceptance	10.00 (I)	6.50			
8. Call Trace				7.25 (6)	7.25 (6)
9. Caller ID with Name	37.00	12.25			
10. Caller ID Number Only (7)	30.95	9.99			
11. Caller ID Blocking (3)					
a. Initial Selection	No Charge	No Charge			
b. First Selection Change (4)	No Charge	No Charge			
c. Additional Selection Changes		14.00			
12. Anonymous Call Block/Rejection	6.50	6.00	14.00		
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	46.00	25.00			
14. Remote Activated Call Forward	4.00	7.00			

(1) Applicable charges for Section 2 apply.
(2) The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.
(3) Refer to Special Condition 5.4.5.O for blocking options.
(4) No time limit associated with the first free selection change.
(5) The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
(6) The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.
(7) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		Non-Recurring	
	Business	Residence	Charge	(T) (T)
E. Advanced Calling Feature Discounts (1) (4)				(C)
1. Two Features	$(2.50)	$(1.25)		
2. Three Features	(3.75)	(1.85)		
3. Four Features	(5.25)	(2.50)		
4. Five Features	(6.50)	(3.20)		
F. Access Line Hunting		1.00		
Multi-line Hunting (2)		1.00		
Directory Number Hunting (2)		1.00		
Circle Hunting (2)		1.00		
Trunk Hunting - PBX		1.00		
Programming Fee (3)			$7.00	

(1) Excludes Caller ID Blocking.
(2) Rates Applicable to Business and Residence Lines.
(3) Programming Fee Applicable to all Hunting Services.
(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Monthly Rate (1)		Pay Per Use	
	Business	Residence	Business	Residence
A. Individual Features				
1. Basic Call Forward	$13.00 (I)	$9.00		
2. Call Forward Busy	7.75	9.00		
3. Call Forward No Answer	13.00 (I)	9.00		
4. Call Forward Busy/No Answer User Programmable (2)	7.75	9.00		
5. Call Waiting/Cancel Call Waiting	34.25	8.50		
6. 3 Way Calling	9.00	9.75	$3.00 (6)	$3.00 (6)
7. Speed Call 8 (5)	3.50	6.50		
8. Speed Call 30 (2)	4.50	6.50		
9. Priority Call (3)	4.45	6.50		
10. Distinctive Ring	6.25	6.25		
11. *66 Busy Number Redial (3)	5.00	6.50	3.00 (6)	3.00 (6)
12. *69 Call Return (3)	10.00 (I)	6.50	3.00 (6)	3.00 (6)
13. Call Trace			7.25 (7)	7.25 (7)
14. Selective Call Rejection (3)	4.95	6.50		
15. Selective Call Acceptance (3)	3.45	5.99		
16. Selective Call Forward	4.45	3.95		
17. Personalized Telephone Number	3.50	1.50		
18. Anonymous Call Block/Rejection	6.50	6.00		
19. Caller ID Number Only (5)	30.95	4.95		
20. Caller ID with Name	37.00	11.50		
21. Caller ID Call Waiting (4)	20.95	.00		
22. Remote Activated Call Forward	3.50	7.00		

(1) See Special Conditions No. C and Rates in Section 2.
(2) Only available in selected exchanges with Digital Centrex Service.
(3) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.
(4) In addition to the Call Waiting and Caller ID monthly rate.
(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
(6) The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
(7) The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1) Business	Monthly Rate (1) Residence
B. Packaged Feature Discounts (4) (For Rates and Charges A.1. through A.15 and A.21 preceding)		
1. Any two features	15%	15%
2. Any three features	25%	25%
3. Any four features	35%	35%
4. Any five or more features	45%	45%
C. Toll Restriction Per Access Line	$3.00	$3.00

D. Hunting Service	Rate per Month Zone 1	Zone 2	Zone 3
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	$1.00	$1.00	$1.00
Guinda	0.65	0.65	0.65

E. Remote Call Forward (3)	Monthly Rate Business	Monthly Rate Residence	
Each voice paths, each path arranged on a business or residence one-party access line	46.00	25.00	(I)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.
(2) In addition to the Call Waiting and Caller ID monthly rate.
(3) Maximum 14 voice paths arranged for forwarding multiple calls.
(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. Toll Restriction Features, per line	Monthly Rate Business	Monthly Rate Residence	Non-Recurring Charge
1. Central Office Programmed Toll Restriction	$3.00	$ 2.50	
a. Programming Fee			$10.00
2. Customer Programmed Toll Restriction	2.50	2.50	
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 (1)	3.50 (1)	
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00	

B. Single or First Service Features, per line (2, 3, 4)	Monthly Rate Business	Monthly Rate Residence	Pay Per Use Business	Pay Per Use Residence
1. *69 Call Return	$6.00	$6.50	$3.00 (6)	$3.00 (6)
2. *66 Busy Number Redial	5.50	6.50	3.00 (6)	3.00 (6)
3. Priority Call	4.45	6.50		
4. Selective Call Forward	6.00	3.95		
5. Selective Call Rejection	5.50	5.00		
6. Selective Call Acceptance	4.50	6.50		
7. Call Trace			7.25 (7)	7.25 (7)
8. Call Forward				
a. Basic Call Forward	13.00 (I)	9.00		
b. Call Forward Busy	13.00 (I)	9.00		
c. Call Forward No Answer	7.75	9.00		
d. Call Forward Busy/No Answer	7.75	9.00		
9. Call Waiting/Cancel Call Waiting	34.25	9.50		
10. 3 Way Calling	14.00 (I)	9.75	3.00 (6)	3.00 (6)
11. Speed Call 8 (5)	5.40	5.99		
12. Speed Call 30	6.99	6.50		
13. Distinctive Ring	12.00 (I)	6.25		
14. Remote Call Forward	46.00	25.00		
15. Remote Activated Call Forward	4.00	7.00		

(1) Golden State Market only.
(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.
(3) Non-recurring service charges apply per Section 2 of this Service Catalog.
(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
(6) The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
(7) The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line (1) (2) (3) (Continued)

	Monthly Rate Business		Residence
16. Caller ID Number Only (5)	$7.50		$4.95
17. Caller ID with Name	37.00	(I)	11.50
17. Anonymous Call Block/Rejection	6.50		6.00
18. Call Waiting/Caller ID	20.50	(I)	0.00
19. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 (5)	6.95		4.95
20. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 (5)	8.95		6.95

C. Multi -Feature Discount Options - Monthly, per line (1) (2) (3) (4) (6)

	Monthly Discount Amount Business	Residence
1. Any two features	$2.50	$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	$10.00	$1.00

(1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
(2) Non-recurring service charges apply per Section 2 of this Service Catalog.
(3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
(4) Excludes Caller ID Blocking
(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
(6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	Monthly Rate		Pay
	Business (1)	Residence (1)	Per Use
1. Basic Call Forward	$13.00(I)	$8.00	
2. Call Forward Busy	7.75	8.00	
3. Call Forward No Answer	7.75	7.50	
4. Call Forward Busy/No Answer	13.00(I)	8.50	
5. Call Waiting/Cancel Call Waiting	34.25	9.50	
6. Distinctive Ring	6.25	6.25	
7. Remote Call Forward	46.00	25.00	
8. Speed Call 8 (3)	3.50	3.50	
9. Speed Call 30	4.50	4.50	
10. 3 Way Calling	14.00(I)	9.75	$3.00 (4)

B. Advanced Calling Features

1. *66 Busy Number Redial (2)	$6.00	$6.00	$3.00 (4)
2. *69 Call Return	6.00	6.00	3.00 (4)
3. Call Trace (3)			
Business			7.25 (5)
Residence			7.25 (5)
4. Selective Call Rejection	4.50	4.50	
5. Selective Call Acceptance	3.50	3.50	
6. Selective Call Forward	6.00	6.00	
7. Priority Call	4.00	4.00	
8. Caller ID Number Only (3)	33.00	8.00	
9. Caller ID with Name	37.00	12.25	
10. Anonymous Call Block/Rejection	6.50	6.00	
11. Remote Activated Call Forward	3.50	7.00	
12. Enhanced Call Forward	12.00		
			Multiline
13. Billed Number Screening	5.00	5.00	10.00

(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.
(2) This service is limited to existing customers at existing locations prior to April 28, 1998.
(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
(4) The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
(5) The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS

A. Custom Calling Service requires special Central Office software and will be provided only where facilities are available.

B. Custom Calling Service will not be provided in connection with Private Branch Exchange (PBX) Trunk Service, Custom Calling Service will not be provided in connection with Centrex, Multi-Party Lines, Key Systems, Coin and Coinless Pay Phones, Mobile Telephone Service, 900, 976, WATS, 800 Lines, and Data Lines.

C. The quality of transmission of calls that are forwarded or on Three-Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

D. Service Charges set forth in Section 2 apply to changes and additions to existing services. If custom calling features are installed on the same line at the same time of the initial order for local service, then Service Charges do not apply. (T) (T)

E. Global Valley Market - A customer may change from Per Call Blocking to Per Line Blocking or from Per Line Blocking to Per Call Blocking one time at no charge. Additional requests to change between blocking options will be charged $9 for each change thereafter.

F. Personalized Telephone Number (PTN) Service Regulations – Global Valley Market

1. The customer has no proprietary right in the number. The Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.

2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the applicable Service Charges. (T)

3. All customer-requested telephone numbers are subject to availability and are provided at the discretion of the Utility.

4. If a customer requests the Utility to search for an available telephone number, which is different from the automatic number assignment, then PTN Service will be offered.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

G. Description of Service (T)

1. Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

2. Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

3. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

4. Call Forward Busy/No Answer

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

5. Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature. (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

G. Description of Service (Continued) (T)

6. 3 Way Calling

3 Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

7. Speed Call 8 (1)

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

8. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity. (T)

9. Toll Restriction is available to business and residence single line service. This feature denies access to the Long Distance network (all dial 1+ numbers) thereby restricting calls to the local exchange areas including EAS where applicable. E9-1-1 and calls to the operator are still accessible to the caller. The following types of Toll Restriction are available: (L)

a. C.O. Programmed Toll Restriction is available to business and residence single line services, only through digital offices where facilities are available. The customer must contact the Utility to activate this feature.

b. Customer Programmable Toll Restriction allows the customer to temporarily change the dialing capability of their telephone by dialing an access code to activate or deactivate this feature. To override the blocking on a line that has programmable toll restriction, a Personal Identification Number (PIN) can be entered to temporarily disable the toll restriction on a per call basis. (L)

(L) Material relocated from Sheet 41 and 42. (N)

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

G. Description of Service (Continued) (T)

9. (Continued)

c. Operator interactive OSPS screening and Billed Number Screening (BNS) will be provided under the following conditions: (L)

1. Will only be provided from selected electronic central office switches and then only where such facilities are available.

2. May require telephone number change.

3. Will allow third number calls, collect calls, operator assisted calls to 911 and will allow assist calls placed by handicapped who are unable to dial.

4. Will deny incoming collect calls and third party billing to this service.

5. Will deny time and charge requests.

6. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.

7. It is the customer's responsibility to inform the utility of any failures of the features to perform as specified herein.

8. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange Lines provided to AT&T California Remote Island Areas and will not be provided in conjunction with Wide Area Telephone Service (WATS) and Centrex Services.

d. The fourth call screening option allows directly dialed calls to the local calling area plus the local extended calling area. Allows 0- and 0+calls.

10. Distinctive Ring allows the customer to have two telephone numbers associated with one line. Incoming calls to the secondary number are identified by a distinctive ringing cadence. Each number is entitled to telephone directory white pages listing per Section 4. (L)

(L) Material relocated from Sheet 42 and 43.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. The Call Forward Service customer is responsible for the payment of applicable charges for each completed call between the call forward equipped telephone line and the telephone to which the call is forwarded. This charge, local, or long distance, applies to all forwarded calls that are answered at the telephone to which the calls are forwarded.

Charges between the originating telephone and the call forwarding equipped telephone are applicable in accordance with regularly filed local and toll tariffs.

I. Custom Calling Service features may be provided to customers with either rotary dial telephones or push button telephones. Service Charges as applicable in Section 2 will apply. (T)

J. The quality of transmission of calls, which are forwarded, or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

K. Only one type of custom Speed Calling may be provided on each line, either eight-code or thirty-code.

L. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

The rate for each access line arranged for Access Line Hunting (ALH) is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.

ALH is available to both Business and Residence customers at the rates shown above. A programming fee of $7.00 applies to the establishment; change to or from or to rearrange ALH service, plus applicable Service Charges in Section 2. (T)

(L) Material relocated from Sheet 43.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

M. Home Intercom provides signaling and transmission capability between two or more telephones on a single party access line. In order to use this service the customer dials his own seven-digit telephone number, hears a recorded message indicating that he is dialing his own number, and hangs up the receiver. The telephone will then ring until the desired party picks up the receiver. When the caller notes the ringing has stopped, he should lift the receiver. The two parties are then connected in conversation on the same access line. Incoming callers would receive a busy signal. The programming fee applies to establishment of this service plus applicable Service Order Charges from Section 2. (T)(L)

N. Advanced Calling Features

1. *69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

2, Personalized Telephone Number Service – Global Valley Market

Personalized Telephone Number Service is providing a seven-digit telephone number the customer requests.

3. *66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)(L)

(L) Material relocated from Sheet 44.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

4. Priority Call (T)(L)

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

5. Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

6. Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "*63" or “1163” from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

7. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

8. Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64” or “1164” on a rotary telephone. (T)(L)

(L) Material relocated from Sheet 44 and 45. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

9. Call Trace

Call Trace allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. (T)(L)

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

10. Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

11. Caller ID Number Only [(1)]

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

12. Caller ID Blocking - per call (T)

Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line. (L)

[(1)] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(L) Material relocated from Sheet 45. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

13. Caller ID Blocking - per line

Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

16. Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

15. Enhanced Call Forward (T)

Enhanced Call Forward feature provides a business customer with the capability to specify (T)
the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Enhanced Call Forward is restricted to voice use only. (T)
The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Enhanced Call Forward (T)
is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

16. Remote Call Forward (RCF) (L)(T)

a. RCF Service is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (translates) all incoming calls to another network address in a different exchange, to a network address in another wire center (C.O.) in the same exchange, or to a network address in the same wire center.

b. RCF Service will be provided subject to the following limitations:

1. The network address must be located in a central office where the required special equipment and facilities are available.

2. The customer is not required to have telephone service in the exchange where the RCF Service is furnished.

3. RCF service does not include an access line or a telephone set.

4. RCF service is not offered where the terminating equipment is a public telephone service.

5. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.

6. RCF service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.

7. Customers of RCF service are subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 10, and must pay all applicable charges.

8. RCF service will be provided in accordance with the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 12.

9. RCF service will not be arranged to forward calls from one RCF network address to another RCF network address. (L)

(L) Material relocated from Sheet 38. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

16. Remote Call Forward (RCF) (Continued) (L)(T)

b. RCF Service will be provided subject to the following limitations: (Continued)

10. RCF service will not be arranged to forward calls to a network address that requires international access codes (International) Direct Distance Dialing.

11. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.

12. Call Forwarding or RCF service will not be offered at the answering location.

13. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.

14. Remote Call Forward Service may be discontinued if a customer violates special conditions 11 and 12 and 13 after 10 days from the issuance of written communication from the Utility.

c. Message Charges

1. The message charges for forwarded calls may be comprised of two separate usage charges:

(a) A charge for that portion of the call from the originating station to the Remote Call Forward location, if applicable, billed to the originating station.

(b) The dial station of 800 service charge for that portion of the call from the Remote Call Forward location to the termination station designated by the customer. (L)

(L) Material relocated from Sheet 39. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

16. Remote Call Forward (RCF) (Continued) (L)(T)

c. Message Charges (Continued)

1. The message charges for forwarded calls may be comprised of two separate usage charges: (Continued)

The respective charge for each portion of (a) and (b) shall be the rate specified in the appropriate Tariffs and/or Service Catalog.

On all operator assisted calls other than collect, the originating station is charged for the respective operator assisted rate for the portion of the call described in (a) preceding. The call forwarding customer is charged the dial station or 800-service rate for that portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forward location. The dial station or 800 service charge applies to the portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

2. Remote Call Forward service will not be provided in conjunction with an optional calling plan.

d. Directory Listings

Listing in the alphabetical section of the directory covering the exchange in which Remote Call Forward Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 4.

e. Network Access

1. The network address (telephone number) of the Remote Call Forward service is established by the utility at the time of the establishment of service, and at charges equal to those for an individual business line shown in Schedule Cal. P.U.C. No. A2.

2. The network address of the Remote Call Forward service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 2. (L)

(L) Material relocated from Sheet 40. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

16. Remote Call Forward (RCF) (Continued) (L)(T)

f. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 31 for exchange telephone service shall apply to this service.

g. Customer Responsibility.

Its is the responsibility of the Remote Call Forward applicant to obtain permission of a third party to whom the calls are forwarded. (L)

P. Provision of features listed in Rates and Charges, Advanced Calling Features preceding may be subject to the availability of SS7 signaling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

Q. Advanced Calling Feature Discount - Applies when a customer is billed for more than one advanced calling feature. Any combination of features, to a maximum of five, are eligible for discounts. Refer to Rates and Charges, Advanced Calling Features Discounts preceding.

R. Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically for 30minutes or until both parties are available. Only busy calls within the central office are retried automatically.

(L) Material relocated to Sheet 40. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.5 INFORMATION SERVICES CALL BLOCKING – CALIFORNIA EMBEDDED MARKET, GLOBAL VALLEY AND WEST COAST MARKETS

5.5.1 APPLICABILITY

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

5.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Information Services Call Blocking as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.5.3 RATES AND CHARGES

The Utility shall, upon request from the customer, provide blocking pursuant to rates below.

	Monthly Rate		Non-Recurring Charge		
BUSINESS	California Embedded Market	Global Valley Market	California Embedded Market	Global Valley Market (1)	
New Connect, Each Line	N/A	N/A	$15.00 (2)	$0.00	
Transfer of Service, Each Line	N/A	N/A	15.00 (2)	0.00	
Company Initiated Call Blocking, Each Line	N/A	N/A	0.00	0.00	
Remove Call Blocking, Each Line	N/A	N/A	15.00	5.00	
WATS * (automatically blocked)	N/A	N/A		0.00	(C)
Toll Restriction, Each Line	N/A	$3.00			

West Coast Market – Applicable to business and one-party residence network access lines.

	Monthly Rate	Nonrecurring Charge
1. Blocking of all Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line		
- Business	$ 0.00	$15.00
- Residence	0.00	0.00
2. Removal of blocking service, per line		
- Business	$ 0.00	$15.00
- Residence	0.00	5.00
3. Reinstallation of blocking service, per line		
- Business	$ 0.00	$15.00
- Residence	0.00	5.00

(1) Effective 11/1/93 through 12/31/93, customers may obtain blocking at no charge. In addition, any customer who subscribes to a new telephone number may obtain blocking at no charge for period of 60 days after the new number is effective. After that period of time, a customer will be able to order blocking or unblocking from this tariff or NECA's FCC No. 5 interstate tariff per local exchange or trunk blocked or unblocked. The customer can order the lowest rate available.

(2) A $1, instead of $15, business nonrecurring charge will apply for 60 days following the date of the customer education campaign bill insert.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

Note: There are no other charges associated with implementing Information Services Call Blocking.

SECTION 5 – MISCELLANEOUS SERVICES

5.5 INFORMATION SERVICES CALL BLOCKING – CALIFORNIA EMBEDDED MARKET AND GLOBAL VALLEY MARKET (Continued)

5.5.4 SPECIAL CONDITIONS

A. The customer can order ISCB by calling the Utility's business office.

B. ISCB will be disconnected only if the customer makes a written or verbal request to the Utility's business office to cancel the service. The customer will be charged the applicable rates(s) as shown above.

C. If a customer with ISCB dials a 900 number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.

D. The Utility shall make a one-time adjustment for 900 charges per customer account if it is established that:

1. the calls were made by the customer's minor children without parental consent;
2. the calls were not authorized by the customer; or
3. the customer was not aware that associated service charges applies. The Utility's adjustment procedure is outlined in Pacific Bell's Access Tariff, Schedule No 175-T.

E. A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested 900 charges will be adjusted to the date blocking is placed on the customer's line.

F. The Utility may block access to 900 services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted.

G. The Utility will not disconnect local exchange service for non-payment of 900 charges. The Utility will inform the customer, by mail, of the financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's lines(s) with Information Services Call Blocking (ISCB).

H. Selective ISCB is not available.

I. The Utility will notify each customer, by mail, the first time a California LifeLine subscriber's 900 service bill reaches $30.00, or non-lifeline customer $75.00, notifying the customer of this fact and informing him/her that blocking is available. (T)

The Utility will temporarily block access to 900 service if the customer exceeds $150.00 in 900 service charges and the Utility is unable to contact the customer. Once the Utility has contacted the customer, the blocking will be removed at the customer's request at no additional charge.

J. ISCB is available to all customers at no charge at the time telephone service is established and for 60 days thereafter. The applicable Remove Call Blocking charge will apply after this 60-day period.

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.

B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (N) (N)

A. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

B. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a $2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

D. Beginning January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

E. Beginning April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

F. Beginning June 30, 2015 thru December 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

G. Beginning October 18, 2015 and extending until January 15, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

H. Beginning January 16, 2016 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after March 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

I. Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard nonrecurring charges waived for the initial set up and a monthly rate of $19.99 for two years.

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

J. Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

K. Frontier OneVoice (N)

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a $29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (C)

5.7.1 APPLICABILITY

Applicable to Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

5.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.7.3 GENERAL

A. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) is a new offering supported by the ISDN architecture. ISDN-BRI is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis. This service is available from the Company's central offices, which have been specially equipped with the digital switching equipment.

B. ISDN-BRI is service arrangement that requires a configuration of two 64 Kbps "B" Channels and one 16 Kbps "D" Channel signaling (2B+D).

C. B" Channel

The "B" Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the "B" Channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. One Directory Number (DN) with one Primary Directory Listing for the first "B" Channel ISDN service line is provided. Each B Channel may be configured in one of the following ways:

1. Circuit-Switched Voice/Data- Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.

2. High Speed Packet Switched Data Service - Allows the user to originate and receive X.25 packet data calls on the "B" channel.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.3 GENERAL (Continued)

D. D Channel

The D Channel is a 16 kbps digital signaling channel that carries signaling and control for the B Channels. The D Channel may be optionally used to transmit X.25 packet data at a maximum transmission throughput of 9.6 kbps.

E. Packet Switching

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data "D" Channel service provides the ability to originate and receive X.25 packet data calls over the "D" Channel. This arrangement provides a maximum throughput of 9.6 Kbps. Each "D" Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single "D" Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch, and must be selected at the time of initial installation.

1. Flow Control Parameter Negotiation (FCPN) - This parameter negotiates on a per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.

2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.

3. Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.

4. Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.

5. Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.3 GENERAL (Continued)

E. Packet Switching (Continued)

6. Closed User Groups - An arrangement that allows ISDN users to establish subnetworks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:

Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.

Closed User Group with Incoming Access - The data terminal receives incoming calls only.

Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated

Outgoing Calls Barred Within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.

7. Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

8. Fast Select Appearance- An arrangement that allows the switch to transmit incoming packets with the fast select facility to a destination terminal that has this feature.

F. Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN - BRI.

G. Calling Number Identification Service -National ISDN A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.

H. Extended Service Arrangement - This arrangement provides customers with ISDN-BRI Service when one or both of the following conditions applies; (1) The customer is located in excess of three (3) miles from the central office which has ISDN capabilities or (2) the customer has remote access to the central office with ISDN capabilities. Rates and charges for this arrangement are in addition to the standard charges for ISDN Service.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.4 DEFINITIONS

"B" Channel - A bi-directional synchronous channel also capable of supporting 64 Kbps of digital transmission.

"D" Channel - A 16 kbps digital signaling channel capable of supporting 9.6 Kbps or packet information for the Basic Rate Interface.

64 KBPS Clear Channel Capacity (CCC) - A "B" Channel connection that provides end to end digital connection in which all 64 Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

Clear Channel Capacity - A characteristic of the transmission paths on the "B" Channel that allows the full bandwidth on the "B" Channel, 64 Kbps, to be available to the customer. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This characteristic is inherent with ISDN- BRI.

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN-BRI.

5.7.5 REGULATIONS

A. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.

B. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.

C. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN Interface.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.5 REGULATIONS (Continued)

D. When the Utility initially provisions a central office with ISDN capability, the Utility will waive to its customers served from this office, the non-recurring charges for ISDN-BRI Service. This waiver period is in effect up to ninety- (90) days from the time that the central office is provisioned with ISDN capabilities.

E. Promotions - From time to time the Company may offer promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5 promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5.

F. The Company will provide and maintain facilities, equipment and services in accordance with Rule 27 "Demarcation Points" described in the Company's tariff Schedule CAL P.U.C. No. R1. Customer(s) requesting route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with Rule 17 "Line Extensions, Service Connections and Facilities on Premises of Customer" described in the Company's tariff Schedule CAL P.U.C. No. R1.

G. Foreign Exchange, Switched FEX and Foreign Prefix Services are not available with ISDN-BRI.

H. Customers who subscribe to ISDN Extended Service Arrangement must do so for a minimum period of twenty-four (24) months

I. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

5.7.6 OPTIONAL FEATURES

Customers who subscribe to ISDN-BRI Service may request optional features for their service. The customer may elect to subscribe to any of the features and/or feature packages the Company currently offers for Centrex, Custom Calling, and/or Custom Calling Local Area Signaling Service (CLASS). These services are available in Section 5. Features are available to increase the capability of ISDN-BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity. Rates and charges for these features are in addition to the customer's ISDN-BRI Service.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.7 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

The following monthly rates and charges are for ISDN-BRI Service. These rates are in addition to the customer's applicable rates for basic service.

	Installation Charge	Monthly Rate
1. Flat Basic Line Service		
a. Business	See Note 1	See Note 2
b. Residence	See Note 1	See Note 2
2. Measured Basic Line Service		
a. Business	See Note 1	See Note 2
b. Residence	See Note 1	See Note 2
3. ISDN-BRI (2B+D) Service		
a. Business	$300.00	$25.00
b. Residence	300.00	20.00
4. Packet Switched "D" Channel		
a. Business	N/A	2.00
b. Residence	N/A	2.00
5. High Speed Packet Switched Data		
a. Business	N/A	200.00
b. Residence	N/A	200.00
6. Extended Service Arrangement		
a. Business (per repeater)	200.00	40.00
b. Residence (per repeater)	200.00	40.00

7. Flat Circuit Switched Data Usage Rate

Flat Circuit Switch Data Usage is available only to customers who subscribe to flat basic service. The current rates for Flat Circuit Switched Data Usage are as follows:

Circuit Data Usage	Monthly Rate
a. Business	$100.00
b. Residence	75.00
c. Educational	75.00

Note 1: Rate and charges are as specified in Section 2.

Note 2: Rate and charges are as specified in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A1.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI)* – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued) (C)

5.7.7 RATES AND CHARGES (Continued)

8. Measured Circuit Switched Data Usage Rate

Measured Circuit Switch Data Usage is available only to customers who subscribe to measured basic service. The current usage rates for customers subscribing to Measured Circuit Switched Data Usage are in accordance to the rates in effect for measured basic service described in the Local Exchange Tariff, Schedule CAL P.U.C. No. A1.

5.7.8 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Nonrecurring Charge (2)	Rate Per Month
1. ISDN-BRI Basic Service (1)		
a. Voice Features Include: Multiple and/or Shared Directory Numbers (ISDN-BRI Business ISDN only) Time and Date display Call Information Display Multiple Directory Numbers (Residence ISDN only)		
b. Data Features Include: Call Information Display, Multiple Call Appearance		
Business Centrex ISDN Line, each	$125.00	$20.00
Residence ISDN Line, each	125.00	20.00
2. Message Charges:		
When the Utility has Measured Service capability, the usage rates and conditions associated with the ISDN-Basic Rate Interface will be tariffed. The customer would be notified of the Advice Letter filing. The Business/Centrex ISDN monthly rate would be reduced to $18.50.		
3. Individual Line Loop Extension	$50.00	$28.00
4. ISDN Individual Optional Voice Features:		
a. Additional Call Offering, Flexible Calling (Hold, Consultation Hold, 3 Way Conference, Call Transfer) For Each Directory Number	See Note 1	4.00
b. Each Additional B Channel Circuit Switched Primary Directory Number	See Note 1	2.00

Note 1: In addition to the applicable one-party line rates in the Local Exchange Tariff, Schedule No. A1. Digital Centrex Service rates in the Service Catalog, Section 5, and End User Access Charge.
Note 2: In addition to the applicable Service Charges in Section 2 of this Service Catalog.

* Integrated Services Digital Network - Basic Rate Interface are grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)

5.8.1 APPLICABILITY

Applicable to Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

5.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.8.3 GENERAL

A. ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.

B. ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).

C. ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Super frame Format are inherent to the service.

D. Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in R1 General Regulations of this tariff.

E. ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability. Special assemblies of equipment charges may apply as specified in Section 5.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.4 REGULATIONS

A. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.

B. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.

C. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.

D. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.

E. Temporary suspension of service is not available with ISDN-PRI.

F. Minimum subscription period is month-to-month.

G. Reserved for Future Use. (T)

H. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this Service Catalog.

I. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

J. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

K. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Section 5.8.9 following. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.4 REGULATIONS (Continued)

L. The Utility will provide and maintain facilities, equipment and services in accordance with Rule 27 "Demarcation Points" described in the Utility's tariff Schedule CAL P.U.C. No. R1. Customer(s) requesting route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with Rule 17 "Line Extensions, Service Connections and Facilities on Premises of Customer" described in the Utility's tariff Schedule CAL P.U.C. No. R1.

M. Foreign Exchange, Switched FEX and Foreign Prefix Services are not available with ISDN-PRI.

N. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N) (N)

5.8.5 DEFINITIONS

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

5.8.6 APPLICATION OF RATES

A. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premise will be charged at rates per each Primary Rate Access Line.

B. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.

C. ISDN-PRI Primary Rate Access Line rates if applicable; apply in addition to Primary Rate Interface.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.7 SERVICE COMPONENTS

A. The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

B. The components of ISDN-PRI Service will be as follows:

- Primary Rate Access Line
- Primary Rate Interface

1. Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.

2. Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.

   a. Voice calls may be completed to both ISDN and non-ISDN lines.

   b. Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

   c. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service

5.8.8 OPTIONAL FEATURES

A. Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.

B. Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.9 RATES AND CHARGES

A. All usual and applicable Service Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	Per ISDN Circuit	Non-recurring Charge	Monthly Rate
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	$1,500.00	$759.50 (I)
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	309.38
-Three Year Contract	1-4	1,500.00	675.00 (I)
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	6,250.00 (I)
-One Year Contract	1-4	See Note 1	805.00
-Two Year Contract	1-4	See Note 1	2,454.89
-Three Year Contract	1-4	See Note 1	6,102.50 (I)
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	112.50
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	67.50

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.
Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.
Note 3: Applicable Service Charges and Nonrecurring Charges specified in Section 2 also apply.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.9 RATES AND CHARGES (Continued)

C. Optional Features

The following are optional features that may be ordered with ISDN-PRI.

	Non-recurring Charge	Monthly Rate
1. Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	$100.00	$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
2. Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	100.00	50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

D. Service Charges (T)

1. Service Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination. (T)

2. Service Charges as identified in 5.8.9.D. following are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. Service Charges are applicable for each PRI Link associated with the customer request. (T) (D)

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.9 RATES AND CHARGES (Continued)

D. Service Charges (Continued) (T)

3. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

4. Charges for ISDN-PRI Service

	Nonrecurring Charge
a. Service Charge per PRI Link	(T)
Changes in 'D' channel or Trunk Group configurations	$350.00
b. Premises Visit Charge per PRI Link	
Premises Visit Charge (Per Visit)	See Note 1

Note 1: Refer to Section 2 for applicable rates.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) (Continued)

5.8.10 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. ISDN - Primary Rate Interface Service (1)

	Non-recurring Charge	Monthly Rate
1. Includes 23 individual 64 Kbps B channels and one 64 Kbps D channel	$750.00	$742.50 (I)
2. Optional Features:		
a. Alternate Route, each route	150.00	10.00
b. Calling Name Display, each PRI Serving Arrangement	125.00	10.00
c. Enhanced Alternate Route, each Route + usage (2)	150.00	50.00
d. Non-PRI Foreign Exchange, each path/each telephone number	70.00	15.00
e. PRI Subgroup, each Subgroup	125.00	10.00
f. Private Facility Connection, each facility group/trunk group connected	250.00	100.00
g. Calling Name and Number Delivery Channels, each Channel	0.00	4.50

Note 1: In addition to the applicable High Capacity Service rates shown in the Local Exchange Tariff Schedule No. A1. A move will be considered a new installation and the above nonrecurring charge(s) would apply.

Note 2: Usage will be billed at the applicable toll rates.

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

5.9.1 APPLICABILITY

Applicable to Intrastate IntraLATA Digital Channel Service (DCS), furnished or made available by this Utility between its points and points reached over facilities of connecting companies. Digital Channel Service is furnished only if the necessary service components are available.

5.9.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Channel Service (DCS) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.9.3 GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

5.9.4 TYPES OF DIGITAL CHANNEL SERVICE

A. Direct Inward Dialing Only - One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing located in Section 5 of the Service Catalog.

B. Direct Outward Dialing Only - One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

C. Two-Way - Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.5 TERMS AND CONDITIONS

A. Availability of Service - Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

B. Use of Service - Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

C. Service Provision Location - Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

D. Service From a Foreign Central Office - Interoffice (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

E. Central Office Designation Change - A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

F. Minimum Block of Subscriber Numbers - Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

G. Unused DID Numbers - The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

H. Optional 3 Year Plan - An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3-year plan.

I. Minimum Subscriber Period - The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

J. Temporary Suspension of Service - Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.6 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

	Non-recurring Charge (1)	Monthly Charge (2)	Discounted Monthly Charge With 3 Year Plan (2)
Digital Channel Service			
Port	$260.00	$480.00	$460.00
Digital Transport Facility	1,140.00	220.00	215.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 20	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 20	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Charges outlined in Section 2 also apply. (T)

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.7 RATES AND CHARGES – GOLDEN STATE MARKET

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

	Non-recurring Charge (1)	Monthly Charge (2)	Discounted Monthly Charge With 3 Year Plan (2)
Digital Channel Service			
Port	$175.00	$530.00	$490.00
Digital Transport Facility	750.00	220.00	210.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 21	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 21	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Charges outlined in Section 2 also apply. (T)

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.8 RATES AND CHARGES – TUOLUMNE MARKET

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

	Non-recurring Charge (1)	Monthly Charge (2)	Discounted Monthly Charge With 3 Year Plan (2)
Digital Channel Service			
Port	$265.00	$420.00	$400.00
Digital Transport Facility	1,140.00	180.00	175.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 22	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 22	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Charges outlined in Section 2 also apply. (T)

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

SECTION 5 – MISCELLANEOUS SERVICES

5.10 SWITCHED 56 DIGITAL SERVICE

Applicable to Switched 56 Digital Service, an office based communications service for the transmission of digital data, using only digital transmission facilities in exchanges where facilities are furnished for such service.

5.10.1 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Switched 56 Digital Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.10.2 RATES AND CHARGES

The following rates and charges are for each 2 wire or 4 wire local Switched 56 Digital Service equipped residential or business access lines:

	Nonrecurring Charge	Local Usage Rate	Rate per Month
Global Valley Market	$500.00	See Note 1	$45.00 (2)
Golden State and Tuolumne Markets	See Note 3	See Note 4	45.00

Note 1: When the Utility has measured service capability, the local usage charge(s) will apply.

Note 2: The Utility will charge the rates set forth in AT&T California Network and Exchange Services, Schedule Cal. P.U.C. No. A5 for Local Exchange Measured Rate Service.

Note 3: Installation charge will be waived during the first 60 days this new service is available. After this first 60-day period, existing non-recurring charges per Section 2 will apply.

Note 4: The usage charge applicable to each message is 4 units for the first minute or fraction thereof and 1 unit of each additional minute or fraction thereof at the rate of $ .01 per unit. Discounts apply for evening and night calls (Refer to the Service Catalog, Section 1.1).

SECTION 5 – MISCELLANEOUS SERVICES

5.10 SWITCHED 56 DIGITAL SERVICE (Continued)

5.10.3 SPECIAL CONDITIONS

A. Switched 56 Digital Service is a digital access line that provides customers with circuit switched digital transmission at 56 kbps.

B. Switched 56 Digital Service is designed for digital data applications with a full duplex, digital, synchronous 56 kbps data transmission rate.

C. Required Customer Premises Equipment

The customer must provide a compatible Channel Service Unit/Data Service Unit (CSU/DSU) with digital capability or a compatible Data Unit (DU) in addition to the inside wire required to connect to the Utility.

D. Outgoing Calls

Outgoing calls may be placed to Switched 56 capable access circuits served from the same switch, other equipped intraLATA serving wire centers, or over an Interexchange Carrier network to interLATA and international destinations.

E. Incoming Calls

Incoming calls are received through direct dialing into the Switched 56 Digital Service access lines.

F. Regulations

1. Switched 56 Digital Service is available only where equipment and operating conditions permit.

2. The Utility is under no obligation to provide Switched 56 Digital Service at a distance from the central office that exceeds the technical limitations of the service.

3. A Switched 56 Digital Service jack is included in the installation charge.

4. Charges for Switched 56 Digital Service do not include equipment or other facilities which may be required at the customer premises and which must be compatible with Utility facilities. The equipment specification will be determined by the Utility.

5. The Utility shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of Switched 56 Digital Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instances and when known in advance, the Utility will notify the customer of such changes.

SECTION 5 – MISCELLANEOUS SERVICES

5.10 SWITCHED 56 DIGITAL SERVICE (Continued)

5.10.3 SPECIAL CONDITIONS (Continued)

F. Regulations (Continued)

6. Switched 56 Digital Service is offered on a touch-tone signaling basis only.

7. The customer will be served from the nearest serving wire center equipped with Switched 56 Digital Service capability.

8. When a data connection is inactive for thirty (30) minutes, the network will automatically disconnect the data call.

9. Switched 56 Digital Service is available on a month-to-month basis.

10. Outgoing calls on a Switched 56 access line are subject to toll charges set forth in AT&T California's Guidebook, Part 9, Section 1 Message Telecommunications Service. Toll rates will vary according to the tariff of the selected toll carrier.

11. Mileage charges to not apply to Switched 56 Digital Service.

12. Switched 56 Digital Service is subject to all general rules and regulations applicable to the provision of service by the Utility as stated elsewhere in its filed Tariffs and/or Service Catalog.

13. Charges for Switched 56 Digital Service are included in charges that may subject the customer to disconnection of service for nonpayment as described in Rule No. 12, "Discontinuance and Restoration of Service." (T)

G. Limitations

1. Switched 56 Digital Service does not support the following services:

a. Analog Voice and Voice Services
b. Analog Data Services or Subrates
c. 411, 611, 811, 900, 976 or 0+
d. 900 and 976 Blocking
e. Custom Calling Features

2. Switched 56 Digital Service performance is measured in Error Free Seconds (EFS), Severely Errored Seconds (SES), and Bit Error Rate. The minimum design performance for both IntraLATA and the Utility's portion of InterLATA calls is the following:

- 95% EFS on 99% of alls of 5 minutes duration over one month.
- .03% SES over 24 hours.
- 8.9 E-8 Bit Error Rate.

The above are only design minimums; the Utility does not guarantee these levels.

SECTION 5 – MISCELLANEOUS SERVICES

5.10 SWITCHED 56 DIGITAL SERVICE (Continued)

5.10.3 SPECIAL CONDITIONS (Continued)

G. Limitations (Continued)

3. The Utility makes no guarantee that any transmission speed or bit error rate will be achieved on any given call.

4. Provisions concerning the limitations of liability are set forth in Rule No. 24, "Limitation of Liability."

H. Visit Charges

The customer shall be responsible for payment of a visit charge as set forth in Schedule No. V-1, "Visit Charge, " when the Utility dispatches personnel to the customer's premises and the trouble is in the equipment provided by other than the Utility.

I. Local Switched 56 Digital Services

Local Switched 56 Digital Service provides digital, full duplex transmission using Time Compression Multiplexing (TCM). TCM allows 56 kbps over a 2-wire local loop with an effective range of approximately 10,000 feet.

SECTION 5 – MISCELLANEOUS SERVICES

5.11 MILEAGE RATES

5.11.1 APPLICABILITY

Applicable to mileage rates for off premises extension lines, Private Branch Exchange (PBX) station or intercommunicating system station, located off the premises on which the primary service is located and within the same exchange area.

5.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Mileage Rates Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.11.3 RATES AND CHARGES

	Rate Per Month (1)		
	California Embedded Market	Global Valley Market	Golden State & Tuolumne Market
A. First one-quarter mile or portion thereof			
1. Contiguous	$4.00	$9.75	$0.00
2. Non-Contiguous	4.00	9.75	0.00
B. Each additional one-quarter mile or fraction thereof	4.00	1.50	0.00

C. West Coast Market - (also applies to PBX/PABX station lines)

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

Service Charges: Appropriate Service Charges; See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24. (1)

Monthly Rates: **Special Access Line** - See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

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

Service Charges: Appropriate Service Charges; See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24. (1)

Monthly Rates: **Special Transport Charge** between serving end offices - See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

Special Access Line See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

(1) Charges are in addition to Service Charges as shown in Section 2.

(T)

SECTION 5 – MISCELLANEOUS SERVICES

5.11 MILEAGE RATES (Continued)

5.11.4 SPECIAL CONDITIONS (L)

A. If any line under the above rates involves more than two locations, the number of quarter miles will be computed separately for each leg (the airline distance between the main terminal and each location), fractional quarter miles being considered as whole quarter miles. the number of legs will be one less than the total number of terminals.

B. The total mileage to which the mileage rates are applicable is a combination of leg mileage as computed in Special Condition A.

C. No mileage charge is applicable to additional extensions of an off premises extension located on the same premises.

D. In this schedule "terminals" is defined as the station or stations and primary service connection point between which the off premises line is connected.

E. An off-premises extension on the same continuous property may be installed on other than the customer's premises provided the extension is for the use of the customer. (L)

Material relocated form Sheet 77. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.12 EMPLOYEE TELEPHONE CONCESSION SERVICE

5.12.1 APPLICABILITY

Applicable to all regular full-time and regular part-time employees that reside within the utility's exchange areas.

5.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Telephone Service Concession as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.12.3 RATES AND CHARGES

1. A 75% discount is applicable to the residential Citizens Select or the residential Citizens Select Plus bundled service plans as identified in Section 7 of the utility's Service Catalog. This service is grandfathered on April 27, 2006.

2. A 50 % discount is applicable to Frontier Choices residential bundle offerings as identified in Section 7 of the utility's Service Catalog. This service is grandfathered on November 17, 2007.

3. A 50 % discount is applicable to Frontier's California Choices, which is comprised of the following services: This service is grandfathered on November 17, 2007.

   a. Single Party Residential Measured Service as identified in Schedule A1 of the Utility's tariff.

   b. Optional Local Calling Plan as identified in Section 7 of the utility's Service Catalog.

   c. Enhanced Custom Calling Feature Package as identified in Section 7 of the utility's Service Catalog.

4. A 50% discount is applicable to Frontier Digital Phone Service offered in all exchanges except for Elk Grove and Meadowview exchanges and a 40% discount is applicable to Frontier Digital Phone Service offered in the Elk Grove and Meadowview exchanges.

SECTION 5 – MISCELLANEOUS SERVICES

5.12 EMPLOYEE TELEPHONE CONCESSION SERVICE (Continued)

5.12.4 SPECIAL CONDITIONS

1. Provisions of this schedule will be administered within the guidelines established by the utility.

2. Eligible employees are regular full-time and regular part-time(1) employees who have completed their probationary period and whose residence is located within the utility's exchange territory.

3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse. If special circumstances exist in which employee privacy is required, this condition may be waived at the discretion of the Utility. Employees who elect non-published service will be charged the applicable rates listed in Section 4.

4. Any retired employee of the Utility that is receiving an employee telephone concession in accordance with any existing or grandfathered Service Catalog Section shall retain such concession as long as the employee resides within the Utility's exchange and does not disconnect the service.

5. The telephone concession program is not available to any employee that retires on or after August 24, 2001.

Note 1: A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY & WEST COAST MARKETS

5.13.1 APPLICABILITY

Applicable to permanent full-time employees that have been employed for six months and who subscribe to the services listed below within the Utility's service areas. Employee Concession Service is not offered to retired employees.

5.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Concession Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.13.3 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Non-Recurring Charge	Monthly Rate
A. These discounts apply to the main telephone number for the following services:	100%	100%

1. One-Party Flat Rate Exchange Service

2. Voice Mail Service:
   a. Basic Mailbox
   b. Tree Mailbox

3. Custom Calling Service:
   a. Basic Call Forward
   b. Call Forward Busy
   c. Call Forward Busy/No Answer
   d. Remote Call Forward
   e. Selective Call Forward
   f. Call Waiting
   g. Call Waiting/Cancel Call Waiting
   h. 3 Way Calling
   i. Speed Call 8 (1)
   j. Speed Call 30
   k. Priority Call
   l. *66 Busy Number Redial (T)
   m. *69 Call Return (T)
   n Selective Call Acceptance
   o Personalized Telephone Number Service
   p. Caller ID with Name
   q. Selective Call Rejection

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY MARKET & WEST COAST MARKETS (Continued)

5.13.3 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Non-Recurring Charge	Monthly Rate
A. These discounts apply to the main telephone number for the following services: (continued)	100%	100%

4. Simple Inside Wire Repair Service provided by the Utility

5. Service Charges; One installation, move or change (T)

6. Bundled Service Offerings:

   Residential service offerings, as listed in Section 7, Bundled Services are available where facilities permit and with the exception of a fee that will be charged for the National Unlimited Toll.

5.13.4 RATES AND CHARGES – WEST COAST MARKET

	Non-Recurring Charge	Monthly Rate
1. Each primary and extension station service		50%
2. The charge for service connection, installation and moves and changes	50%	

5.13.5 SPECIAL CONDITIONS - GLOBAL VALLEY MARKET

1. Employees must reside at the location being provided the Concession Service.

2. On or after April 13, 2006, permanent full-time employees that retire with long-term disability may retain the Concession Service upon retirement. All other retired employees are not entitled to the Concession Service.

3. Services not listed in the Rates and Charges are offered at the regular tariffed rates and charges.

4. The Voice Mail Service mailboxes listed in the Rates and Charges will be sufficient to service the immediate family that resides with the employee.

5.13.6 SPECIAL CONDITIONS - WEST COAST MARKET

In certain instances where the employees' duties require that they be readily available to call at any time and where the Utility considers such service essential to its operations, no charge is made for basic exchange service. However, 40% of the filed tariff charges will apply to all supplemental exchange service in excess of the primary line and instrument.

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET

5.14.1 APPLICABILITY

An arrangement in a Utility central office to provide DID service from the telecommunications network to the customer's premises for use in connection with dial switching or number identifying equipment.

5.14.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing DID service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.14.3 GENERAL

A. When a customer is furnished DID service for which provision is not otherwise made, an installation charge and monthly rate, and where applicable, a basic termination charge will be incurred based on the total cost of the equipment and/or special work required, subject to review of such charges by the California Public Utilities Commission.

B. Rules of the Utility applicable to services with which DID service is associated also apply to the special assemblies of equipment.

C. Unless otherwise specified, the rates and special conditions for DID service furnished in this section are in addition to the charges, rates and special conditions applicable to, and as filed in other sections of the Service Catalog for equipment items with which the DID service are associated.

D. Limitations

1. DID will be furnished only where they are compatible with other services furnished by the Utility.

2. The Utility will designate the equipment to be used to provide DID service.

3. DID service in Special Condition E. apply only to those DID service as of June 3, 1982, and furnished to the same customer on the same premises.

E. The customer releases, indemnifies and holds harmless the Utility from any and all loss, claims, demands, suits and other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property whether owned by the customer or others caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such DID service, equipment and services associated therewith.

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.4 RATES AND CHARGES

A. Direct Inward Dialing (DID) common equipment associated with other services rendered to the United States Army Depot in the Herlong Exchange

	Monthly Rate (1)
	$264.00

B. DID service is provided within the serving areas of all digital offices and their remote units capable of providing the service. Equipment is arranged in Utility's central office to provide in-dialing from the telecommunications network

	Installation Charge	Monthly Rate
Each Direct Inward Dialing Trunk (1)	$77.00	$9.22
Each 20 Direct Inward Dialing Station Numbers Assigned or Reserved		20.00
Each 100 Direct Inward Dialing Station Numbers Assigned or Reserved		70.00
Each 50 Direct Inward Dialing Station Numbers Assigned or Reserved		40.00

C. To provide groups of 50 or 100 directory numbers for the purpose of furnishing radiotelephone and paging services. Groups of numbers will be provided only from a digital central office.

	Installation Charge (1)	Monthly Rate (1)
Per 100 directory numbers	$75.00	$55.00

Note 1: Service furnished only to the same customer on the same premises as of July 31, 1993.

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.4 RATES AND CHARGES (Continued)

D. Type 291 Emergency Reporting Systems

	Basic Termination Charge	Installation Charge	Monthly Rate
1. Single Trunk Systems			
10 Station Capacity	$3,800.00	$1,500.00	$101.25
20 Station Capacity	4,600.00	2,000.00	123.75
20 Station Capacity (Standish)	N/A	N/A	140.00
30 Station Capacity	5,500.00	2,400.00	170.00
2. Dual Trunk Systems			
10 Station Capacity	3,900.00	1,500.00	125.00
20 Station Capacity	4,800.00	2,000.00	150.00
30 Station Capacity	5,700.00	2,500.00	170.00
3. Station Related Equipment			
Station Module 2			140.00
Station Connection Module		Applicable Charges in Schedule A2.1	4.50
4. Remote Conference Access Trunk unit (maximum of 3 units per system) Each unit			4.45

E. Siren Control interval time module (maximum of 3 units per system) each unit 4.05

F. Conference circuit time out unit restores emergency system to “normal” 4 minutes after activation. Prevents "permanent condition" in the event of a receiver is in-advertently left off hook by an emergency conference station. 5.25

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.4 RATES AND CHARGES (Continued)

G. Associated Services

1. Each emergency reporting exchange access line. Applicable rates, charges and conditions as set forth in the Local Exchange Tariff, Schedule Cal. P.U.C No. A1.

2. Connections of emergency personnel's exchange access lines to the emergency reporting system. Applicable charges as shown in Section 2.

H. Rotary Services	Monthly Rate
1. Each individual line or PBX trunk line including foreign exchange service arranged for rotary service. (1)	$1.50
2. Each rotary number reserved*	1.50

I. Multiple Bill copy Service

Original with one to three copies per business account, only (1)	2.00

J. Optional Prefix Service - within an exchange or district area at the request of the customer, served from a central office which is not the serving central office, designated by the utility.

1. Airline measurement between the central office designated by the utility and the requested central office, each line or trunk. (1) (See Special Conditions in 5.14.5)	7.00

Note 1: Service offering is applicable only to the Clarksburg, Courtland, Isleton, Meadowview, and Walnut Grove Exchanges.

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.5 SPECIAL CONDITIONS

A. Rates for the above service will be subject to review and subsequent change if it becomes necessary to alter the method of providing the services due to major equipment replacement or modification.

B. Maintenance of any equipment beyond that furnished by the Utility will be the responsibility of the customer.

C. If a premise visit is necessitated by equipment trouble subsequently found to be caused by the customer provided equipment (CPE), the customer will be billed in accordance with rates in Section 2.

D. PBX Access Trunk rates from the Local Exchange Tariff, Schedule Cal. P.U.C No. A1, DID Trunk rates from Rate B. preceding and Dial Mobile Radiotelephone rates from Rate C. preceding will be applied for services in conjunction with blocks of 50 or 100 directory numbers.

E. An emergency reporting telephone system will be furnished under the provision of this Service Catalog to a fire protection district, a municipality, or other emergency service organization for use in transmitting reports of public emergencies and for the operation of public alarm signals. This offering is subject to the switching capability of the serving central office and the emergency reporting system.

F. The Utility's liability to the customer for this service, or to any member of the public, or to any third party for any failure of the system, or any delay, interruptions, confusion or mistake in transmission of any message or signal or any consequence for the use, misuse or failure of the system of service shall be limited to an allowance for interruptions or failure of service as specified in the Rules of the Local Exchange Tariff. In no event will the Utility be liable to the customer, or any member of the public or any governmental body for any consequential damage arising from any of the foregoing.

G. Emergency personnel telephones must be compatible with the ringing characteristics of the emergency reporting system and the serving central office. Emergency personnel exchange access line services must have a common serving central office.

H. Each emergency response person is required to subscribe to either business or residence single party access line service. This access line will be independently billed to each volunteer fireman.

I. A siren control relay will be installed by the Utility. All other wiring necessary for the operation of the siren will be provided by the fire department.

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.5 SPECIAL CONDITIONS (Continued)

J. Rates and charges for the 291 Emergency Reporting System contemplates the installation of Tellabs, Inc. 291 Emergency Reporting System or its equivalent. The Utility's offering is limited to the continued product availability and to limitations as described in Tellabs, Inc. technical manuals.

K. Direct Inward Dialing service will be provided in exchanges capable of providing the service. The minimum order placed by a customer shall be one block of 50 or 100 numbers. Spare telephone numbers may be reserved by the customer for up to six months to assure growth capacity for direct inward dialing service at the rates and charges shown above. Additional six month reservation periods may be granted by the Utility at its discretion.

L. The provisions of rate 5.14.4.J.1 preceding will apply in addition to the primary service rate for the class, type and grade of service furnished, for the following service arrangements:

1. Dial service assistance for the physically handicapped.

2. Retention of assignment of a telephone number to a primary service located in a central office area other than the serving central office area.

M. The primary rate and calling area of the serving central office applies to each of the above serving arrangements.

N. The rate in 5.14.4.J.1 preceding applies to the airline distance between the two central offices.

O. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)
(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.15 DIRECT INWARD DIALING SERVICE (DID) - GLOBAL VALLEY MARKET

5.15.1 APPLICABILITY

An arrangement in a Utility central office to provide DID service from the telecommunications network to the customer's premises for use in connection with dial switching or number identifying equipment.

5.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing DID service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.15.3 RATES AND CHARGES

	Basic Termination Charge	Nonrecurring Charge	Monthly Rate (1)
First 20 Direct Inward Dialing station numbers - Each 20 DID station numbers		$14.00	$18.00
First 200 Direct Inward Dialing station numbers - Each 100 DID station numbers	6,500.00	400.00	90.00
Over 200 Direct Inward Dialing station numbers - Each additional 100 DID station numbers	1,100.00	70.00	90.00

5.15.4 SPECIAL CONDITIONS

1. Direct Inward Dialing Service (DID) is furnished where operating conditions and the availability of facilities permit.

2. DID will be provided to PBX dial switching equipment.

3. DID service must be provided on all lines in trunk group arranged for inward service.

   If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

4. Directory listings will be furnished in accordance with Section 4 as it applies to PBX trunks. DID numbers furnished herein may be listed at appropriate rates.

Note 1: In addition to the appropriate Service Charges and trunk line rates. Trunks are required in sufficient quantities to meet the traffic demand. (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.15 DIRECT INWARD DIALING SERVICE (DID) - GLOBAL VALLEY MARKET (Continued)

5.15.4 SPECIAL CONDITIONS (Continued)

5. Intercepting of numbers assigned to the customer that are vacant or not in use by the customer is the responsibility of the customer. Attendant or suitable machine intercept shall be arranged.

   All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.

6. Foreign Exchange DID service will be furnished from a central office designated by the Utility. If a customer designates a central office other than that designated by the Utility, the service may be furnished where operating conditions permit, at the rates and charges applicable to Foreign Prefix service in addition to the rates and charges applicable to Foreign Prefix service in addition to the rates and charges for DID service as set forth above and in Special Conditions 7.

   Usage allowance provided with foreign exchange service may not be used as a credit in connection with other service arrangements.

7. AT&T California's rates and charges for foreign exchange business private branch exchange trunk line service and other services will apply in addition to the above rates and charges.

8. Mileage rates set forth in Schedule Cal. P.U.C. No. A1 paragraph 1.7.3.1.a. will apply to DID Service provided within a different exchange of the Utility for each trunk furnished.

9. DID Service is subject to the surcharges set forth in Schedule Cal. P.U.C. No.'s A3 and A4.

10. The rates for DID are applicable for a minimum period of three years. In case of disconnection of or a reduction in this service within the minimum period, a basic termination charge, shown above, reduced by one thirty-sixth (1/36) for each full month or fraction thereof of service, shall be applied.

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

11. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS

5.16.1. DESCRIPTION

Direct Inward Dialing (DID) Service is a central office service that provides in dialing from the exchange and toll network directly to the station lines associated with customer premises equipment without intervention from an attendant. Service is provided in combination with one-way PBX trunk access lines.

5.16.2. REGULATIONS

A. AVAILABILITY OF SERVICE

1. DID service is offered only from exchange areas served by the Utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.

B. TRUNK CONNECTIONS

1. The following conditions apply to the PBX trunks used to provide DID service:

   a. Trunks are equipped for one-way service and all trunks in a trunk group providing DID service must be equipped for DID service.

   b. The customer must subscribe to a sufficient number of trunks to insure traffic service standards as determined by the Utility.

   c. When PBX trunks other than trunks equipped with DID are furnished to a customer, those trunks must be in a separate trunk group.

C. DID SERVICE TELEPHONE NUMBERS

1. The following conditions apply to the DID service telephone numbers.

   a. Telephone numbers and the sequence of numbers assigned is at the discretion of the Utility.

   b. DID service is offered in a minimum block of 100 numbers. After the minimum block of 100 is reserved, additional numbers may be ordered. Customers may place numbers in reserve for future growth at the rates shown under III., Rates, following. Since DID service does not require the use of sequential numbers, it is not necessary to reserve numbers for future growth unless sequential numbers are desired.

2. Directory listings are furnished subject to the Rates and Conditions for business additional listings as found in Section 4. Customers are responsible for timely notification of changes, additions and deletions of numbers to meet the schedule requirements of the Utility's directory.

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.16.2. REGULATIONS (Continued)

D. CONNECTIONS

1. General

Customer-provided terminal equipment will be connected to DID service provided by the Utility in accordance with the following:

All connections must be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with DID service, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.

2. Responsibility of the Customer

a. DID service is available under this Service Catalog for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment or systems provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services. Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.

b. The customer is responsible for:

1. Compatibility of the connected terminal equipment or systems and the DID service.

2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment or systems, which are connected to DID service.

3. Placing all orders and payment of all charges for service(s) offered herein.

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.16.2. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

2. Responsibility of the Customer (Continued)

b. The customer is responsible for: (Continued)

4. Providing in a manner satisfactory to the utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.

5. Compliance with all utility regulations included in the Local Exchange Tariff and/or Service Catalog.

6. Intercept of calls dialed to unused reserved telephone numbers.

3. Responsibility Of The Utility

a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or systems are connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such DID service. Subject to this responsibility the Utility shall not be responsible for:

1. The through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission, or

2. The reception of signals by such equipment or systems, or

3. Damage to terminal equipment or systems provided by the customer due to testing.

b. The Utility shall be indemnified and saved harmless by the customer against.

1. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;

2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and

3. All other claims arising out of any act of omission or commission of the customer in connection with the facilities provided by the Utility.

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.16.2. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

c. Special Construction

The rates and charges to provide DID service where suitable facilities do not exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide DID service, customer may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in the Service Catalog.

E. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

a. The minimum period for which service is furnished and for which charges are applicable is one year. Suspension of service is not allowed. If service is terminated prior to expiration of minimum period, customer will be required to continue paying applicable charges for remainder of minimum period.

b. Payment is due on presentation of a bill for the service furnished.

2. Move Charges

A move involves a change in the physical location of one or more DID services.

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

a. Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the non-recurring charges for DID PBX trunk and premium charges used to provide the service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated non-recurring charges will apply.

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.16.2. REGULATIONS (Continued)

F. CANCELLATION FOR CAUSE

The Utility, by 5 days written notice to the customer, may discontinue furnishing of DID service without incurring liability upon:

1. Nonpayment or failure to make payment arrangement of any sum due the Utility or

2. A violation of any condition governing the furnishing of service not rectified by the Customer after notice by the Utility.

G. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Section 2 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

H. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Rule 14.

I. E9-1-1 ANI AND ALI PROVISIONING FOR MULTI-LINE TELEPHONE SYSTEMS - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.16.3 RATES AND CHARGES

The rates and charges specified in this section apply for all services involving DID service.

	Installation Charge	Monthly Rate Golden State Market	Monthly Rate Tuolumne Market	
A. DID SERVICE				
1. PBX Trunk, per trunk	[1]		$20.25 [2]	
Westwood, Lake Almanor	[1]	$35.00 [2]		(I)
Clear Creek	[1]	35.00 [2]		
College City	[1]	35.00 [2]		
All Others	[1]	35.00 [2]		(I)
2. DID Premium Service, per trunk	$313.00	8.00	29.00	
B. DID TELEPHONE NUMBERS				
1. 100 DID numbers assigned or reserved	77.00	209.50	209.50	
2. 20 DID numbers assigned or reserved	15.40	41.90	41.90	
3. Charge for activation of reserved DID numbers subsequent to initial installation.	77.00	None	None	

[1] Business Service Charges in Section 2 apply.
[2] Local measured usage charges also apply per the Local Exchange Tariff, Schedule No. A1.

SECTION 5 – MISCELLANEOUS SERVICES

5.17 NON-GOVERNMENT CONTRACTS

Summary lists of contracts and deviations authorized under Subsection A or submitted under Subsection B of Section X. of General Order No. 96-A of the Public Utilities Commission of the State of California, covering the furnishing of service at rates or under regulations other than the rates and regulations contained in filed tariff schedules, are on file for public inspection with the Commission.

SECTION 5 – MISCELLANEOUS SERVICES

5.18 GOVERNMENT AGENCY CONTRACTS

Summary lists of contracts and deviations authorized under Subsection A or submitted under Subsection B of Section X. of General Order No. 96-A of the Public Utilities Commission of the State of California, covering the furnishing of service at rates or under regulations other than the rates and regulations contained in filed tariff schedules, are on file for public inspection with the Commission.

SECTION 5 – MISCELLANEOUS SERVICES

5.19 ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

5.19.1 APPLICABILITY

EBPP provides residential customers an option to receive their telephone bill electronically and pay their bill online.

5.19.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing EBPP service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.19.3 GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

5.19.4 RATES AND CHARGES

	Monthly Rate
Rate for both a paper copy and an electronic bill copy	$2.00

5.19.5 SPECIAL CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges listed in Section 2 do not apply to this service. (T)
5. Customers may discontinue using EBPP Service at any time without charge.
6. Bill inserts will be provided separately either electronically or via U.S. Mail service.

SECTION 5 – MISCELLANEOUS SERVICES

5.20 EXTRA COPIES OF BILLS AND TOLL STATEMENTS – GLOBAL VALLEY MARKET

5.20.1 APPLICABILITY

Applicable to the furnishing of extra copies of bills for telephone service and extra copies of toll statements.

5.20.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Extra Copies of Bills and Toll Statements as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.20.3 RATES AND CHARGES

	Nonrecurring Charge	Monthly Rate
Extra Copies Requested by the Customer:		
Bill for telephone service, each extra copy:		
Livingston, Patterson, Westley, San Antonio	$ 0.75	
Guinda	1.50	
Toll statement, each extra copy:		
Livingston, Patterson, Westley, San Antonio	0.75	
Guinda	1.50	
Copy of current month billing, each account number		$ 8.00

5.20.4 SPECIAL CONDITIONS

1. Charges for furnishing customers with extra copies of bills for telephone service and extra copies of toll statements are intended to cover, in part, the expense incurred by the Utility in the preparation of such extra copies.

2. Extra copies are those in addition to the number of copies regularly furnished by the Utility.

3. The above rates are in addition to applicable Service Charges. (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS

5.21.1 APPLICABILITY

N11 Service is a three-digit local dialing arrangement available in specified areas for the delivery of information services via voice grade facilities. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

N11 Code	**Purpose**
211	Allows access to community information and referral services. Assigned by the FCC.
311	Allows access to non-emergency police and government services. Assigned by the FCC.
411	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC.
511	Allows access to traveler information services. Assigned by the FCC.
611	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.
811	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.
911	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.
011/111	Not available. “0” and “1” are used for switching and routing purposes.

5.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing N11 Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.21.3 RATES AND CHARGES

1. A Business Service Order Charge listed in Section 2 of this Service Catalog will apply and is in addition to the rates listed below. (T)

2. A Service Establishment charge will apply per point-to number.

3. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A1 of the Local Exchange Tariff) used for transporting and terminating messages at the N11 subscriber’s designated premises.

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T)

5.21.3 RATES AND CHARGES (Continued)

4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.

5. Charges applicable to N11 Service are as follows:

	Nonrecurring Charge
a. Service Establishment Charge	
• Per Point-to Number	$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	50.00
c. Number Change Charge	50.00

5.21.4 SPECIAL CONDITIONS

1. N11 Service is available in the Company's territory only. To provide N11 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.

2. This service is provided subject to the availability of the N11 code.

3. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

4. All rules, regulations and limitations as specified elsewhere in the Local Exchange Tariff and/or Service Catalog for the respective services requested in the N11 Service shall apply.

5. Directory listings may be provided for N11 under the terms, conditions, rates and charges specified in Section 4 of this Service Catalog.

6. Access to N11 is not available to the following classes of service:

   - 1+
   - 0+, 0-(credit card, third-party billing, collect calls),
   - 101XXXX,

   In addition, operator assisted calls to the N11 subscriber will not be completed.

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T)

5.21.4 SPECIAL CONDITIONS (Continued)

7. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

8. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 5 of this Service Catalog.

9. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.

10. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Utilities Commission of the state of California.

11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the Company provisions the service.

    If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

13. This service is available only where facilities are available and technically feasible.

14. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing N11.

15. N11 will be provided under the following conditions:

    a. The N11 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to N11 without impairing the Company's general telephone service or telephone plant.

    b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T)

5.21.4 SPECIAL CONDITIONS (Continued)

15. N11 will be provided under the following conditions: (Continued)

c. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of N11 Services is not allowed.

e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.

f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

16. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

a. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.

b. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under the Local Exchange Tariff and/or Service Catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (Continued) (T)

5.21.4 SPECIAL CONDITIONS (Continued)

17. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.

18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

19. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

SECTION 5 – MISCELLANEOUS SERVICES

5.22 211 COMMUNITY INFORMATION AND REFERRAL ORIGINATION SERVICE – GLOBAL VALLEY MARKET

5.22.1 APPLICABILITY

211 Service is an information and referral service that allows the Utility's local exchange end users within the Utility's serving area to reach the authorized 211 Service Provider ("211 Service Provider") by dialing an abbreviated telephone number: 2-1-1 (or "211"). 211 Service is an information and referral routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number ("RTN") and then uses the RTN to complete the call over the public switched network to a call center designated by the 211 Service Provider.

5.22.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing N11 Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.22.3 RATES AND CHARGES

	Non-Recurring Charge	Monthly Rate
211 Service	$0.00	$0.00

5.22.4 SPECIAL CONDITIONS

A. Availability

211 Service is available free of charge to end users from subscriber locations within the Utility's exchange area. 211 Service will only be available from coin-operated pay telephones that have been correctly programmed by the payphone service providers to allow 211 dialing. 211 Service Provider is responsible for advising payphone service providers of the potential need to reprogram coin-operated pay telephones to allow 211 dialing.

B. Limitations

1. There can be only one 211 Service Provider for each of the Utility's central office NPA-NXX (Area Code and Prefix) combinations (each combination is defined as a "211 service area"). This limitation assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 call center. Typically, the Utility will route calls based on the serving central office. The Utility will default-route 211 dialed calls to a vacant code message or to a fast-busy signal if 211 Service has not been activated from the caller's serving central office or originating NPA-NXX.

2. 211 Service is not available to end users when their basic local dial tone service is disconnected. 211 Service will only be available to PBX and Key switching systems ("Customer Premises Equipment" or "CPE") when those systems have been correctly programmed by the owner of the CPE to allow 211 dialing.

SECTION 5 – MISCELLANEOUS SERVICES

5.22 211 COMMUNITY INFORMATION AND REFERRAL ORIGINATION SERVICE – GLOBAL VALLEY MARKET

5.22.4 SPECIAL CONDITIONS (Continued)

B. Limitations – (Continued)

3. 211 Service will not complete calls dialed using 0+211 or 1+211, payphone calls from a corrections institution, or operator-assisted calls.

4. The 211 Service Provider may designate only one Routing Telephone Number (RTN) per 211 service area, but may designate different RTNs for different 211 service areas, as follows:

   a. If the 211 Service Provider utilizes more than one 211 RTN, it must designate the specific stand-alone, host, or remote central offices to be served by each RTN.

   b. Only one RTN can serve a central office switch NPA-NXX serving area. The RTN requested by the 211 Service Provider can be either a locally-routed number or a toll-free telephone number obtained by the 211 Service Provider from its carrier of choice. If any of the NPA-NXXs in a serving area will incur a toll charge, the RTN must be a toll-free number for that serving area.

   c. 211 calls are not permitted where local calling is restricted (e.g., prisons).

5. Usage charges for 8YY (toll-free prefix) telephone numbers obtained by the 211 Service Provider and used as RTNs will be billed by the 211 Service Provider's 8YY carrier of choice. Such charges are the responsibility of the 211 Service Provider, and are not covered by the Utility's 211 Service, rates and/or charges.

6. The 211 Service Provider is responsible for ordering all requisite circuits and customer premises equipment to enable the 211 Service Provider's designated call center(s) to process 211 call volumes in a fashion that meets the 211 Service Provider's internal service-level requirements.

7. The 211 Service Provider is responsible for notifying/educating the public concerning the geographic jurisdiction where the 211 Service is available and its potential uses and benefits.

8. 211 Service is offered subject to the availability of facilities.

9. The Utility shall not be liable for any loss or damage resulting from any cause beyond its reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, acts of God, war, civil disturbances, acts of civil or military authorities or the public enemy (including terrorist acts), delays caused by 211 Service Provider or 211 Service Provider's service or equipment or any other causes beyond the Utility's reasonable control. Upon occurrence of any such event and to the extent such occurrence interferes with the Utility's provision of 211 Service, the Utility shall be excused from performance during the period of such interference provided that it exercises good faith and reasonable efforts to avoid or remove such causes of nonperformance.

SECTION 5 – MISCELLANEOUS SERVICES

5.23 BUSINESS TRAFFIC STUDY SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

5.23.1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

5.23.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.23.3 GENERAL

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

5.23.4 RATES AND CHARGES

Set up Charge and first week per access line or trunk group	$60.00
Each additional week per access line or trunk group	25.00

5.23.5 SPECIAL CONDITIONS

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
   Line or Trunk Study
   Remote Call Forward Study
   Multiline Hunt Group Study

(T)

SECTION 5 – MISCELLANEOUS SERVICES

5.24 TELEPHONE ANSWERING SERVICE - GOLDEN STATE AND TUOLUMNE MARKETS

5.24.1 APPLICABILITY

Applicable to telephone answering service.

5.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Telephone Answering Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.24.3 RATES AND CHARGES

	Installation Charge	Monthly Rate
A. Line Rates (See Special Condition No. C)		
1. Each extension station line terminating on telephone answering equipment located in the base rate area:		
a. Where the telephone answering equipment and the client's primary service are served from the same central office and are located within one-quarter mile of that central office	$6.25	$9.40
b. Where the telephone answering equipment and the client's primary service are served from the same central office and the primary service, the telephone answering switchboard or both are located beyond one-quarter mile from that central office	6.25	11.25
B. Customer's Individual Primary Lines (See Special Condition No. D)		
1. Each individual line terminated on telephone answering attendant's position	(1)	(1)

Note 1: The appropriate Service Charges and individual line service rate. (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.24 TELEPHONE ANSWERING SERVICE - GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.24.4 SPECIAL CONDITIONS

A. Telephone answering service is furnished in accordance with the provisions of this Service Catalog to customers engaged in the telephone answering service business and to telephone service customers who desire service arrangements, whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.

B. Extension and PBX station line services terminating on telephone answering equipment are classified as secretarial line services. Secretarial line service is a service employing an extension station line, extension of a trunk line or a PBX station line from a primary service terminating on telephone answering equipment. It is furnished for the sole purpose of enabling the customer to the telephone answering equipment to answer incoming calls of the customer to the secretarial line. Such lines are equipped to prevent outgoing calls.

Secretarial line service is not offered for:

1. Outgoing exchange or toll calls,

2. Intercommunication between the secretarial line customer and the telephone answering equipment customer over the secretarial line, or

3. Connection between the secretarial line and a central office line or other secretarial line through the telephone answering equipment.

C. Charges for extension station lines and associated mileage will be billed to the customer whose telephone is to be answered. All other charges will be billed to the answering service.

D. Customer's individual primary line service is a central office line equipped for two-way service and is furnished only in the name of the customer.

SECTION 5 – MISCELLANEOUS SERVICES

5.25 TOUCH CALLING SERVICE – GOLDEN STATE AND TUOLUMNE MARKETS

5.25.1 APPLICABILITY

Applicable to customers with access line services, at the option of the customer.

5.25.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Touch Calling Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.25.3 RATES AND CHARGES

	Rate per Month
Individual and Two-Party Line Business Service	
1. Each line equipped	No Charge

5.25.4 SPECIAL CONDITIONS

1. Touch Calling Service is furnished only where the instrumentalities, equipment and associated service arrangements are compatible with the service. For exchange service, the serving central office must be suitably equipped and, for foreign exchange service, both the serving central office and the local central office must be suitably equipped.

2. Lines requiring rotary dial operation will not be terminated for use by telephones arranged for Touch Calling Service.

SECTION 5 – MISCELLANEOUS SERVICES

5.26 PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS

5.26.1 APPLICABILITY

Applicable to services provided on facilities that extend to a high voltage environment, i.e., electric power generating, switching and distributing locations, require high voltage protection whenever hazardous voltages of 1000V peak-asymmetrical or greater appear on those facilities due to Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system. The high voltage protection objectives on Company services and facilities at these locations are as follows:

A. Minimize electrical hazards to personnel engaged in construction, operation, maintenance and use of telecommunications service.

B. Limit electrical damage to telecommunications equipment, cable and wire facilities.

C. Provide the required service continuity and integrity of telecommunications transmission as specified by the customer.

5.26.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Protection Services For High Voltage Environments as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.26.3 GENERAL

A. Responsibility of the customer

The customer shall be responsible for providing to the Utility a completed Form 223, "Design Information for Power Industry Channels," which includes the following:

1. The maximum return (line fault) current under worst-case single-phase fault conditions at each location where telecommunications services are requested.

2. The type, quantity and projected forecast of each service required at a given location, including those required by contractors or any other temporary service needs, in accordance with the definitions given in General A.5 following.

3. The Service Performance Objective Classification (See Special Condition C) for each service in accordance with the definitions following.

4. The technical data needed by the Utility to determine the method of protection required at each service location. This data includes, but is not limited to, the ground grid area, impedance of the station ground grid to remote earth, X/R ratio of the power system at the probable point of fault, fault current diagrams and maps of major power feeder routes.

SECTION 5 – MISCELLANEOUS SERVICES

5.26 PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (Continued)

5.26.3 GENERAL (Continued)

A. Responsibility of the customer (Continued)

5. Changes in the information provided in 5.26.3.A preceding will require written notification, with a revised form 223. These changes shall be provided, as they occur to permit reevaluation, redesign, implementation and tests of the required modified or new protection method.

B. Responsibility of the Utility

The Company, working in conjunction with the customer, shall determine the proper methods of protection required to achieve the objectives set forth in General 5.26.3.A. The method of protection for every service in a cable shall be coordinated by the Utility to be compatible with the protection provided for the most critically important service in that cable.

Metallic facilities for dc continuity are offered only where existing facilities and operating conditions permit. There is no guarantee that facilities with dc continuity will continue to be available.

C. Protection Service Types - Protection services, which the Utility offers are identified according to the following types:

1. Type 1 - Services requiring ac and dc transmission used for basic exchange telephone service.

2. Type 2 - Private line services requiring dc transmission, used for pilot wire protective relaying or dc tripping.

3. Type 3 - Private line services requiring ac transmission only, used for telemetering, supervisory control, data, etc.

4. Type 4 - Private lines services requiring ac transmission only, used for audio tone protective relaying.

SECTION 5 – MISCELLANEOUS SERVICES

5.26 PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (Continued)

5.26.4 RATES AND CHARGES

These rates and charges apply per access line and do not include equipment cabinets or mounting arrangements, which may be provided by the Company at additional costs or by the customer.

SERVICE	Installation Charge		Monthly Rate	
	California Embedded & Global Valley Markets	Golden State & Tuolumne Markets	California Embedded & Global Valley Markets	Golden State & Tuolumne Markets
Type 1 Class B Service				
2 Wire (8 Line Capacity. 1st Line)	$102.80	$102.80	$121.00 (1)	$250.00 (1)
Per Line, Lines 2-8	25.00	25.00	31.85	78.00
4 Wire non-metallic (4 Line Capacity, 1st Line)	205.65	205.65	97.95	255.00
Per line, Lines 2-4	25.03	25.00	5.30	85.00
Type 2 Class B Service				
2 Wire (8 Line Capacity, 1st Line)	208.60	102.80	144.50 (1)	295.00 (1)
Per Line, Lines 2-8	25.00	25.00	55.38	124.00
Type 3 Class A Service				
2 Wire (8 Line Capacity, 1st Line)	208.60	102.80	91.87	248.00
Per line, Lines 2-8	25.00	25.00	17.66	76.00
4 Wire (4 Line Capacity, 1st Line)	420.10	205.65	137.95	260.00
Per Line, Lines 2-4	25.00	25.00	63.72	91.00
Type 3 Class B Service				
2 Wire (8 Line Capacity, 1st Line)	102.80	102.80	94.50	242.00
Per Line, Lines 2-8	25.00	25.00	31.85	70.00
4 Wire (4 Line Capacity, 1st Line)	205.65	205.65	126.35	253.00
Per Line, Lines 2-4	25.00	25.00	63.72	84.50
Type 4 Class A Service				
2 Wire (8 Line Capacity, 1st Line)	208.60	102.80	91.87	251.00
Per Line, Lines 2-8	25.00	25.00	17.66	81.00
4 Wire (4 Line Capacity, 1st Line)	420.10	205.65	137.95	261.00
Per Line, Lines 2-4	25.00	25.00	63.72	92.00
Power Supply	25.00		31.15	
HVP to 15,000 volts		28.60		

(1) Includes power supply.

Note: Service is limited to a maximum ground potential rise of 4.0 KV RMS-11VS.

SECTION 5 – MISCELLANEOUS SERVICES

5.26 PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (Continued)

5.26.5 SPECIAL CONDITIONS

A. Interruptions or outages of telecommunications circuits serving electric power substations may occur for physical reasons such as cable damage due to extraordinarily heavy storm loading, a vehicle striking and breaking a utility pole, a cable cut, a lightning strike, or acts of God. Circuit failures caused by such events cannot be prevented and the Company expressly states that provision of the service provided in this section cannot preclude such service outages as may occur due to the above mentioned circumstances.

B. Interruptions or outages due to the effects (GPR and/or induction) of faults in the customer's power generating, transmission and/or distribution systems are minimized through the installation and maintenance of high voltage protection service which is designed to operate in a fault-produced electrical environment.

C. Because of the customer's needs for service continuity during power system faults on some types of telecommunications services provided to power stations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunications services provided to power stations.

1. Class A - Non-interruptible service performance (must function before, during and after the power fault condition) for services requiring ac transmission only. Class A service cannot tolerate even a momentary service interruption. Non-tolerable service interruptions include both loss of dependability (failure to deliver a valid trip or control signal) and loss of security (delivery of a false trip or control signal).

2. Class B - Self-restoring interruptible service performance (must function before and after the power fault condition) for any service. Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.

D. The company shall provide any required high voltage protection at the customer's premises and at the Utility's CO at rates and charges above. The Utility will inspect and verify the protection when service is established at new or existing customer locations, and at future times as deemed necessary during changes, rearrangements or maintenance.

E. The Utility reserves the right to suspend any service without adequate high voltage protection until adequate protection is provided.

SECTION 5 – MISCELLANEOUS SERVICES

5.27 INTEREXCHANGE RECEIVING SERVICE – GLOBAL VALLEY MARKET

5.27.1 APPLICABILITY

Applicable to interexchange receiving service.

5.27.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Interexchange Receiving Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.27.3 RATES AND CHARGES

	Monthly Rate
Each interexchange receiving service:	
Livingston, Patterson, Westley, San Antonio	$10.00
Guinda	7.50

5.27.4 SPECIAL CONDITIONS

A. Interexchange receiving service is available to customers with business individual access line service (except coin box service), business private branch exchange service, or order receiving equipment service at the receiving exchange.

B. Under this schedule, the sent-paid station rate in connection with message toll telephone service is applicable to each interexchange message. The customer with interexchange receiving service will be billed for calls to his number completed in accordance with Special Conditions 3.

C. A telephone number designation will be assigned to each service subscribed for and will be listed in the Utility's telephone directory. Only those calls to this number, which originate at stations served by the Utility will come within the scope of the service under this schedule.

D. Interexchange receiving service will not be furnished in connection with foreign exchange service.

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS

5.28.1 GENERAL

Integrated Services Digital Network (ISDN) **-** Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

5.28.2 APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

5.28.3 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Service Catalog.

5.28.4 RATES AND CHARGES

	Monthly Rate	
2-Year Term [1]		
ISDN-PRI Bundle [2]	$6,025.00	(I)
ISDN-PRI Bundle with 20 DID Numbers [2]	6,040.00	
ISDN-PRI Bundle with 50 DID Numbers [2]	6,045.00	
ISDN-PRI Bundle with 100 DID Numbers [2]	6,050.00	
3-Year Term [1]		
ISDN-PRI Bundle [2]	$5,300.00	
ISDN-PRI Bundle with 20 DID Numbers [2]	5,315.00	
ISDN-PRI Bundle with 50 DID Numbers [2]	5,320.00	
ISDN-PRI Bundle with 100 DID Numbers [2]	5,325.00	
5-Year Term [1]		
ISDN-PRI Bundle [2]	$3,150.00	
ISDN-PRI Bundle with 20 DID Numbers [2]	3,165.00	
ISDN-PRI Bundle with 50 DID Numbers [2]	3,170.00	
ISDN-PRI Bundle with 100 DID Numbers [2]	3,175.00	(I)

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.
[2] In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.28.5 SPECIAL CONDITIONS

A. ISDN PRI Bundle Service is available where technically feasible.

B. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

C. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in Section 2 of this Service Catalog for the change and will pay the current rates in effect for the term commitment chosen.

D. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

E. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge - Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office. (T)

F. Ports will be provided at the T-1 level only.

G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Service Catalog.

J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in 5.28.4 Rates and Charges preceding.

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.28.5 SPECIAL CONDITIONS (Continued)

K. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N)
(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.29 COMPETITVE RESPONSE (N)

5.29.1 Residence Customer Incentive Program

A. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.29 COMPETITVE RESPONSE (Continued) (N)

5.29.1 Residence Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.29 COMPETITVE RESPONSE (Continued) (N)

5.29.2 Business Customer Incentive Program

A. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.29 COMPETITVE RESPONSE (Continued) (N)

5.29.2 Business Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (N)

5.30.1 GENERAL

A. Rates and charges specified in other sections of the Service Catalog for services provided in conjunction with Switched Data service (i.e., Custom Calling Service features, Custom Line Telephone Service features, etc.) are in addition to the monthly rates for Switched Data service.

B. Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option of supporting premises channelization with its own customer provided equipment devices or having the Company do so at the rates specified in this Service Catalog for such support. Both the Customer Premises Termination per access and the Customer Premises Channelization per channel will apply if provided by the Company.

C. Within all exchange areas as those areas are defined by maps contained in its Local Exchange Tariff, Schedule AB.

5.30.2 DESCRIPTION

A. This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Company where technological capabilities exist.

1. Description of Service

   Switched Data service is a network service, which provides the capability for switched digital end-to-end data transport.

2. Switched Data Individual Line Loop Extension

   An extended loop capability, which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel, which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

3. Switched Data Channel Access (DS1)

   A 1.544 Megabits per second high capacity digital facility which transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels, which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.3 DEFINITION OF TERMS

ASYNCHRONOUS

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

BIT

A binary digit. The smallest unit of information in the binary system of notation.

BITS PER SECOND

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

CENTREX SERVICE

Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

DS1

A digital transmission facility, which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

DIGITAL

Information, which is expressed in discrete or noncontinuous form.

FULL DUPLEX

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

HALF DUPLEX

Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued)

5.30.3 DEFINITION OF TERMS (Continued)

HUNTING

A search through a group of numbers until an idle station is found or the last number of the group is reached.

OFF-PEAK

The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

PEAK

The Peak period for usage rating is from 8:00 AM to 4:59 PM.

SPEED CALLING

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

SYNCHRONOUS

A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

5.30.4 STANDARD FEATURES

Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test that would interrupt the flow of data. (T)

Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7-digit number. Usage rates will not apply to intercom dialing. This feature is applicable to Centrex Service customer groups only and is restricted to the serving wire center only.

Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit-dialing methods.

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued)

5.30.5 OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group

This feature, restricted to Centrex Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

5.30.6 OPTIONAL FEATURE PACKAGE

The following feature packages are available for use with Switched Data service:

Feature Package Data 1000 includes:

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

5.30.7 REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this Service Catalog will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge

(T)

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of Frontier's Tariff, FCC No. 4, will apply to Switched Data service.

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.7 REGULATIONS (Continued)

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of Frontier's Tariff, FCC No. 4 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with Section 4.

Switched Data Individual Line Loop Extension can be provided where:

- A customer's local serving central office is capable of providing Switched Data.

- A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Tariff and/or Service Catalog. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Switched Data Channel Access can be provided where:

- A customer's local serving central office is capable of providing Switched Data.

- A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Tariff and/or Service Catalog. (See Note 1 below) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

Dialing Method

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Origination of calls for 800/888, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is restricted.

5.30.8 TECHNICAL REQUIREMENTS

Switched Data requires the use of customer provided data equipment, which must be compatible with the Company's equipment and facilities.

(1) Note: For Interoffice mileage use Schedule No. AC-2 Facilities for Intrastate Access, (56Kbps). (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.9 RATES AND CHARGES

		Nonrecurring Charge (1)		Monthly Rate
A.	Switched Data Individual Line Loop Extension			
1.	Switched Data - Individual Line Loop Extension Access - Single Line		$50.00	$50.00 (2)
2.	Switched Data - Individual Line Loop Extension Access - Centrex Service		50.00 50.00 (2)	
3.	Switched Data Individual Line Loop Extension Channel, per line			
	Single Line		50.00	12.00
	Centrex Service	50.00	15.00	
4.	Switched Data - Interoffice Mileage			(3)

(1) In addition to the applicable Service Order Charges in Section No. 2.
(2) This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier's Tariff, FCC No. 4.
(3) Digital Data Service (56 Kbps) mileage charges in Schedule No. AC-2, Facilities for Intrastate Access.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.9 RATES AND CHARGES (Continued)

	Nonrecurring Charge (1)	Monthly Rate
B. Switched Data Channel Access		
1. Switched Data Channel Access (DS1), (24 channels)	(2)	(2)(3)
2. Switched Data Central Office Termination, per Access	$125.00	
Centrex Service		$150.00
3. Switched Data Central Office Channelization - per channel activated	0.00	5.00
4. Switched Data - Interoffice Mileage		(4)

(1) In addition to the applicable Service Order Charges in Section No. 2.
(2) This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier's Tariff, FCC No. 4.
(3) Digital Data Service (56 Kbps) mileage charges in Schedule No. AC-2, Facilities for Intrastate Access.
(4) Switched Data mileage charges as in the Schedule No. AC-2, Facilities for Intrastate Access. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.9 RATES AND CHARGES (Continued)

		Nonrecurring Charge (1)	Monthly Rate
C.	Optional Features, per Line		
	1. Data Direct Connect	(2)	$1.00
	2. Data Closed User Group	(2)	1.00
D.	Optional Feature Package		
	1. Data 1000, per line	(2)	3.00
E.	Software Reconfiguraiton Charge		
	1. Rate Per Occurrence	12.75	

This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.

(1) In addition to the applicable Service Order Charges in Section No. 2.
(2) If ordered on subsequent activity, the appropriate Service Order Charge in Section No. 2 will apply. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued) (N)

5.30.9 RATES AND CHARGES (Continued)

F. Network Usage

Switched Data Network Usage will be billed to the originating end of the Switched Data call, which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply.

G. Network Usage Rates:

Measured-Rate Service - Local Calling Rates

	First Minute or Portion Thereof	Additional Minute or Portion Thereof
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M.	$0.040	$0.010
5:00 P.M. to 11:00 P.M.	$0.028	$0.007
11:00 P.M. to 8:00 A.M.	$0.016	$0.004
2. Saturday, Sunday, Holiday All Hours	$0.016	$0.004

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.31 INDIVIDUAL RESELLER LINE SERVICE – WEST COAST MARKET

5.31.1 GENERAL

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

B. In lieu of Switched Access rates as set forth in Schedule Cal. P.U.C. No. 1-T, Facilities For Intrastate Access, an Individual Reseller Line (IRL) rate will apply for each line-side facility provided to the pure reseller customer.

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

D. Within all exchange areas as said exchanges are defined on the maps contained in its Local Exchange, Schedule AB.

5.31.2 RATES AND CHARGES

	Monthly Rate	
A. Individual Reseller Line, each	$ 33.70	
B. Service Charges in Section 2 will also apply.		(T)

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET

5.32.1 GENERAL

Applicable to all company or customer-provided private branch exchange services. Within exchange areas as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.32.2 SPECIAL CONDITIONS

A. Equipment Arrangement

1. This service is furnished where operating conditions and availability of facilities and equipment permit, subject to telephone number availability and in accordance with the rules, and special conditions set forth in the Utility's Tariff and/or Service Catalog.

2. The Utility will provide to the customer an equipment arrangement in the Utility's central office to provide direct inward dialing service from the exchange and the message toll network directly to dial switching equipment installed on customer premises. Where furnished with customer-provided switching equipment, regulations for connection with customer-provided facilities and devices, as set forth by the Utilities Commission of the State of California and/or the Rules and Regulations of the Federal Communications Commission.

3. The rates for this service are applicable for a minimum period of three years. In case of disconnection of, or a reduction in this service within the minimum period, a basic termination charge, as shown in rates, above, reduced by one thirty sixth (1/36) for each full month or fraction thereof of service provided, shall be applied.

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

4. This service must be provided on all lines in an exchange trunk group arranged for inward dialing service. Numbers will be furnished and billed for in blocks of 100 at charges and rates shown herein. Spare telephone numbers reserved by the customer to assure growth capacity for direct inward dialing service will also be charged for at charges and rates shown herein. On customer-provided systems, the customer shall provide all necessary terminating equipment to maintain Utility specified service levels.

5. Customers either with Utility-provided or customer-provided switching systems, must agree to subscribe to sufficient direct inward dialing service trunks to maintain an average grade of service, whereby not more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week of the busy season as measured at the Utility's central office.

   If the customer fails to subscribe to a sufficient number of trunks, the service will be disconnected based on procedures outlined in the Local Exchange Tariff Schedule Cal. P.U.C. No. Rule No. 12, "Discontinuance and Restoration of Service. (T) (T)

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET (Continued)

5.32.2 SPECIAL CONDITIONS (Continued)

A. Equipment Arrangement (Continued)

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

7. Directory listings will be furnished in accordance with Section 9, as it applies to private branch exchange service. Direct inward dialing station numbers may be listed at appropriate rates. Customer-provided equipment customers are responsible for timely updating of all telephone number changes, disconnects, additions, etc., in order to meet time schedule requirements for entry in or exclusion from the Utility's telephone directory(s).

8. Customer-provided equipment must meet industry standards established under direct distance dialing network requirements with regard to trunking, signaling, intercept, tone signals, etc.

9. The above rates and charges are in addition to the rates and charges for other Utility services or facilities with which this service is associated. Such services or facilities include but are not limited to PBX switching equipment, PBX stations, tie lines or private lines, exchange trunk lines and connecting arrangements.

10. All changes in rearrangement of, or additions to this service made at the customer's request will be billed at the appropriate charges specified herein or in other applicable sections of this Service Catalog such as, but not limited to Section 5. Where changes in, rearrangements of, or additions to this service are caused by Utility-initiated telephone prefix (or code) reassignments, changes will be made by the Utility at no charge to the customer.

11. If the customer subscribes to less than 1000 numbers, service will be provided in separate groups of 100 numbers and a separate trunk group will be required for each group of 100 numbers, and two digits will be forwarded to the PBX.

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

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

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

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET (Continued)

5.32.2 SPECIAL CONDITIONS (Continued)

A. Equipment Arrangement (Continued)

13. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N) (N)

5.32.3 RATES AND CHARGES

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

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

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET

5.33.1 GENERAL

A. Centrex Service is a Central Office based service, which provides PBX type features to multi-line business customers. Basic operating features include Basic Business Group, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Station-to-Station Dialing, and Automatic Identified Outward Dialing (AIOD), Dual Tone Multi-frequency (DTMF) and Distinctive Ring. Digital switches such as the GTD-5 EAX, and DMS-100 are primary serving technologies.

B. Centrex Service will be offered in wire centers where facilities exist to provide the service.

C. One directory listing is provided without charge for each Centrex system. Additional directory listings for Centrex Service stations may be provided to the customer at the regular business extra listing rate.

D. Centrex lines may not terminate as trunks on PBX/PABX systems. The Utility will determine the central office configuration required to conform to Utility standards. Any request to deviate from these standards will be rated on an individual case basis.

E. Tie lines for direct connections between a Centrex system and other systems are provided primarily for communication between stations of the two systems.

F. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N) (N)

5.33.2 SERVICE OFFERING

A. This service offering is designed for Centrex Service customers with a minimum of 2 and a maximum of 200 main station lines. If the Centrex Service falls below two lines it will no longer be considered a Centrex system. The remaining line will be converted to an individual business line with no features. All existing Tariff and/or Service Catalog rules, regulations, rates and charges associated with the conversion will apply. The Centrex price structure includes these functional elements:

Network Access Register
Monthly line rate
Feature Package Rate
Monthly subscriber line charge credit
Charges for optional features
Applicable Nonrecurring Charges

Centrex features are arranged in packages as shown in parts d, e, and f of this Service Catalog.

Feature Series 1000
Feature Series 2000
Feature Series 3000

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.2 SERVICE OFFERING (Continued)

B. A customer subscribing to one of the packages may order additional prescribed optional features at the rates shown in Rates and Charges of this section following. (L) (L)

C. Assigned Centrex Service Telephone Numbers - Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

5.33.3 DEFINITIONS

Centrex Service includes the following basic features:

Automatic Identification of Outward Dial – Identifies all calls leaving the customer group by the station number from which calls are placed.

Business Group – A collection of stations having an inter-station abbreviated dialing plan for station-to-station calling and a common access to the public switched network.

Dual Tone Multiple Frequency (DTMF) – Permits a station user to have a telephone set with either rotary dial or dial pulse keypad.

Centrex Service includes the following basic features: (Continued)

Direct Inward Dialing – Enables a station user to receive local or long distance calls from outside of the business group without the aid of the attendant.

Direct Outward Dialing – Allows a station user to place local or long distance calls outside of the business group, without the aid of the attendant.

Distinctive Ring – Permits a station user to determine by the cadence of the ringing, whether a call is from another station or someone outside the business group.

Station-to-Station Calling – Allows the station users in a business group to do intercom calling with less than the full 7 digit station number, commonly 3, 4, or 5 digits.

In addition to the basic features above, Centrex Service subscribers select one of three packages, which offer additional station and system features. Optional features are also available. All packages include those features in the Feature Series 1000 Package. A customer having the Feature Series 2000 Package will also have all the features in the Feature Series 1000 Package while a customer having the Feature Series 3000 Package will have the features in all three packages. These features are described following:

(L) Material relocated from Sheet 135. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.4 FEATURE SERIES 1000 PACKAGE

Call Alternation – Allows a station user to hold one call, make another call, then talk alternately between the two parties.

Call Forwarding – Permits a station user to forward calls that encounter busy and/or no answer conditions, or all calls, to a pre-defined destination.

Call Hold – Enables a station user to put a call on hold and later retrieve the held call. The station user may originate or answer another call while the initial call is on hold.

Consultation Hold – Allows the transferring party to talk privately with the destination before transferring the call or establishing a 3 Way Conference/transfer.

Call Transfer – Allows a station user to transfer a call to another party.

Dial Call Waiting – Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Directory Number Hunting – Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Extended Call Pickup – Permits a station user to dial a code to apply call pickup to groups other than its own.

Group Call Pickup – Permits a station user to dial a code to answer a call, which is ringing at another station within the call pickup group.

***66 Busy Number Redial** – Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (T)

Pilot Number Hunting – Uses a pilot number to access a hunt list. When the pilot number is called, all lines in the list are hunted in order until an idle line is found.

Speed Call 8 (1) (Individual) – Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits.

3 Way Calling – Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a 3 way connection.

Toll Restriction – Prevents customer designated stations from placing any chargeable calls.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.5 FEATURE SERIES 2000 PACKAGE

The features below are in addition to the Feature Series 1000 Package features.

Automatic Callback – Enables a station user to camp-on to a busy station, go on-hook, and be called back when the busy station becomes idle.

Call Park – Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting – Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security – Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service – Assigns each station a class-of-service, which defines its calling privileges and any features restricted from its use.

Saved Number Redial – Permits a station user to store a number in memory and then later redial the number using a code.

Speed Call 30 (System) – Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits. (T)

Uniform Call Distribution – Distribution of calls to the pilot number throughout the hunt group to even the workload.

5.33.6 FEATURE SERIES 3000 PACKAGE

The features below are in addition to the Feature Series 1000, 2000 Package features.

Executive Busy Override – Allows an executive to break-in, with a break-in tone, on an existing call.

Incoming Call Forwarding – Restricts call forwarding of all calls to those from outside the business group.

Off-Hook Queuing – Permits a station user to wait off-hook for the next available facility when all lines are busy.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.6 FEATURE SERIES 3000 PACKAGE (Continued)

Remote Access to Features – Enables a member of the business group to call into the business location from a remote location, and after entering a proper authorization code, can make use of the business facilities. This feature includes enabling the member to activate, change or deactivate their call forwarding service from the remote location.

Ringback Queuing – Permits a station user who has activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call 30 (Individual) – Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing three to four digits. (T)

Within Group Call Forwarding – Restricts a station user so that calls may only be forwarded to other stations in the business group.

5.33.7 OPTIONAL SYSTEM FEATURES

The features below can be ordered individually at the rates shown in J.5. and 6. of this Service Catalog.

Additional Numbers – A software number, which has the characteristics of a basic exchange access line. A Feature Package rate in applicable to each Additional number.

Automatic Route Selection (ARS) – Analyzes numbers to determine the low cost choice of routes, as previously established by the customer.

Expensive Route Warning – Inserts a tone to warn the station user when a call is to be routed over an expensive route.

Facilities Restriction Level – Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS. In order for a station user to access a facility, the station must have a restriction level at least equal to that of the facility.

Time of Day Routing – Allows Automatic Route Selection to change as the day progresses to ensure the most economical routing choices.

Authorization Codes – Permits the caller to override the calling restrictions placed on a particular line.

Conference Calling – Permits a station user or attendant to form a conference with up to eight parties, including other stations and/or parties reached over trunks.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.7 OPTIONAL SYSTEM FEATURES (Continued)

Code Call Access – Accesses a code call circuit in the central office, which sounds codes throughout the customer's premises.

FX Access – Connects to foreign exchange line facilities.

Limited Automatic Call Distribution – Allows incoming calls to be directed to and distributed among a select group of stations using distributive hunting. At least one of the members of the hunt group is assigned as the controller for 'group make busy'. Each member of the group has the ability to remove its station from the ACD hunting list.

Music-on-Hold – Provides access to a common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access – Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups – A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting – Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing – Provides two levels of priority in the handling of queued calls: high priority and low priority.

Recorded Announcement Custom – Routes specified calls to a recorded announcement at the Utilities central office. The recording may be customized at the customer's option.

Speed Call 30 (System) – See Features Series 2000 Package definitions. (T)

Stop Hunt – Uses a code to stop the hunting process when a particular line is reached in a hunting sequence. This feature is most often used with Pilot Number Hunting to shorten the list in off-hours. This feature may require a hardware key in some central offices.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued) (N)

5.33.7 OPTIONAL SYSTEM FEATURES (Continued)

Terminal Make Busy – Uses a code to make a specific terminal, or groups of terminals in a hunting group look busy. This feature may require a hardware key in some central offices.

T1 Access – Allows a Centrex customer to access a dedicated digital facility.

Tie Facility Access – Enables the subscriber to access physical trunk facilities to another private network.

WATS Access – Gives the customer access to a WATS line for bulk toll calling.

800/888-Service Access – Allows 800/888 Service Access to terminate in the Centrex System.

5.33.8 OPTIONAL ATTENDANT FEATURES

Attendant Identification – Multiple Directory Numbers – Enables the attendant to identify a call to a particular directory number since a directory number can be associated with a lamp or key on the console.

Attendant Data Link Console Interface – Allows the use of a proprietary data-link multiplexed console, which is connected to the central office. (Requires three (3) additional Centrex lines.)

Attendant Flexible Night Answer – Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Mixed Night Answer – This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data Link Console.)

Predetermined Night Answer – Routes calls placed to the listed directory number to some predetermined station, hunt group, or station. The attendant activates this night service.

Universal Night Answer – Enables all listed number calls to be sent to one or several loud bells. An individual station user dials a code to accept the call. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.9 CENTREX FEATURE PACKAGES

Centrex Features	Feature Series 1000	Feature Series 2000	Feature Series 3000
Call Hold	X	X	X
Consultation Hold	X	X	X
Call Alternation	X	X	X
Dial Call Waiting	X	X	X
Speed Call 8 (3)	X	X	X
Call Transfer	X	X	X
Basic Call Forward	X	X	X
3 Way Calling	X	X	X
*66 Busy Number Redial	X	X	X
Toll Restriction	X	X	X
Directory Number Hunting	X	X	X
Pilot Number Hunting (2)	X	X	X
Group Call Pickup	X	X	X
Extended Call Pickup (1)	X	X	X
*69 Call Return		X	X
Call Park		X	X
Data Line Security		X	X
Saved Number Redial (1)		X	X
Multiple Classes of Service		X	X
Circular Hunting (2)		X	X
Speed Call 30 (System)		X	X
Uniform Call Distribution		X	X
Remote Access to Features			X
Off Hook Queuing			X
Ringback Queuing			X
Executive Busy Override			X
Incoming Call Forwarding			X
Within Group Call Forwarding			X
Speed Calling 30 (Individual)			X

A customer may upgrade to another package and pay a Nonrecurring Charge in addition to the appropriate Service Charge(s) in Section 2 of this Service Catalog. Line Connection charges will be rated as shown in Rates and Charges following. (T)

(1) Where facilities and conditions permit.
(2) Requires one or more hunt groups at the rates in Rates and Charges following.
(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES

A. Monthly Charges(1)

Centrex line rates are determined by the total number of Centrex Service lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 – 50 group line rate.

Month-to-Month Contracts are not available to customers in excess of 50 lines. Centrex Service arrangements exceeding 200 lines will be offered on an individually costed basis.

Month-to-Month Contract	Monthly Rate	
2 – 25 lines, per line.....	$ 58.50	(I)
26 – 50 lines, per line.....	58.00	(I)

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	Monthly Rate	
Network Access Register, each	$52.15	(I)

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

Lines	NARs	Lines	NARs	Lines	NARs
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

B. Charges Per Feature Package(1)

	Monthly Rate Per Line	
Feature Series 1000	$ 8.50	(I)
Feature Series 2000	8.90	(I)
Feature Series 3000	4.25	

A customer who requests to upgrade to another package will pay the appropriate Nonrecurring Charge.

C. The Subscriber Line Charge Credit will be rated below based upon trunking equivalencies. Resultant rates are as follows:

Subscriber Line Charge Credit

Line Size	Subscriber Line Credit Per Line, per month
2	$0.00
3 to 5	1.20
6 to 10	2.80
11 to 25	3.60
26 to 50	4.40

D. Line Connection Charges

Line Size	Line Connection Charge Per Line
2 to 50	$8.50

(1) Applicable Service Charges in Section 2 of this Service Catalog. Line Connection charges will be rated as shown in Rates and Charges following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

E. Optional System Features(8)

	Monthly Rate	
Additional Numbers	$ 2.00	
WATS Access *, per trunk	3.00	(C)
800/888 Service Access, per termination	3.00	
Tie Facility Access, per trunk	5.00	
Limited Automatic Call Distribution, per group	1.00	
Preferential Hunting (2), per line	0.50	
Stop Hunt (2)(3), per hunt group	3.00	
Pilot Number of Hunt Groups, per number	0.10	
Priority Queuing (4), per system	1.00	
Authorization Codes/per 10 codes	1.00	
Speed Calling 30 (System), per list of 30	0.30	
Terminal Make Busy (3), per hunt group	3.00	
Paging/Public Address Access (1), per 100 lines	50.00	
Code Call Access (1), per system	25.00	
Music On Hold (1), per 50 lines	25.00	
Recorded Announcement – Custom	75.00	
Conference Calling 8 Port, per conference card	60.00	
T1 Access, per T1	105.00	
Automatic Route Selection (ARS), per system	175.00	
Expensive Route Warning		
Facilities Restriction Level		
Time of Day Routing		

F. Optional Attendant Features

Data Link Console Interface	90.00	
Attendant Identification Multiple Directory Number	1.00	
Pre-Determined Night Answer (PNA)	1.00	
Universal Night Answer (UNA)(5)(6)	1.00	
Mixed Night Answer (1)(6)(7)	1.00	
Additional Console Member	90.00	
Flexible Night Answer (6)	1.00	

Note:
(1) Where facilities and conditions permit. Does not include music source for Music on Hold.
(2) Requires one or more hunt groups.
(3) May require additional hardware.
(4) Requires off-hook queuing.
(5) Requires listed directory number.
(6) Requires data-link console.
(7) Requires PNA and UNA.
(8) Requires multiline appearances normally assigned to a rotary hunt group.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued) (N)

5.33.10 RATES AND CHARGES (Continued)

G. Data Base Changes

	Nonrecurring Charge*
Major Software Additions	$100.00
Add Customized Dialing Plan Add Customer Requested Data Base Profile	
Routine Software Changes**	50.00
Change Trunk Group Change Customer Recording Change ARS Translations Change Translations Tables	

* Data Base Additions or Changes not listed in this Service Catalog will be charged a rate of $50.00 per hour, or fraction thereof.

** Applies to changes to existing services. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued) (N)

5.33.10 RATES AND CHARGES (Continued)

G. Data Base Changes (Continued)

	Nonrecurring Charge*
Minor Software Changes**	$25.00

Change Subgroup
Hunt Groups
ACD Hunt Group (1)
Simulated Facility Group
Queuing Groups (2)
Night Answer (UNA/PNA) (3)
Paging/Public Address/Code Calling (4)
Conference Calling – 8, 16, 24 Ports
Remote Access Directory Number (5)
Authorization Code Validation (6)
Music on Hold Access
Dictation Link Access
Standard Recording
Extended Pick Up Code
Executive Busy Override
Add Line Features (7)

(1) Additional minor change charge for recording, queuing, station changes.
(2) Additional minor change charge for each trunk group.
(3) Additional minor change charge for each PNA number, zone, area.
(4) Additional minor change charge for each area.
(5) Additional minor change charge for each authorization code.
(6) Additional minor change charge for each 10 codes.
(7) Additional minor change charge to add toll control.
(8) Data Base Additions or Changes not listed in this Service Catalog will be charged a rate of $50.00 per hour, or fraction thereof.

** Applies to changes to existing services. Multiple changes may be made per order. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET (N)

5.34.1 GENERAL

Enhanced Service Providers (ESPs) Services are central office capabilities, which can be used by an Enhanced Service Provider (ESP/Customer) who, in turn, provide services such as voice messaging services to their clients. Customers who subscribe to any of the options require trunk line or Centrex Service, which are obtained from existing offerings.

5.34.2 CONDITIONS

A. Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.

B. The Utility will not provide instructions for operating services of customers. Instructing clients is the responsibility of the Customer.

C. The Utility is not required to notify a Customer (such as an ESP) when the Utility disconnects a service subscribed to by another customer who is also the Customer's (ESP's) client.

D. The Utility will not disconnect or discontinue the tariffed services subscribed to by an end-user who is also a client of another Customer (such as an ESP) because of nonpayment of charges billed to the Customer. The Utility will discontinue or disconnect services billed directly to a Customer for nonpayment in accordance with the rules of the Utility's tariffs. The Utility is not responsible for harm or damages to a Customer or its clients resulting from services disconnected in accordance with tariff rules, terms, and conditions.

E. Each Customer and each Customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this Service Catalog or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

F. Each Customer, not the Utility, has the responsibility and control over the content, quality, and characteristics of the services provided and conversations conducted over its equipment. The Utility is not responsible for quality of, defects in, or content of the services, which a Customer provides its clients. The Customer is responsible for complying with law, rules and regulations of governmental agencies, and with the terms and conditions of the Utility's Tariff and/or Service Catalog.

G. A Customer may neither use the Utility's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Utility in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP/Customer or jointly by the ESP/Customer and the Utility, unless the ESP/Customer first obtains written permission from the Utility for each advertisement, announcement, or other informational media to be released. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

5.34.2 CONDITIONS (Continued)

H. The Customer must subscribe to a number of trunks or Centrex Service lines sufficient to insure service standards as determined by the Utility.

I. Each Customer subscribing to User Transfer service is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line. User Transfer (Call Transfer) is part of the standard Centrex Service. Therefore, User Transfer rates from this section are not billed to Centrex Customers.

J. Each Customer, such as an ESP, ordering services from the Utility on behalf of its customers (the Customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the Customer's authority, the Customer will be held responsible by the Utility, whether or not an agency agreement (any agreement between Customer and client) exists.

K. The Nonrecurring Charges, specified in Section 2, Service Charges will be billed to the Customer for each client whenever services associated with a client's line and subscribed to by the Customer on behalf of the Customer's client are established. One NRC will apply when more than one of the following services are ordered at the same time for the same client on the same line:

Call Forward Busy
Call Forward Busy/No Answer
Call Forward No Answer
Forward Call Information
Message Waiting Indication
Three Service Package

(T)
|
(T)

L. The Customer is responsible for placing orders for disconnecting or discontinuing ESP services subscribed to on behalf of clients. Should a Customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the Customer for ESP services subscribed to on behalf of the client until the Customer requests that the service be disconnected or discontinued.

M. Each Customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line.

N. Unless otherwise indicated, services available to Centrex Service Customers will be billed in accordance with the rates, charges, and conditions included in the Centrex Service section of this Service Catalog.

O. Each call forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each ESP package containing any of these services must be associated with a specific individual line, with a specific telephone trunk-line telephone number, or with a specific Centrex Service station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a Customer or a Customer's client.

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

5.34.2 CONDITIONS (Continued)

P. A Customer must specify which services are to be associated with each client's telephone service.

Q. Each Customer providing voice message services must subscribe to either business trunk or Centrex Service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's equipment, and the client's equipment must be compatible.

R. Services are limited in their offering to where facilities are available.

5.34.3 DEFINITIONS

Call Forward Busy is a permanently activated service, which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a normal busy-line condition. (T)

Call Forwarding Busy/No Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition. (T)

Call Forward No Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a no answer condition after a specified number of rings. (T)

Customer Controllable Ringing is a service, which provides a client with the ability to program the number of rings generated before a call is forwarded. A client may program the service to complete as many as nine ring cycles. This service provides clients with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

Data Link service provides the capability to deliver Forwarded Call Information to an ESP (requires subscription to Forwarded Call Information-Intraoffice). A Data Link is required for each central office serving area per system. Data Link service is limited to the provisioning of voice messaging by voice message providers.

Enhanced Call Transfer allows the user of a two-way trunk with DID to transfer incoming calls to another number and then leave the connection without disconnecting the call. This frees the line to receive another call. Enhanced Call Transfer is available to Customers who have existing facilities and does not require any additional equipment for connectivity.

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET (N)

5.34.3 DEFINITIONS (Continued)

Enhanced Service Provider (ESP) A Customer of the Utility who provides Enhanced Services, which are defined as services offered over the Local Exchange Carrier, i.e., Utility, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the ESP's/Customer's transmitted information; provide the ESP/Customer additional, different, or restructured information or involve ESP/Customer interaction with stored information. A customer of an ESP is, in turn and with respect to this Service Catalog, a client.

Forwarded Call Information-Intraoffice service provides information related to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service, which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded. This service requires subscription to Data Link.

Message Waiting Indication-Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage. This service must be used in conjunction with Forwarded Call Information.

Message Waiting Indication - Visual service provides the Enhanced Service Provider (or Customer) with the ability to send a signal to the (client's) customer premises equipment, which activates a light. This light indicates to the client that a message(s) is waiting.

Queuing is a service, which places calls incoming on a trunk line or Centrex Service line in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged in a multi-line hunt group.

User Transfer service provides a customer subscribing to trunk lines or Centrex Service lines used in conjunction with an ESP's equipment with the ability to place on hold an established call, or originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

5.34.4 RATES AND CHARGES

	NRC	Monthly Rate	
Call Forward Busy Per line arranged	(1)	$1.25	(T)
Call-Forward Busy/No Answer Per line arranged	(1)	1.50	(T)
Call Forward No Answer Per line arranged	(1)	1.25	(T)
Customer Controllable Ringing Per line arranged	(1)	1.00	
Data Link (Requires Subscription to Forwarded Call Information) Per Data Link	713.67(2)	350.00	
Enhanced Call Transfer Per trunk	713. 67(2)	19.00	

(1) Nonrecurring charges in Section 2 of this Service Catalog are applicable.
(2) Nonrecurring charge is applied per customer. Nonrecurring charges from Section 2 of this Service Catalog are applicable in addition to this charge.

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

5.34.4 RATES AND CHARGES (Continued)

	NRC	Monthly Rate	
ESP Package 1			
A fixed package of service, which includes:			
Call Forward Busy/No Answer			(T)
Forwarded Call Information			
Message Waiting Indication			
Per Line Arranged	(1)	2.00	
ESP Package 2			
A fixed package of services, which includes:			
Call Forward Busy/No Answer			(T)
Customer Controllable Ringing			
Forward Call Information-Intraoffice			
Message Waiting Indication-Audible			
Per Line Arranged	(1)	2.75	
Forwarded Call Information-Intraoffice (Requires Subscription to Data Link)			
Per Line Arranged	(1)	1.00	
Message Waiting Indication-Audible			
Per Line Arranged	(1)	0.50	
Message Waiting Indication-Visual			
Per Line Arranged	(1)	0.50	
User Transfer			
Per Centrex Service line or trunk line	(1)	1.50	
Queing			
Per Centrex Service line or trunk line	(1)	1.50	

(1) Nonrecurring charges in Section 2 are applicable.

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (N)

5.35.1 GENERAL

A. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) is a central office based service arrangement that is an alternative for exchange access services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and two-way trunks.

B. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

C. ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control multiple PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

5.35.2 REGULATIONS

A. ISDN-PRI Service is available to customers where facilities are available. Customers must provide compatible premises switching equipment for terminating the "D" channel and the 1.544 Mbps high capacity digital services facilities.

B. ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). Term and Volume PRIs also offer twenty-three 64 Kbps and one 64 Kbps Backup "D" channel or twenty-four "B" channels. Customer Provided Equipment (CPE) must be NI-2 compliant. NI-2 is a international standard that specifies the network (switch) requirements to support ISDN.

C. The "B" channels can carry switched voice and switched data at up to 64 Kbps. The channels can be configured for voice or data or a combination of voice and data.

D. The "B" channels can be dedicated to a specific configuration, or, optionally, a group of "B" channels can be shared for access to two or more configurations shown in 5.35.7 Rate Structure “B” Channel Configurations following.

E. The "D" channel carries the out-of-band signaling required to control its associated "B" channels on one or more 1.544 Mbps high capacity digital services facilities, where technology permits.

F. The minimum service period for each ISDN-PRI Service is one month.

G. Where a customer's ISDN-PRI Service interconnects with an interexchange carrier or other service provider, PRI Access is only permitted within a single customer's ISDN-PRI Service Arrangement. Access to the Company's network exchange or switched services are not permitted. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.2 REGULATIONS (Continued)

H. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage). When a customer's serving office is part of a Remote Switching Cluster, additional Special Transport Termination and Special Transport (Mileage) charges are not applicable.

I. The General Regulations specified in other tariffs of the Company are applicable to all communications services offered by the Company. Additional regulations pertaining to specific service offerings are specified in various sections of this and other Company tariffs.

J. Customers may utilize alternate higher capacity digital facilities (i.e. DS3, EDSR or any other compatible higher capacity digital facility that meets the specifications as determined by the Company and may be available under the applicable Tariff and/or Service Catalog or an Individual Case Basis (ICB) contract) in lieu of the local PRI Facility specified herein. The applicable rules, regulations and rates from the appropriate Company Tariff and/or Service Catalog when riding intrastate facilities and Frontier's Tariff FCC No. 5 when riding interstate facilities will apply for the alternate high capacity digital facilities.

K. ISDN-PRI is offered on a month-to-month basis or under optional Term and Volume Plans.

L. An ISDN-PRI Access without DS1 Facility term commitment period is independent of any term commitment to which the customer may subscribe for alternate facilities from Frontier's intrastate or interstate tariffs.

M. Telephone numbers for ISDN-PRI are available at rates specified in Section 5.32 of this Service Catalog for Direct Inward Dialing Service.

N. Termination Liability

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

25% X MRC X # of Lines/Channels/Paths X Remainder of Term = Termination Charge

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.2 REGULATIONS (Continued)

O. End of Term Options

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under this Service Catalog (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility.

Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
- The Company provides the new service via this Service Catalog or on an individual case basis (ICB), and
- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued)

5.35.2 REGULATIONS (Continued)

P. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System. (N) (N)

5.35.3 DEFINITION OF TERMS

"B" CHANNEL

The "B" channel carries digitized customer traffic (voice, data) at 64 Kbps.

"D" CHANNEL

The "D" Channel is a signaling channel at 64 Kbps used to control and route "B" channel traffic.

INTERMEDIARY CUSTOMER (IC) SERVICES

"B" channels may be dedicated to interconnect with various compatible services provided by other service providers such as interexchange carriers or competitive access providers. The customer shall be responsible for the ordering of these services.

ISDN-PRI SERVICE

Provides the communications path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

ISDN-PRI SERVICE ARRANGEMENT

Denotes one or more PRI Facilities plus PRI Access arranged together in the same central office or different central office to provide one single service for the same customer. Primary Rate Interface (PRI) - denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 "B" channels plus one "D" channel.

REMOTE SWITCHING CLUSTER

Exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch. Customers served from a Remote Switching Cluster may subscribe to ISDN-PRI from the host switch at no additional charge, provided the customer's local calling area and telephone numbers are those provided from the remote switch.

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.3 DEFINITION OF TERMS (Continued)

TIE CHANNEL SERVICE

Provides intercom capability on “B” channels of ISDN-PRI arrangements and Centrex Service within the same subscriber network (within the same central office or central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Centrex Service served from different central offices. Tie Channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Centrex Service and local exchange access for CPE. Calls to telephone numbers outside of a Centrex Service intercom system will incur usage charges. Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location.

5.35.4 PRI FEATURES AND DEFINITIONS

Standard Features

The following B-channel features are offered to the customer, at no additional charge:

Call-by-Call Access - a customer specified arrangement of "B" channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The "B" channels will be assigned and billed the maximum quantity specified.

D-Channel Backup – in arrangements of two or more ISDN-PRIs, this service provides enhanced continuity of service by allowing a D-channel of one ISDN-PRI to automatically takeover for a failed D-channel of another ISDN-PRI.

Non-Facility Associated Signaling (NFAS) - allows the D-channel signaling entity to assign calls to channels on more than one PRI digital access line (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI trunk group. Multiple PRIs can be assigned to a PRI trunk group.

Calling Number Identification - this feature will allow the customer to have access to the directory number of the calling party.

Optional Features

Calling Line Identification with Name - allows the customer to have access to the directory number and name of the calling party. Calling Line Identification with Name is available only where facilities and conditions permit. Compatible CPE is required. Calling Line Identification with Name is offered on a month-to-month basis or, for customers subscribing to Term and Volume Plans, available on term commitments of two (2) or three (3) years. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.5 UPGRADE OF EXISTING SERVICES

A customer with existing Centrex Service, PBX, or other local exchange service offerings may elect to upgrade to ISDN-PRI Service. The upgrade will require discontinuance of the existing service and establishment of new service.

5.35.6 ISDN-PRI TERM AND VOLUME PLANS

A. ISDN-PRI Service is offered on an optional 1-, 2- or 3-year Term and Volume Plan (TVP). The ISDN-PRI Access TVP includes the ISDN-PRI Access, Standard Features, and B-Channel Configurations except for Tie Channels. Packages are available with or without the ISDN-PRI (DS1) Facility and are offered as flat rate voice and flat rate data. Available PRI Access configurations are 23B + D, 23B + Backup D or 24B.

B. During the term commitment period, the customer may add PRI services at the same monthly rate as specified in the initial term commitment period or the customer may add PRI services on a month-to-month or term commitment basis.

C. Customers under an existing TVP may convert to a new TVP option without incurring termination liability charges provided the value of the new term commitment is of equal or greater value than the remaining value of the existing commitment.

D. All of a customer's Company provided ISDN-PRIs within the state will count toward the volume commitment threshold. TVP customers may change the number of ISDN PRIs during the TVP period. In the event customers under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRIs to fall within a different threshold level, all remaining ISDN-PRIs will be billed at the applicable level rate for the remainder of the TVP period.

E. The customer must provide the account information of the ISDN-PRIs included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.

F. Regulations set forth in 5.35.2 Regulations preceding are applicable to ISDN-PRI on a TVP. Customer will be subject to termination liability charges as set forth in 5.35.2 Regulations preceding

G. Tie Channels are not included in TVP and will be charged at rates set forth in 5.35.8 Rates and Charges following. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.7 RATE STRUCTURE

A. Each ISDN-PRI Service consists of three basic elements:

- ISDN-PRI Access
- ISDN-PRI DS1 Facility
- B" Channel Configurations

The following call connection arrangements are available with ISDN-PRI Service. A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections.

Central Office to end-user premises - for consolidation of public and private services over an ISDN-PRI Facility to and from a single customer.

Central Office to Central Office (via Tie Channel) - to be utilized for Centrex Service to Centrex Service or Centrex Service to end-user configurations, within a single customer's ISDN-PRI Service Arrangement. In this situation, the customer will require one PRI DS1 Facility to be connected with Special Transport and mileage between the two offices.

ISDN-PRI Access to Intermediary Customer (IC) Services (via Tie Channel) - to be utilized for Centrex Service to Centrex Service or access to an IC's compatible service by a single ISDN-PRI Service Arrangement customer or customer's private network. In this situation, an IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate Company Tariff and/or Service Catalog, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.

B. ISDN-PRI Access

The ISDN-PRI Access provides the switch termination for the PRI Facility. A PRI Access is required to terminate a PRI Facility in an ISDN-PRI serving central office. PRI Access typically provides twenty-three (23) individual "B" channels and one (1) "D" channel.

C. ISDN-PRI DS1 Facility

The ISDN-PRI DS1 Facility provides a high capacity access path between the customer's premises and the central office.

The PRI Facility utilizes a clear channel 1.544 high capacity digital transport technology for connection to the designated Company ISDN-PRI serving central office switch and for connection between ISDN-PRI central offices. This rate element is required for each PRI Access. Rates and charges for the PRI Access and PRI DS1 Facility are set forth in 5.35.8 Rates and Charges following. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.7 RATE STRUCTURE (Continued)

C. ISDN-PRI DS1 Facility (Continued)

Where PRIs are served from an alternate central office, additional rate elements for PRI Special Transport Termination and PRI Special Transport (Mileage) apply for both Month-to-Month and Term and Volume. Customers may utilize alternate high capacity digital facilities in lieu of the local PRI Facility as set forth in 2. Regulations preceding. The applicable rules, regulations and rates from the appropriate Company Tariff and/or Service Catalog will apply for the alternate high capacity digital facilities.

D. "B" Channel Configurations

"B" channels can be dedicated to a specific service type or a group of "B" channels can be shared for access to two or more service types. The specific services that are accessible via the "B" channels are listed below. Rates and charges for "B" channels are in addition to the PRI Facility and PRI Access rates and charges.

Flat Rate "B" Channel Configurations: Access from the local central office to the exchange network for voice and data calls is provided via DID, DOD or Two-Way Trunks.

Tie Channel to an Intermediary Customer (IC): "B" channels may be specified as dedicated to compatible services of an interexchange carrier or other service provider. The rate for the ISDN-PRI Facility is as specified below. The intermediary customer will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Frontier interstate or intrastate access services tariff.

To utilize Call-by-Call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service (DID, DOD, Tie, etc.) on the ISDN-PRI DS1 Facility.

End User charges as specified in the End User Common Access Service Section of Frontier's Tariff FCC No. 5 apply as appropriate.

Presubscription of a Carrier of Preference is specified in Section 6 of Frontier's Tariff FCC No. 5 and the Access Service Tariff. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.

The "B" Channel Configuration Database Charge will apply on a per service order basis when the PRI is initially installed. This charge is not applicable to TVP initial installation.

The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks. This charge applies to Month-to-Month and Term and Volume PRIs.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued)

5.35.8 RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may be applicable for accessible services, which operate in conjunction with ISDN-PRI Service. Service Charges set forth in Section 2 are applicable.

	Monthly Rate	Nonrecurring Charge
ISDN-PRI Access, per line	$1,068.75 (I)	$550.00
ISDN-PRI DS1 Facility [1] per line	465.75 (I)	601.00
PRI Special Transport Termination, per termination	35.00	--
PRI Special Transport, each airline mile or fraction thereof	8.00	--
"B" Channel Configurations, per channel Flat Rate Channel	15.00	--
"B" Channel Configuration Database Charge, per service order		75.00
Subsequent Activity Charge, per service order		200.00

[1] Customers may utilize alternate higher capacity digital facilities in lieu of the local ISDN-PRI Facility specified herein. The rules, regulations and rates shown in its Local Exchange Tariff, Schedule CAL P.U.C. No. R1 are applicable when using intrastate facilities and Frontier's Tariff FCC No. 5 when using interstate facilities.

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.8 RATES AND CHARGES (Continued)

	Monthly Rate
Tie Channel, (1)	
per channel	$ 5.00
Tie Channel to IC Services (1)	
1 – 9,	
per channel	10.00
10 or more, (1)	
per PRI	100.00
Optional Features	
Calling Line Identification with Name, per PRI	
Month to Month	85.00
2-Year Term	75.00
3-Year Term	70.00
Term and Volume	40.00

(1) If Tie Channel Service or Calling Identification with Name is added during the initial installation of ISDN-PRI service, there is no NRC. If Tie Channel Service or Calling Identification with Name is added subsequent to the initial installation of ISDN-PRI service, the Subsequent Activity Charge NRC in this section is applicable. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN Centrex Service or ISDN PRI Voice over Internet Protocol (VOIP) Centrex Service NRCs from Centrex Service Section 5.33 (Optional System Features) is required. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued) (N)

5.35.8 RATES AND CHARGES (Continued)

	1-Year Term Monthly Rate[1]
Term and Volume Plan (TVP)	
ISDN-PRI Access System - Flat Rate with DS1 Facility, (23B+D, 23B+Backup D or 24B) per PRI	
Package 1 (1 + PRIs)	$830.00
ISDN-PRI Access System - Flat Rate w/o DS1 Facility, (23B+D, 23B+Backup D or 24B) per PRI	
Package 1 (1 + PRIs)	$680.00

	2-Year Term Monthly Rate[1]	3-Year Term Monthly Rate[1]
Term and Volume Plan (TVP)		
ISDN-PRI Access System - Flat Rate with DS1 Facility, (23B+D, 23B+Backup D or 24B) per PRI		
Package 1 (1 to 5 PRIs)	$750.00	$720.00
Package 2 (6+ PRIs)	700.00	685.00
ISDN-PRI Access System - Flat Rate w/o DS1 Facility, (23B+D, 23B+Backup D or 24B) per PRI		
Package 1 (1 to 5 PRIs)	615.00	585.00
Package 2 (6+ PRIs)	590.00	570.00

[1] Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan. Service Charges set forth in Section 2 are applicable. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.36 CONVENIENCE FEE

5.36.1 GENERAL

1. A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

2. This fee will not apply if:

   - The automated payment systems are unavailable due to system outages.
   - At the time payment is made, the customer agrees to sign up for automatic bill payment.
   - Payment is taken for a deposit.
   - The payment is for a Government account.

5.36.2 RATES AND CHARGES

	Nonrecurring Charge	
Convenience Fee, per occurrence	$10.00	(I)

SECTION 5 – MISCELLANEOUS SERVICES

5.36 VACATION GET AWAY SERVICE

5.36.1 GENERAL

Vacation Get Away service provides for temporary discontinuance of service at the customer's request without termination of the service.

5.36.2 CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.

2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral. (C)

7. (D)
(D)

8. Vacation Get Away Service will be available where technically feasible.

9. Charges for Vacation Get Away Service will be a monthly recurring fee. (C)

5.36.3 RATES AND CHARGES

	RECURRING CHARGE:	
		(D)
	$5.00	(C)

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

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SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

1. Frontier Wire Care:

	Rate Per Month Per Access Line			
	California Embedded Market	Global Valley, Golden State & Tuolumne Markets	West Coast Market	
a. Business (Applicable to all exchanges)	$55.00	$55.00	$54.00	(I)
b. Residence (Applicable to all exchanges)	$10.50	$10.00	$7.75	

2. Frontier Wire Care Alternative Offer

	Monthly Rate	Nonrecurring Charge	
a. Initial charge for immediate coverage		$39.99	
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment			
Residence	$10.50		
Business	$57.00		(I)
Charge for cancellation prior to the end of the 12-month period			
Early termination fee		$50.00	

Special Conditions relocated to Sheet 2.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE (Continued)

6.1.4 SPECIAL CONDITIONS

A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines. (L)

B. The monthly rate applies to work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The monthly rate includes work preparation, actual work, materials and cleanup.

C. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

D. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a $39.99 activation charge with a one-year service commitment. (L)

E. New Frontier Wire Care customers who do not use their service within 30 days of the activation date will not incur an activation charge and will not be required to have a one-year service commitment.

F. Nonpayment of charges for Frontier Wire Care services are subject to disconnection of services as specified in Schedule Cal. P.U.C. No. R1 Rule No. 12 of the Utility's Local filed Exchange Tariff.

G. When a customer enrolls in a Frontier Wire Care plan, the Utility will verify the condition of the customer's inside wire by performing a line test from the Utility's test facility.

H. No additional service order charge will apply to add Frontier Wire Care to an existing customer's account.

(N)

Material relocated from Sheet 1.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.2 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.2 RESERVED FOR FUTURE USE (Continued) (T)

(D)

(D)

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE

6.3.1 APPLICABILITY

Applicable to the consultation, design, installation, rearrangement, repair and maintenance of Intrabuilding Network Cable (INC).

6.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Intrabuilding Network Cable Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.3.3 GENERAL

A. The customer (property owner/landlord/agent who is not necessarily the subscriber to any particular Utility network service) is responsible for installation, design and maintenance of INC, and may choose a source for installation and repair other than the Utility.

B. Where the building owner chooses not to install or maintain INC, the Utility will install INC as the "vendor of last resort", provided the building owner pays rates and charges specified in this Section and such installation is in accordance with the Service Catalog provisions.

C. INC is the telecommunications infrastructure located on the customer's side of the Local Loop Demarcation Point (LLDP) that connects the end of the Utility's local loop to floor terminal(s) within a customer's building or to another building on a customer's continuous property.

D. Between buildings on a customer's continuous property, INC may be installed in conjunction with horizontal cable or may be placed exclusively for the support of interbuilding telecommunications needs.

E. For the purpose of the Section, INC infrastructure is limited to copper facilities and any Utility provided supporting structure, which is part of and associated with such facilities.

F. The customer is responsible for the installation, rearrangement and maintenance on INC infrastructure required to support tenant telecommunications services. If the customer refuses to provide INC infrastructure, the applicant for service may request the Utility to provision the service in accordance with this Service Catalog Section, provided the property owner grants access to the building structure for the placement of INC infrastructure.

G. The customer assumes all liability for mistakes, omissions, interruptions, delays, errors or defects in, and injury, loss or damage arising out of, resulting from or in connection with the INC infrastructure (individually and collectively referred to in this Section as "liabilities"). The Utility has no liability for any INC infrastructure for which the customer has responsibility under this Service Catalog Section, and the customer indemnifies the Utility against any liabilities.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE (Continued)

6.3.3 GENERAL (Continued)

H. The Utility reserves the right to:

1. Adequate access for the installation and maintenance of its equipment, services and inside wire;

2. Retain ownership of INC that supports National Security and other services deemed necessary for the protection of the public; e.g., Emergency Reporting Services.

6.3.4 RATES AND CHARGES

	Labor Rates		
	California Embedded Market	Global Valley Market (2)	Golden State & Tuolumne Markets
A. Consultation and design for new installation			
1. Each man-hour or fraction thereof:			
a. Monday through Friday between 8:00 a.m. and 5:00 p.m. except holidays	$40.00	$35.00	$90.00
b. Monday through Friday at hours other than 6.3.4.1.a above and all day Saturdays except holidays	60.00	40.00	135.00
c. Sundays and holidays observed by the Utility	80.00	45.00	135.00
2. Charges for design materials/drawings - Includes two copies of design. Minimum charge - $50.00	(1)	(1)	(1)

Note 1: Individual Case Basis.

Note 2: Global Valley Market - First 15 minutes or fraction thereof.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE (Continued)

6.3.4 RATES AND CHARGES (Continued)

	Labor Rates		
	California Embedded Market	Global Valley Market (2)	Golden State & Tuolumne Markets
B. Installation and rearrangements of INC			
1. Each hour or fraction thereof			
a. Monday through Friday between 8:00 a.m. and 5:00 p.m. except holidays	$85.00	$35.00	$90.00
b. Monday through Friday at hours other than 4.3.4.B.1.a above and all day Saturdays except holidays	127.50	40.00	135.00
c. Sundays and holidays observed by the Utility	170.00	45.00	135.00
2. Utility provided material price	(1)	(1)	(1)
C. Repair and maintenance of INC			
1. Each hour or fraction thereof			
a. Monday through Friday between 8:00 a.m. and 5:00 p.m. except holidays	85.00	15.00	$90.00
b. Monday through Friday at hours other than 4.3.4.B.1.a above and all day Saturdays except holidays	127.50	15.00	135.00
c. Sundays and holidays observed by the Utility	170.00	15.00	135.00
2. Utility provided material price	(1)	(1)	(1)
D. Additional LLDP location charge (See Special Condition R)	(1)	(1)	(1)
E. Charges for copies of INC charts and diagrams (Utility provided material prices)	(1)	(1)	(1)

Note 1: Individual Case Basis
Note 2: Global Valley Market - First 15 minutes or fraction thereof.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE (Continued)

6.3.5 SPECIAL CONDITIONS

A. Design, installation and maintenance of INC is available for all types of buildings. The customer under this portion of the Service Catalog Section would be the property owner/landlord/agent who is not necessarily the subscriber to any particular Utility network service.

B. The Utility shall charge for installing and rearranging intrabuilding riser and lateral cable. The Utility will provide estimates of charges to applicants.

C. Where the customer cancels the order after work has begun, the Utility will charge the customer for any costs or expenses incurred prior to the receipt of the cancellation notice, not to exceed the estimated charge.

D. Arranging for installation and repair of INC cable is the responsibility of the property owner. A property owner may choose a source for installation and repair other than the Utility.

E. The Utility shall charge for repair of non-Utility owned riser and lateral cable. The Utility is not responsible for the repair of any customer provided riser or lateral cables, which do not meet industry standards as specified in Special Condition K below.

F. Where the building owner chooses not to install or maintain INC, the Utility will install INC as the "vendor of last resort", provided the property owner pays rates and charges specified in this Section and such installation is in accordance with the Service Catalog provisions.

G. The property owner is responsible for placing all conduits for wire and cable placement.

H. Network access lines of subscribers who receive installation, maintenance or repair of INC may be disconnected for non-payment of applicable rates and charges. Property owners who are not also customers will be subject to all legal remedies for non-payment including reasonable attorney fees and court costs.

I. INC cable products shall be manufactured to, and used in accordance with, industry standards as identified in Special Condition K below and shall be installed in accordance with local building codes and shall have the minimum industry rating for the application.

J. If a customer requests, the Utility will, where possible, repair or replace substandard cable to meet the established standards and needs of the requested service. The charges for labor and materials will be paid by the customer.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE (Continued)

6.3.5 SPECIAL CONDITIONS (Continued)

K. The Utility will not be required to provision its services over INC that does not meet national, state, and local industry minimum safety, transmission, installation and material quality standards. INC shall meet the technical specifications and standards outlined by the following industry groups:

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

L. The Utility is granted the right of access 24 hours a day, to the customer-owned/provided INC and the right to use pairs in such cable without charge to enable the Utility to provide and maintain the Utility's network services. The Utility will provide verbal notice to the property owner to arrange for access to the facilities.

M. If the property owner does not allow the Utility the right to use sufficient pairs in customer-owned/provided cable without charge, or does not request that the Utility install the necessary cable to serve the Utility's customers, the Utility is not required to provide network services to reach such customers.

N. Where a customer is so located that it is necessary to use private right-of-way to furnish a service on continuous property, the customer shall be required to pay the entire cost involved in securing and retaining such right-of-way.

O. The LLDP and the Intrabuilding Network Cable Demarcation Points (INCDP's) define the beginning and end of the INC and are applicable to both PBX and Centrex services. As the wire pairs in INC can be used for both, customers for these services will be treated alike for demarcation point purposes.

P. A continuous property owner desiring an additional LLDP or changes in an existing LLDP will be required to pay for the additional network cable and facilities through special construction agreements as stated in Schedule Cal. P.U.C. No. R1, Rule No. 27, Demarcation Points.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.3 INTRABUILDING NETWORK CABLE (Continued)

6.3.5 SPECIAL CONDITIONS (Continued)

Q. "In place" INC is INC installed prior to August 8, 1993.

1. As of August 8, 1993, the responsibility for maintenance of INC is transferred to the building owner together with its associated protective apparatus, terminal rooms, connecting blocks and frames, in "as is" condition without any representation as to quality or fitness. Further, the "as is" condition is without express or implied warranties as to

   a. merchantability;
   b. fitness for any particular purpose;
   c. permanence of right-of-way, easement or locations;
   d. or any matter whatsoever.

   The Utility's liability will be shown in Rule No. 31.

2. Ownership of facilities not detailed in the preceding paragraph, such as poles and conduit structure, shall remain with the Utility. Where no longer required by the Utility, these facilities may be priced for sale on an individual case basis.

3. All property owner requested rearrangements, changes and removals required to separate the relinquished facilities from the Utility's network shall be performed by the Utility. Charges for installation and rearrangement of INC are applicable and shall be paid by the customer.

4. The Utility may further recover any extraordinary costs incurred during any special removal procedures requested by the customer. Costs shall be recovered based on current labor and material prices.

R. The Utility will provide additional LLDPs at the property owner's request. The charges will be based upon the Utility's current material prices and labor rates. An advance payment of 100% of the estimated cost will be required by the Utility. (1)

Note 1: Includes Income Tax Component as listed in Schedule Cal. P.U.C. No. R1, Rule No. 3.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.4 RESERVED FOR FUTURE USE (T)

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SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKS℠ SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET* (C)

7.4.1 APPLICABILITY

Applicable to business customers requesting FrontierWorks℠ Small Business Solutions.

7.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorks℠ Small Business Solutions Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.4.3 GENERAL

FrontierWorks℠ Small Business Solutions are package offerings available to business customers and includes Call Forward Busy and Call Forward No Answer, plus Optional Services as listed in 10.4.3.C.

A. Bundle 1 – FrontierWorks – with Voice Mail, Call Forward Busy and Call Forward No Answer.

B. Bundle 2 – FrontierWorks – with Call Forward Busy and Call Forward No Answer.

C. Optional Services

The following services may be added to the bundles above:

1. FrontierWorks℠ Select5 – available for bundle No. 1, Section 7.4.3.A

Choice of five of the following:

Caller ID with Name
Basic Call Forward (1)
Call Waiting/Cancel Call Waiting
Speed Call 8 (3) or 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting (2)

(1) In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.

(2) In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKS℠ SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.4.3 GENERAL (Continued)

C. Optional Services (Continued)

2. FrontierWorks℠ Select5 with Voice Mail – available for bundle No. 2, Section 7.4.3.B

Voice Mail Service, plus choice of five of the following:

Caller ID with Name
Basic Call Forward (1)
Call Waiting/Cancel Call Waiting
Speed Call 8 (3) or 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting (2)

7.4.4 RATES AND CHARGES

A. The FrontierWorks℠ Small Business Solutions Packages are provided in conjunction with single- party business access lines. The applicable single party business access line charges as specified in Schedule A1 of the Local Exchange Tariff apply.

B. Unless otherwise stated elsewhere in this Section, the applicable Service Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundles.

C. Service Charges apply if the customer switches from a bundle to an unbundled service.

D. Service Charges do not apply if the customer switches to another FrontierWorks℠ Small Business Solutions bundle of greater value.

(1) In the FrontierWorks Select5 package, “Basic Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.
(2) In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.
(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKS℠ SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.4.4 RATES AND CHARGES (Continued)

E. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

F. Monthly Rates

	Term		
	One Year	Two Years	Three Years
Bundle 1 - FrontierWorks – with Voice Mail	$9.88	$6.29	$3.81
Bundle 2 - FrontierWorks – without Voice Mail	3.86	2.46	1.40

	Monthly Rate
FrontierWorks℠ Select5	$ 9.95
FrontierWorks℠ Select5 With Voice Mail	12.95

7.4.5 SPECIAL CONDITIONS

A. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

B. The bundles are offered only under one-year, two-year or three-year term contracts.

1. If the rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.

2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

3. To cancel the contract after 30 days but before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKS℠ SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.4.5 SPECIAL CONDITIONS (Continued)

B. The bundles are offered only under one-year, two-year or three-year term contracts. (Continued)

4. Early Termination Liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the bundle rate under the contract and the bundle rate under a contract of the longest available term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the utility's tariff. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

C. The FrontierWorks℠ Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

D. The FrontierWorks℠ Select5 packages are available only in association with a FrontierWorks℠ Small Business Solutions bundle.

E. The bundle rate will appear as a single line item on the customer's bill.

F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.

G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKS℠ SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.4.5 SPECIAL CONDITIONS (Continued)

H. The FrontierWorks℠ Small Business Solutions bundles and the FrontierWorks℠ Select5 packages are available to Business customers that subscribe to either Frontier dial-up Internet Service, Frontier DSL Max Internet Service or Frontier 512 Kbps Business DSL Internet Service.

I. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A Utility may not use this contract change provision to change term-contract rates or charges.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

RESERVED FOR FUTURE USE (C)

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RESERVED FOR FUTURE USE (C)

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RESERVED FOR FUTURE USE (C)

(D)

(D)

RESERVED FOR FUTURE USE (C)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKS[sm] BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET* (C)

7.7.1 APPLICABILITY

Applicable to business customers requesting FrontierWorks Business Solutions.

7.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorks[sm] Business Connections as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.7.3 GENERAL

FrontierWorks[sm] Business Connections are package offerings available to business customers. The bundles are listed below.

A. Bundle 1- Frontier Business Connections-with Voicemail, and Caller ID Name and Number.

B. Bundle 2- Frontier Business Connections Centrex Package-Basic Call Forward, Call Transfer, Caller ID with Name, 3 Way Calling. Multiline Hunting and Voice Mail.

C. Optional Services

1. FrontierWorks Optional Business Feature Package (available to Bundle 1 only)

   Choice of five of the following:

   Call Waiting/Cancel Call Waiting
   Speed Call 8 (1) or 30
   3 Way Calling
   *69 Call Return
   *66 Busy Number Redial
   Selective Call Forward

2. Frontier Works Optional Centrex Features (available to bundle 2 only)

   Call Waiting/Cancel Call Waiting
   Speed Call 8 (1) or 30
   *66 Busy Number Redial
   *69 Call Return
   Call Forward Busy
   Call Forward No Answer
   Priority Call

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKS℠ BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.7.4 RATES AND CHARGES

A. The FrontierWorks Business Connections Packages are provided in conjunction with single-party business and Centrex access lines. The applicable single-party business access line charges as specified in Section 1 of this Service Catalog apply.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundles.

C. Service Charges apply if the customer switches from a bundle to an unbundled service.

D. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.

E. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

F. Monthly Rates

1. Bundles

	Term		
	One Year	Two Years	Three Years
Bundle 1	$16.92	$15.92	$14.92
Bundle 2	$16.92	$15.92	$14.92

2. Optional Features

	Monthly Rate
a. FrontierWorks Optional Business Feature Package, per line	$9.99
b. Optional Centrex Features, per line	$1.99
c. Voice Mail	
Additional Voice Mail Box	$6.99
More than 8 Voice Mail Boxes, per Mail Box	$3.99

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKS℠ BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.7.5 SPECIAL CONDITIONS

A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

B. The bundles are offered only under a one-year, two-year, and three-year term commitment and requires a contract.

1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than $250 for a one-year term, $500 for a two-year term, and $750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

D. The Frontier Works Optional Business Feature Package or the Optional Centrex Features associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKS℠ BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET* (C)
(Continued)

7.7.5 SPECIAL CONDITIONS (Continued)

E. The Frontier Works Optional Business Feature Package and the Optional Centrex Features are available only in association with a FrontierWorks Business Connections bundles.

F. The bundle rate will appear as a single line item on the customer's bill.

G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

H. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.]

I. FrontierWorks is a service mark of the Company.

J. The FrontierWorks Business Connections bundles are available to Business customers that subscribe to either Frontier DSL Max Internet Service or Frontier 512 Business DSL Internet Service.

K. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

L. No Utility initiated change in a term contact that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable low and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET* (C)

7.8.1 APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

7.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.8.3 GENERAL

A. Frontier Small Business Advantage is a package offering available to Business customers.

B. The package includes the following features:

Basic Call Forward
Caller ID with Name
Access Line Hunting (where available)
3 Way Calling
Frontier Deluxe Voice Mail

C. The following optional features may be added to the package and will be billed on a per feature basis as defined in 7.8.4.E following.

Optional Features:

*66 Busy Number Redial
*69 Call Return
Call Forward Busy
Call Forward No Answer
Speed Call 8 (1) or 30
Priority Call
Call Waiting/Cancel Call Waiting

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET* (Continued) (C)

7.8.4 RATES AND CHARGES

A. The Frontier Small Business Advantage Package is provided in conjunction with Single-Party Business Service. The applicable Single-Party business access line charges as specified in Section 1 of this Service Catalog apply.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the package.

C. Service Charges apply if the customer switches from a package to an unpackaged service.

D. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

E. Monthly Rate

	Two Year Monthly Rate
Frontier Small Business Advantage Package	$7.50
Optional Features (per feature)	$1.99

7.8.5 SPECIAL CONDITIONS

A. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Utility to the customer.

B. The package is offered only under a two-year term commitment and requires a contract.

1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.

2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET* (Continued) (C)

7.8.5 SPECIAL CONDITIONS (Continued)

B. The package is offered only under a two-year term commitment and requires a contract. (Continued)

3. Early termination liability charges shall apply if the customer cancels the package before the end of the contract term. The package is considered to be cancelled if any of its component services are cancelled.

a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than $500 for a two-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of the package within 30 days of activation.

3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

C. The package rate will appear as a single line item on the customer's bill.

D. Frontier Small Business Advantage is a service mark of the Company.

E. The package rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the package rate.

F. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the package rate.

G. The package cannot be used in association with a Residential Line, PBX Service or ISDN service.

H. No Utility initiated change in a term contact that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

RESERVED FOR FUTURE USE (C)

(D)

(D)

RESERVED FOR FUTURE USE (C)

(D)

(D)

RESERVED FOR FUTURE USE (C)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE* (C)

7.10.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.10.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Unlimited Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.10.3 GENERAL

A. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy Line
Call Forward No Answer
Caller ID with Name
Voice Mail – Frontier Deluxe Voice Mail
Two features from the feature package listed in item C below

C. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.10.4.C.

Call Waiting/Cancel Call Waiting	Selective Call Forward
Anonymous Call Block/Rejection	Priority Call
*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Distinctive Ring
Selective Call Acceptance	Speed Call 30
Selective Call Rejection	Speed Call 8 (1)
Basic Voice Mail with 5 Subs and Unified Messaging	3 Way Calling
Deluxe Voice Mail with Unified Messaging	Hunting

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE* (Continued)

7.10.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Business Unlimited Service is provided at the following rate:

	Monthly Rate	
Frontier Business Unlimited Service	$80.75	(I)
Frontier Business All In Feature Package	4.99	

7.10.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.

C. Call Detail for Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

D. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Unlimited long-distance plan for each bundle ordered.

E. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's tariff.

F. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022.

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE* (Continued) (C)

7.10.5 SPECIAL CONDITIONS (Continued)

G. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

H. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

I. The bundle rate will appear as a single line item on the customer's bill.

J. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

K. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS** (C)

7.11.1 APPLICABILITY

Applicable to Single Party Business Flat rate service.

7.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.11.3 GENERAL

A. Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, and price-listed services.

B. Features and Services

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Basic Call Forward
Frontier Business Basic Voice Mail
One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month
Three features from the feature package listed in item D following

C. Optional Features Package*

*66 Busy Number Redial
*69 Call Return
3 Way calling
Speed Call 8 (1) or 30
Basic Call Forward

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS** (Continued)

7.11.3 GENERAL (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.11.4.C.

Caller ID with Name	Selective Call Forward
Call Waiting/Cancel Call Waiting	*69 Call Return
Anonymous Call Block/Rejection	Priority Call
*66 Busy Number Redial	Basic Call Forward
Selective Call Acceptance	Call Forward Busy
Selective Call Rejection	Call Forward No Answer
Basic Voice Mail with Unified Messaging	Distinctive Ring
Basic Voice Mail with 5 Subs	Speed Call 30
Basic Voice Mail with 5 Subs and Unified Messaging	Speed Call 8 (1)
Deluxe Voice Mail	3 Way Calling
Deluxe Voice Mail with Unified Messaging	Hunting

7.11.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Business Essentials bundle is provided at the following rate:

	Monthly Rate	
Frontier Business Essentials	$85.74	(I)
Optional Features Package*	3.99	
Deluxe Voice Mail*	2.99	
Frontier Business All In Feature Package	4.99	

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022.

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS** (Continued) (C)

7.11.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. The bundle is offered on a month-to-month basis.

D. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.

E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

F. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

G. Deluxe Voice Mail will be offered as an add on to this bundle.*

H. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N)
(N)

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER [2] - Grandfathered as of December 20, 2017 (C)

7.12.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the tariff.

7.12.3 GENERAL

A. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Deluxe Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (California Embedded Market)
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
Selective Call Rejection
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers.

(N)

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER [1] - Grandfathered as of December 20, 2017 – Continued

7.12.4 RATES AND CHARGES

A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Simply Unlimited Service-Leader (1-3 lines)	$88.99	(I)
Additional Bundle (4 to 12 lines)	73.99	(I)
All In Feature Package	4.99	

7.12.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

E. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

G. The bundle rate will appear as a single line item on the customer's bill.

H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. When the customer purchases the fourth through twelfth bundle additional discounts are given.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.12 RESERVED FOR FUTURE USE (T)

(L)

(L)

Relocated to Section 11, Grandfathered Services. (N)

SECTION 7 - BUNDLED SERVICES

7.12 RESERVED FOR FUTURE USE (T)

(L)

(L)

Relocated to Section 11, Grandfathered Services. (N)

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE* (C)

7.13.1 APPLICABILITY

Applicable to Single Party Business flat rate service.

7.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Metro Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.13.3 GENERAL

A. Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Caller ID with Name
Call Waiting
Call Forward No Answer
Basic Voice Mail with Message Waiting Indication

C. Add-on Feature Pack:

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Basic Call Forward

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE* (Continued) (C)

7.13.4 RATES AND CHARGES

A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

B. Frontier Business Metro bundle is provided at the following rates:

	Monthly Rate
1. Frontier Business Metro Bundle	$39.99
2. Add-on Feature Pack	3.99
3. Upgrade to Deluxe Voice Mail	2.99

7.13.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. The bundle is offered on a monthly basis.

D. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

E. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.

G. Service Charges apply if the customer switches from a bundle to an unbundled service.

H. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.

I. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE* (Continued) (C)

7.13.5 SPECIAL CONDITIONS (Continued)

J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.

K. Deluxe Voice Mail will be offered as an add-on to this bundle.

L. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

RESERVED FOR FUTURE USE (C)

(D)

(D)

RESERVED FOR FUTURE USE (C)

(D)

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RESERVED FOR FUTURE USE (C)

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RESERVED FOR FUTURE USE (C)

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(D)

RESERVED FOR FUTURE USE (C)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.18 VALLEY BIZ BASIC UNLIMITED PLAN – GLOBAL VALLEY MARKET* (C)

7.18.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.18.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Basic Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.18.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.18.4 RATES AND CHARGES

	Monthly Rate
A. Valley BIZ Basic Unlimited Plan, first line (1)	
1. Zone 1	$65.30
2. Zone 2	67.30
3. Zone 3	71.30
B. Valley BIZ Basic Unlimited Plan, each additional line (1)	
1. Zone 1	52.35
2. Zone 2	54.35
3. Zone 3	58.35

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.18 VALLEY BIZ BASIC UNLIMITED PLAN – GLOBAL VALLEY MARKET* (Continued) (C)

7.18.4 RATES AND CHARGES (Continued)

	Monthly Rate
C. Valley BIZ Basic Unlimited Plan includes the following monthly rates and services:	
1 Flat Rate Exchange Business One-Party Service	
a. Zone 1	$25.25
b. Zone 2	27.25
c. Zone 3	31.25
2. Caller ID Number Only (1)	5.95
3. Call Waiting/Cancel Call Waiting	3.50
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(2.60)
6. Enhanced Mailbox, include on first line	7.95
7. National Unlimited (see GVN Service Catalog)	

7.18.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.

D. The bundle will appear as a single line item on the bill.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.19 VALLEY BIZ CENTREX UNLIMITED PLAN – GLOBAL VALLEY MARKET* (C)

7.19.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.19.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.19.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.19.4 RATES AND CHARGES

	Monthly Rate
A. Valley BIZ Centrex Unlimited Plan, first line with 2 line minimum (1)	
1. Zone 1	$67.90
2. Zone 2	71.90
3. Zone 3	79.90
B. Valley BIZ Centrex Unlimited Plan, each additional line up to 8 lines (1)	
1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.19 VALLEY BIZ CENTREX UNLIMITED PLAN – GLOBAL VALLEY MARKET* (Continued) (C)

7.19.4 RATES AND CHARGES (Continued)

	Monthly Rate
C. Valley BIZ Centrex Unlimited Plan includes the following monthly rates and services:	
1. Flat Rate Exchange Business One-Party Service	
a. Zone 1	$25.25
b. Zone 2	27.25
c. Zone 3	31.25
2. Digital Centrex Service – Intragroup Calling, each line	
a. Zone 1	8.95
b. Zone 2	10.95
c. Zone 3	14.95
3. Digital Centrex Service – Call Forward Feature Package, each line	1.45
4. Enhanced Mailbox, included on first line	7.95
5. National Unlimited (see GVN Service Catalog)	

7.19.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.

D. The bundle will appear as a single line item on the bill.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET* (C)

7.20.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.20.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.20.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.20.4 RATES AND CHARGES

	Monthly Rate
A. Valley BIZ Complete Plan, first line (1)	
1. Zone 1	$100.30
2. Zone 2	102.30
3. Zone 3	106.30
B. Valley BIZ Complete Plan, each additional line up to 8 lines (1)	
1. Zone 1	52.35
2. Zone 2	54.35
3. Zone 3	58.35

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET* (Continued) (C)

7.20.4 RATES AND CHARGES (Continued)

	Monthly Rate
C. Valley BIZ Complete Plan includes the following monthly rates and services:	
1. Flat Rate Exchange Business One-Party Service	
a. Zone 1	$25.25
b. Zone 2	27.25
c. Zone 3	31.25
2. Caller ID Number Only (1) The customer can have Caller ID and Number Service for $1 more plus the applicable discount.	5.95
3. Call Waiting/Cancel Call Waiting	3.50
4. Caller ID Call Waiting	.95
5. Packaged Feature Discounts (25% on any three features)	(2.60)
6. Enhanced Mailbox, included on first line	7.95
7. National Unlimited (see GVN Service Catalog)	
8. High Speed Internet (Non-regulated)	

7.20.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.

D. The bundle will appear as a single line item on the bill.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.21 VALLEY BIZ CENTREX COMPLETE PLAN – GLOBAL VALLEY MARKET* (C)

7.21.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.21.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.21.4 RATES AND CHARGES

	Monthly Rate
A. Valley BIZ Centrex Complete Plan, first line (1)	
1. Zone 1	$102.90
2. Zone 2	106.90
3. Zone 3	114.90
B. Valley BIZ Centrex Complete Plan, each additional line up to 8 lines With a 3 line minimum: (1)	
1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.21 VALLEY BIZ CENTREX COMPLETE PLAN – GLOBAL VALLEY MARKET* (Continued) (C)

7.21.4 RATES AND CHARGES (Continued)

	Monthly Rate
C. Valley BIZ Centrex Complete Plan includes the following monthly rates and services:	
1. Flat Rate Exchange Business One-Party Service	
a. Zone 1	$25.25
b. Zone 2	27.25
c. Zone 3	31.25
2. Digital Centrex Service – Intragroup Calling, each line	
a. Zone 1	8.95
b. Zone 2	10.95
c. Zone 3	14.95
3. Digital Centrex Service – Call Forward Feature Package, each line	1.45
4. Enhanced Mailbox, included on first line	7.95
5. National Unlimited (see GVN Service Catalog)	
6. High Speed Internet (Non-regulated)	

7.21.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.

D. The bundle will appear as a single line item on the bill.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 4, 2022. (N) (N)

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE

7.22.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.22.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.22.3 GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line and Custom Calling features, Basic Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Caller ID	(T)
Call Forwarding Busy/No Answer	Anonymous Call Block/Rejection	I
Unlimited Extended Area Service	Basic Call Forward	(T)
Voice Mail - Basic	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	

Premium Feature Package

*69 Call Return	Priority Call	(T)
Call Transfer	Selective Call Forward	
Distinctive Ring	Selective Call Acceptance	
*66 Busy Number Redial	Selective Call Rejection	(T)
Voice Mail - Enhanced	Speed Call 30	

7.22.4 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE (Continued)

7.22.4 SPECIAL CONDITIONS (Continued)

D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

F. The bundle rate will appear as a single line item on the customer's bill.

G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.

I. The bundle is offered on a month-to-month, and one year term basis.

7.22.5 RATES AND CHARGES

A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. New customers will incur a non-recurring charge up to $95.00 per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Basic Bundle	$89.99	(I)
Term Price with a 1 year commitment	$74.99	(I)
Premium Feature Package	$9.99	

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SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS – GRANDFATHERED** (N)

7.26.1 General

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Unlimited Zone Usage Measurement Service	

Feature Package

3 Way Calling	Basic Call Forward
*66 Busy Number Redial	Call Forward No Answer
*69 Call Return	Speed Call 8 (1) or 30
Anonymous Call Block/Rejection	Distinctive Ring
Selective Call Forward	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Basic or Deluxe Voicemail	Priority Call

7.26.2 Special Conditions

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.

D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

E. Customers may add or delete any features offered in the bundle without a service order charge.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. The bundle is offered on a month-to-month basis.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS – GRANDFATHERED** (Continued) (N)

7.26.2 Special Conditions (Continued)

H. The bundle will appear as a single line item on the bill.

I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

L. Stay Connected Seasonal Offering* allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

5. The cost of the service includes the Subscriber Line Charge.

6. This service does not change any other terms and conditions of the product.

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

8. The Federal Subscriber Line Charge is included in the monthly rate.

9. All applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS – GRANDFATHERED** (Continued) (N)

7.26.3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.

C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Essentials	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering*	$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMTIED SERVICE – GRANDFATHERED** (N)

7.27.1 General

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Speed Call 8 (1)
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Block/Rejection
Call Forward Busy	Call Forward No Answer
Selective Call Rejection	Selective Call Forward
	Selective Call Acceptance

7.27.2 Special Conditions

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMTIED SERVICE – GRANDFATHERED** (Continued) (N)

7.27.2 Special Conditions (Continued)

G. The bundle will appear as a single line item on the bill.

H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

K. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

5. The cost of the service includes the Subscriber Line Charge.

6. This service does not change any other terms and conditions of the product.

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

8. The Federal Subscriber Line Charge is included in the monthly rate.

9. All applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMTIED SERVICE – GRANDFATHERED** (Continued) (N)

7.27.4 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited	$33.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering*	$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS – GRANDFATHERED** (N)

7.28.1 General

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Speed Call 8 (1)
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Basic Call Forward	3 Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy	Priority Call
Selective Call Forward	Call Forward No Answer
Selective Call Acceptance	Selective Call Rejection

7.28.2 Special Conditions

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.

D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

E. Customers may add or delete any features offered in the bundle without a service order charge.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. The bundle is offered on a month-to-month basis.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS – GRANDFATHERED** (Continued) (N)

7.28.2 Special Conditions (Continued)

H. The bundle will appear as a single line item on the bill.

I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

L. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

5. The cost of the service includes the Subscriber Line Charge.

6. This service does not change any other terms and conditions of the product.

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

8. The Federal Subscriber Line Charge is included in the monthly rate.

9. All applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS – GRANDFATHERED** (Continued) (N)

7.28.3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.

C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus	$33.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering*	$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) - GRANDFATHERED** (N)

7.29.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name
Voice Mail with Message Waiting Indication and Call Forwarding

Feature Package

*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Speed Call 8 (1) or 30
Anonymous Call Block/Rejection	Priority Call
Call Forward No Answer	3 Way Calling
Selective Call Forward	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Deluxe Voice Mail	

7.29.2 Special Conditions

A. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.

B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis.

G. The bundle will appear as a single line item on the bill.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)- GRANDFATHERED** (Continued) (N)

7.29.2 Special Conditions (Continued)

H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.

C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering*	$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – GRANDFATHERED** (N)

7.30.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name
Voice Mail with Message Waiting Indication and Call Forwarding

Feature Package

*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Speed Call 8 (1) or 30
Anonymous Call Block/Rejection	Priority Call
Call Forward No Answer	3 Way Calling
Selective Call Forward	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Deluxe Voice Mail	

7.30.2 Special Conditions

A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.

B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis.

G. The bundle will appear as a single line item on the bill.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – GRANDFATHERED** (N)
(Continued)

7.30.2 Special Conditions (Continued)

G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.

J. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.

C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering*	$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER) [2] - Grandfathered as of December 20, 2017 (C)

7.31.1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Priority Call
*66 Busy Number Redial
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Selective Call Acceptance
Speed Call 8 [1] or 30
*69 Call Return
Basic Call Forward
Call Forward Busy
Selective Call Forward

7.31.2 Special Conditions

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER) [1] - Grandfathered as of December 20, 2017 (Continued)

7.31.2 Special Conditions (Continued)

E. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

G. The bundle rate will appear as a single line item on the customer's bill.

H. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

I. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. Bundles four through twelve are given an additional discount.

7.31.3 Rates and Charges

A. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Simply Unlimited (Challenger)	$78.99	(I)
Additional Bundle (4 to 12 lines)	63.99	(I)
All In Feature Package	4.99	

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.31 RESERVED FOR FUTURE USE (T)

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SECTION 7 - BUNDLED SERVICES

7.31 RESERVED FOR FUTURE USE (T)

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(D)

SECTION 7 - BUNDLED SERVICES

7.31 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER COMMERCIAL VOICE UNLIMITED [1] - Grandfathered as of December 20, 2017 (C)

7.32.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.32.2 GENERAL

A. Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

B. Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID
3 Way Calling
Hunting

7.32.3 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

F. The bundle rate will appear as a single line item on the customer's bill.

[1] This service offering is limited to existing subscribers.

(N)

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER COMMERCIAL VOICE UNLIMITED [1] - Grandfathered as of December 20, 2017 (C)
(Continued)

7.32.3 SPECIAL CONDITIONS (Continued)

G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

I. The bundle is offered on a month-to-month, one or two year term basis.

J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

K. At the end of the one or two year term, customers will be moved to the month to month pricing.

7.32.4 RATES AND CHARGES

A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

Basic Bundle	Monthly Rate
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

[1] This service offering is limited to existing subscribers.

(N)

SECTION 7 - BUNDLED SERVICES

7.32 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.33 RESERVED FOR FUTURE USE (T)

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SECTION 7 - BUNDLED SERVICES

7.33 RESERVED FOR FUTURE USE (T)

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SECTION 7 - BUNDLED SERVICES

7.33 RESERVED FOR FUTURE USE (T)

(D)

(D)

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I [2] - Grandfathered as of December 20, 2017 (C) (C)

7.34.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.34.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.34.3 GENERAL

A. Frontier Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I [1] - Grandfathered as of December 20, 2017 (Continued) (C) (C)

7.34.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	Monthly Rate
Frontier Business Nationwide Unlimited Service I bundle	$66.99
Additional Bundle	56.99
Frontier Business All In Feature Package	4.99

7.34.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

G. The bundle rate will appear as a single line item on the customer's bill.

[1] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I [1] - Grandfathered as of December 20, 2017 (Continued) (C) (C)

7.34.5 SPECIAL CONDITIONS (Continued)

H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. Up to eleven additional bundles can be purchased at a discount rate.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET [2] - Grandfathered as of December 20, 2017 (C) (C)

7.35.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.35.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.35.3 GENERAL

B. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers.

(N)

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET [1] - Grandfathered as of December 20, 2017 (Continued)

7.35.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Business Nationwide Unlimited Service II bundle	$67.99	(I)
Additional Bundle	46.99	
All In Feature Package	4.99	

7.35.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.

E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

G. The bundle rate will appear as a single line item on the customer's bill.

H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET [1] - Grandfathered as of December 20, 2017 (Continued) (C) (C)

7.35.5 SPECIAL CONDITIONS (Continued)

I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. Up to eleven additional bundles can be purchased at a discount rate.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS [2] - Grandfathered as of December 20, 2017 (C) (C)

7.36.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.36.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.36.3 GENERAL

A. Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Four features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting ID/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS [1] - Grandfathered as of December 20, 2017 (Continued)

7.36.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Business Nationwide Unlimited Service III bundle	$86.74	(I)
Additional Line Bundle	77.74	(I)
All In Feature Package	4.99	

7.36.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

G. The bundle rate will appear as a single line item on the customer's bill.

H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS [1] - Grandfathered as of December 20, 2017 (Continued) (C) (C)

7.36.5 SPECIAL CONDITIONS (Continued)

I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. Up to eleven additional bundles can be purchased at a discount rate.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I [2] - Grandfathered as of December 20, 2017 (C)

7.37.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.37.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.37.3 GENERAL

A. Frontier Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Three features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Basic Voice Mail
Deluxe Voice Mail
Priority Call
Selective Call Acceptance
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I [1] - Grandfathered as of December 20, 2017
(Continued)

7.37.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Business Local Unlimited I bundle	$76.74	(I)
Optional Features Package	4.99	

7.37.5 SPECIAL CONDITIONS

A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
B. The bundles are offered on a month to month basis.

C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

G. Customers may select any three of the features in the Frontier Business All In Feature Package for no extra charge

H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET [2] - Grandfathered as of December 20, 2017 (C) (C)

7.38.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.38.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.38.3 GENERAL

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Priority Call
3 Way Calling	Selective Call Acceptance
Speed Call 8 [1] or 30	*69 Call Return
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Deluxe Voice Mail	Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET [1] - Grandfathered as of December 20, 2017 (Continued)

7.38.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Business Local Unlimited II bundle	$35.99	(I)
Optional Features Package	4.99	

7.38.5 SPECIAL CONDITIONS

A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
B. The bundles are offered on a month to month basis.

C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

D. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.

E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

G. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge

H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS [2] - Grandfathered as of December 20, 2017 (C)

7.39.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.39.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.39.3 GENERAL

A. Frontier Business Local Unlimited III is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
One feature from the Frontier Business All in Feature package listed below:

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Deluxe Voice Mail
Priority Call
Selective Call Acceptance
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS [1] - Grandfathered as of December 20, 2017 (Continued)

7.39.4 RATES AND CHARGES

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Business Local Unlimited III bundle	$97.74	(I)
Optional Features Package	4.99	

7.39.5 SPECIAL CONDITIONS

A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
B. The bundles are offered on a month to month basis.

C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

G. Customers may select a feature in the Frontier Business All In Feature Package for no extra charge

H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers.

SECTION 7 - BUNDLED SERVICES

7.40 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

7.40.1 GENERAL

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

7.40.2 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

E. Customers may add or delete any features offered in the bundle without a service order charge.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. The bundle is offered on a month-to-month basis.

H. The bundle will appear as a single line item on the bill.

(N)

SECTION 7 - BUNDLED SERVICES

7.40 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued) (N)

7.40.2 CONDITIONS (Continued)

I. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

K. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

7.40.3 RATES AND CHARGES

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate
Frontier Residential Unlimited Voice Service	$20.00

(N)

SECTION 7 - BUNDLED SERVICES

7.41 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

7.41.1 GENERAL

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle	
Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

7.41.2 CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis.

G. The bundle will appear as a single line item on the bill.

H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

SECTION 7 - BUNDLED SERVICES

7.41 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued) (N)

7.41.2 CONDITIONS (Continued)

I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.

L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

7.41.3 RATES AND CHARGES

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and CO Connection Charge.

C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$50.00

(N)

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SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET

8.1.1 APPLICABILITY

Applicable to CallCentral, an optional central office based voice message system with the capability to record and store messages for subsequent playback, furnished to business and residence customers.

8.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing CallCentral Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.1.3 RATES AND CHARGES

	Non-Recurring Charge	Monthly Rate	
A. Basic Home Mailbox Message Length - 1 minute Message Storage - 10 messages Message Retention Unplayed - 7 days Played - 2 days	$7.00	$9.95	(I)
B. Enhanced Home Mailbox Message Length - 1 minute Message Storage - 15 messages Message Retention Unplayed - 7 days Played - 2 days Group Broadcast	7.00	5.95	
C. Premium Home Mailbox Message Length - 1 minute Message Storage - 25 messages Message Retention Unplayed - 14 days Played - 7 days Group Broadcast Message Forwarding Urgent Sending Private Sending Return Receipt	7.00	8.95	

SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET Continued)

8.1.3 RATES AND CHARGES(Continued)

	Non-Recurring Charge	Monthly Rate
D. Family Mailbox Message Length - 1 minute Message Storage 4 personal mailboxes with 5 1-minute messages each Message Retention Unplayed - 7 days Played - 2 days	$7.00	$7.95
E. Pager Notification		2.00
F. Call Routing Feature (Mailbox) Maximum Greeting Length 4 minutes	7.00	2.95
G. Announcement Only (bus. only) Maximum announcement length 4 minutes	7.00	2.95
H. Basic Business Mailbox Message Length - 1 minute Message Storage - 15 messages Message Retention Unplayed - 7 days Played - 5 days Group Broadcast Pager Notification	7.00	6.95
I. Enhanced Business Mailbox Message Length - 1 minute Message Storage - 25 messages Message Retention Unplayed - 14 days Played - 5 days Group Broadcast Pager Notification	$7.00	$8.95

SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET (Continued)

8.1.3 RATES AND CHARGES (Continued)

	Non-Recurring Charge	Monthly Rate
J. Premium Business Mailbox Message Length - 1 minute Message Storage - 30 messages Message Retention Unplayed - 14 days Played - 7 days Group Broadcast Message Forwarding Pager Notification Urgent Sending Private Sending Return Receipt	$7.00	$10.95
K. Miscellaneous Charge (Replace Lost Passcode) (See Special Condition O)	7.00	

SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET (Continued)

8.1.4 SPECIAL CONDITIONS

A. CallCentral is a software-controlled system located in the Utility's central office. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement. Each voice mailbox provides a personalized greeting for callers, usage prompts (ability to override prompts) customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

B. There are nine types of CallCentral mailboxes offered as follows:

1. Basic Home Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The maximum message length is 1 minute, maximum storage is 10 messages, unplayed retention is 7 days and played retention is 2 days.

2. Enhanced Home Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The Group Broadcast feature is included in this mailbox. The maximum message length is 1 minute, maximum storage is 15 messages, unplayed retention is 7 days and played retention is 2 days.

3. Premium Home Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The Group Broadcast, Message Forwarding, Urgent Sending, Private Sending and Return Receipt features are included in this mailbox. The maximum storage is 25 messages, unplayed retention is 14 days and played retention is 7 days.

4. Family Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The Family Partition feature is included in this mailbox and partitions the mailbox into 4 personal mailboxes. Each personal mailbox contains 5 one-minute messages. The maximum message length is 1 minute. Unplayed retention is 7 days and played retention is 2 days.

5. Announcement Only Mailbox - A voice mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is 4 minutes.

6. Call Routing Only Mailbox - The calling party is not able to leave a message. A routing voice mailbox equipped to play a personal greeting to the caller and then allow a single digit touch calling selection and routing of the call to another voice mailbox selected by the caller, where the caller may hear an announcement or a greeting and be able to leave a message. The maximum greeting length is 4 minutes.

SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET (Continued)

8.1.4 SPECIAL CONDITIONS (Continued)

B. There are nine types of CallCentral mailboxes offered as follows: (Continued)

7. Basic Business Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The Group Broadcast and Pager Notification features are included in this mailbox. The maximum message length is 1 minute, maximum storage is 15 messages, unplayed retention is 7 days and played retention is 2 days.

8. Enhanced Business Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message and provides Group Broadcast and Pager Notification. The maximum message length is 1 minute, maximum storage is 25 messages, unplayed retention is 14 days and played retention is 7 days.

9. Premium Business Mailbox - A voice mailbox equipped to play a personal greeting to the caller and to record the caller's message. The Group Broadcast, Pager Notification, Message Forwarding, Urgent Sending, Private Sending and Return Receipt features are included in this mailbox. The maximum storage is 30 messages, unplayed retention is 14 days and played retention is 7 days.

C. CallCentral is furnished for a minimum period of one month.

D. CallCentral is subject to applicable service order charges from Section 2.

E. Charges for CallCentral are included in charges that may be subject to disconnection for nonpayment as described in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 Rule No. 12.

F. CallCentral requires the use of a dual tone multi-frequency (DMTF) compatible telephone set and a line equipped with touch calling service. This service is not available on party line services.

G. The Utility will furnish one alphabetical directory listing per stand-alone mailbox if requested. Additional listings will be offered subject to provisions outlined in Section 4 of the Service Catalog.

H. The Number outdialed for Pager Notification and Message Forwarding is restricted to the Local Calling Area.

I. The Group Broadcast option allows a customer to send a message to a group of mailboxes simultaneously.

J. Pager Notification provides a signal to a specific pager unit that a message is in the mailbox.

SECTION 8 - VOICE MAIL SERVICE

8.1 CALLCENTRAL – CALIFORNIA EMBEDDED MARKET (Continued)

8.1.4 SPECIAL CONDITIONS (Continued)

K. Urgent Sending messages are played before all other messages.

L. Private Sending messages cannot be forwarded.

M. Return Receipt advises the customer when recipient listens to the message.

N. The Family Partition feature allows the mailbox to be partitioned into 4 personal mailboxes. Partitioning of the mailbox into personal mailboxes does not increase the individual mailbox storage capacity. Personal mailboxes are not considered an add-on to an individual mailbox, but are subdivisions of the individual mailbox.

O. Passcode Replacement charge shown in Rate K above will be waived for the first 60 days following the installation of Callcentral.

P. The Message Forwarding option allows a customer to send a received message to another Callcentral user.

Q. Calls made to local exchange telephone lines equipped with CallCentral will be automatically terminated to a designated mailbox when either the line is busy or unanswered after a designated number of rings, unless otherwise specified by the customer.

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET

8.2.1 APPLICABILITY

Applicable to business and residence service one party access line customers, at the option of the customer.

8.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Message Center Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.2.3 DESCRIPTION OF SERVICE

A. Message Center Service is a central office based voice message system. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

B. Message Center Service may be established as either integrated or stand alone type mailboxes. Integrated mailboxes are provisioned with an existing local exchange line and are activated when the line is busy or unanswered after a designated number of rings. Stand-alone mailboxes have separate local telephone numbers and are not provisioned with an existing local telephone line. Stand alone mailboxes are activated directly or with call forwarding.

C. Message Center Service allows the owner to create a personalized greeting for callers, provides a user tutorial, usage prompts, mnemonic commands, password security, and name confirmation upon entry into the mailbox. The Basic, Enhanced, and Premium mailboxes also provide storage of the callers' messages with the time/date stamp on each message, the ability to override prompts, message forwarding to other mailboxes (if applicable), message waiting notification on mailboxes that are provisioned with a local exchange access line, and message retrieval available from any telephone.

8.2.4 RATES AND CHARGES

	Monthly Rate
1. Greeting Only Message Center	$2.95
Includes:	
Greeting - Up to 3 minutes	

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.4 RATES AND CHARGES (Continued)

		Monthly Rate	
2.	Basic Message Center	$10.45	(I)
	Includes:		
	Message Length - 2 minutes Message Storage - 15 messages Unplayed Retention - 3 days Played Retention - 7 days Greeting Length - 30 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save		
3.	Enhanced Message Center	5.95	
	Includes:		
	Message Length - 3 minutes Message Storage - 20 messages Unplayed Retention - 5 days Played Retention - 10 days Greeting Length - 45 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save Group Broadcast Distribution List		
4.	Premium Message Center	8.95	
	Includes:		
	Message Length - 3 minutes Message Storage - 30 messages Unplayed Retention - 10 days Played Retention - 17 days Greeting Length - 60 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save Alternate Answer Message Forwarding All options listed in Section 5. following		

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.4 RATES AND CHARGES (Continued)

	Monthly Rate
5. Option(s)	
Pager Notification	$5.00
Wake-up/Reminder	5.00
Group Broadcast	5.00
Partitioning/Trees	5.00
Distribution List	5.00
6. Miscellaneous charges	
Replace Lost Passcode (See Special Condition 15)	7.00
Change Alternate Answer Number	7.00

8.2.5 SPECIAL CONDITIONS

1. Message Center Service requires a dual tone multi-frequency (DTMF) compatible telephone set.

2. Calls made to local exchange telephone lines equipped with Message Center Service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.

3. This service is available only to customers with one-party access line services.

4. The minimum charge for services provided under this section is one month.

5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Message Center Service. Credit adjustments will be made in accordance with the provisions outlined in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 Rule 14, Interruptions and Failures of Service.

6. Service Charges as set forth in Section 2 are applicable. Service Charges will be waived for the 90 day period after. (T) (T)

7. Message Center Service is only offered where facilities and operating conditions permit.

8. Certain rotary hunting services may not be compatible with Message Center service.

9. Call Waiting service takes precedence over call forwarding to a mailbox.

10. Partitioning of Message Center mailboxes into sub-mailboxes does not increase the storage capacity of the Message Center mailbox. Partitioning subdivides the storage capacity of the Message Center mailbox.

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.5 SPECIAL CONDITIONS (Continued)

11. Message Center Service may be provisioned to a telephone number not associated with a local exchange access line.

12. Message Waiting Notification is provided only on Message Center service associated with a local exchange telephone access line.

13. Some operating conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.

14. The replace lost passcode charge will be waived for “one-time-only” during the first 60 days following installation of Message Center Service.

15. The number outdialed for pager notification or special delivery is restricted to the local calling area.

16. Directory Listings

    If requested, the Utility will furnish one alphabetical directory listing without charge per telephone number not associated with an access line used in conjunction with message center service. Additional listings will be offered subject to the provisions outlined in Section 4 of the Service Catalog, Directory Listings, or may be provided free if, in the judgment of the Utility, such listings will improve service to the public, reduce Utility operating costs, or both.

17. Rates of customized mailboxes will be provided under specific special assembly agreements subject to section X of General Order 96-A.

18. Limitations of Liability

    Provisions covering limitations of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.

19. FEATURE DESCRIPTIONS:

    ALTERNATIVE ANSWER
    A telephone number can be selected for call transfer in the event a “live” voice is required. This telephone number is changeable only by the Utility.

    AUTOMATIC WAKE-UP
    This feature enables the delivery of a wake-up message to a designated local telephone number at a pre-specified time. The customer may change the time and date of the wake-up message.

    CUSTOMIZED MAILBOX
    Any Message Center Service arrangement that deviates from the standard offerings. Customized Message Center Service will be handled on an individual case basis.

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.5 SPECIAL CONDITIONS (Continued)

19. FEATURE DESCRIPTIONS: (Continued)

GREETING LENGTH
The time allotted for the message a caller hears when accessing a mailbox.

GREETING ONLY MESSAGE CENTER
Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.

GROUP BROADCAST OPTIONS
This feature allows a customer to establish and send a message to a group of mailboxes simultaneously.

MAILBOX
The location where messages left by calling parties reside until acted upon by the customer to Message Center service.

MESSAGE FORWARDING
Allows caller(s) to hear the Message Center customer's greeting, while the incoming message is forwarded to a mailbox selected by the Message Center customer.

MESSAGE LENGTH
The maximum time, in minutes, a caller has to leave a message in mailbox.

MESSAGE MARKING
When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises the caller when the recipient listens to the message and "Future Delivery", which allows customers to select the time and date that the message is to be delivered. Maximum future delivery window is 30 days.

MESSAGE RETENTION
The number of days a message is allowed to remain in the mailbox.

MESSAGE SENDING
Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.

MESSAGE STORAGE
The maximum quantity of messages a user may save for subsequent retrieval.

MESSAGE WAITING NOTIFICATION
Special dial tone indicates a new message in waiting. Regular dial tone returns after message is retrieved, erased or stored.

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.5 SPECIAL CONDITIONS (Continued)

19. FEATURE DESCRIPTIONS (Continued)

PAGER NOTIFICATION
Notifies a specific pager unit that a message is in the mailbox.

PARTITIONED MAILBOXES
Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.

PERSONAL GREETING
A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.

PLAYED RETENTION
The number of days a message that has been played will be allowed to remain in a mailbox.

WAKE-UP/REMINDER
Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

8.3.1 APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

8.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.3.3 REGULATIONS

A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.

B. Voice Mail is subject to applicable service order charges.

C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

8.3.4 DESCRIPTION

A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.

B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

Frontier Residential Essentials Voice Mail

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press * for more options.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter dial tone or visual light or both
- Voice Mail Call Fwd Busy/No Answer
- Message Skipping

Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy No Answer
- Message Skipping

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification(2)
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.
Note 2: Alphanumeric or numeric Notification to pager.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

Frontier Residential Deluxe Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification(2)
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
-
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.
Note 2: Alphanumeric or numeric notification to pager.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Essentials Voice Mail

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Message Skipping

2. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification(2)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Alphanumeric or numeric Notification to pager.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 60 messages
- Maximum Message Length: 3 minutes per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification(2)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Constant Touch
- Extended Absent Greeting
- Multiple Greetings
- Message Skipping

4. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path. Includes call forward busy and no answer.

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.
Note 2: Alphanumeric or numeric notification to pager.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

5. Frontier Business Basic Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification(2)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.
Note 2: Alphanumeric or numeric notification to pager.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer(1)

E. Frontier Business Voice Mail – Optional Applications

Alternate ID - Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

Virtual Voice Mail - This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forward and the desired voice mailbox at current rates as listed in Section 8 of the Service Catalog. (T)

Independent Voice Mail - This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for the assign a number for these voice mailboxes.

Note 1: If Remote Call Forward (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges. (T)

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

E. Frontier Business Voice Mail – Optional Applications (Continued)

Constant Touch - With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once subscriber is located, subscriber is able to identify caller who is holding through information captured from caller.

Operator Revert - Allows a caller to press 0 during the subscriber's personal greeting and be transferred to a pre-determined number. This number could be a personal assistant, a secretary, or a switchboard operator. This number must be programmed by Frontier.

F. Feature Descriptions

Call Answering - Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant Touch™: - This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp - Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail - Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length - The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists - Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Group Messaging - Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Mailbox Forwarding - Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity - The maximum number of messages a subscriber's mailbox may contain.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

F. Feature Descriptions (Continued)

Message Length - The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

Message Notification - Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

Message Retention - The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing - Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Message Skipping - Message Skipping allows the subscriber to skip through a message rather than save or delete it. If the subscriber chooses to skip a message, the message will be kept as new for the un-played retention period.

Operator Revert - Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting - A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber’s mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery - Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

F. Feature Descriptions (Continued)

Special Delivery Options - Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service - Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an "alarm/alert" from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

8.3.5 RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

	Monthly Charge	
Residential Packages		
-Frontier Essentials Voice Mail	$9.45	(I)
-Frontier Basic Voice Mail	11.45	(I)
-Frontier Deluxe Voice Mail	7.95	
-Frontier Deluxe Voice Mail with Subs	7.95	
Business Packages		
-Frontier Essentials Voice Mail	6.95	
-Frontier Basic Voice Mail	8.95	
-Frontier Basic Voice Mail with Subs	9.95	
-Frontier Deluxe Voice Mail	12.95	
Business Optional Applications		
-Frontier Announcement Only	5.95	
-Frontier Message Routing	9.95	
Add-On Feature		
-Constant Touch with Operator Revert	4.50	
-Alternate ID(1)	5.00	
-Operator Revert	2.00	

Note (1): Per each additional set of 3 numbers.

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.5 RATES AND CHARGES (Continued)

A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

Business Voice Mail Term and Volume Discounts

Quantity	**Tier**	0 Months	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	$ 3.00	$ 5.00	$ 7.00	$ 9.00
25 - 49 Boxes	2	13.00	18.00	24.00	29.00
50 - 99 Boxes	3	37.00	48.00	59.00	70.00
100-200 Boxes	4	97.00	119.00	142.00	164.00
200 Plus Boxes		ICB(1)	ICB1)	ICB1)	ICB1)

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

B. The minimum charge for services provided is one month.

Note (1): Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.6 SPECIAL CONDITIONS

A. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.

B. Rotary hunting services may not be compatible with Voice Mail service.

C. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.

D. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.

E. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.

F. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.

G. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.

H. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS

8.4.1 APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

8.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.4.3 REGULATIONS

A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.

B. Voice Mail is subject to applicable service order charges.

C. Call Waiting takes precedence over Call Forwarding and Call Forwarding Busy No Answer to a Voice Mail mailbox.

8.4.4 DESCRIPTION

A. Voice Mail is a software controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.

B. Each Voice Mail mailbox answers a call with the subscriber’s personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

C. Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

1. Simple Voice Mail

Includes the following features:
- Maximum greeting length: 60 seconds
- Message capacity: 15
- Maximum message length: 90 seconds
- Message Retention: 15 days new, 5 days saved
- Date & time stamp
- Message Notification:
- Stutter dial tone or visual light(2) select one at no charge or both for an additional monthly charge
- Voice Mail Call Fwd Busy/No Answer

2. Basic Voice Mail

Includes the following features:
- Maximum Greeting Length: 60 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date & Time Stamp
- Group Lists: 3 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification(2)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(3)
- Special Delivery Options
- Call Forward Busy No Answer(4)

Note 1: This feature works within the Company's exchange groups only.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

C. Residential Mailbox Packages

3. Deluxe Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition. Offers additional features and enhanced parameters over the basic residential offering.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 7 days saved
- Date & Time Stamp
- Group Lists: 5 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification(2)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(3)
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Wake-Up Service
- Call Forward Busy No Answer(4)

Note 1: This feature works within the Company's exchange groups only.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

C. Residential Mailbox Packages (Continued)

4. Deluxe Voice Mail with Sub Boxes

This mailbox package includes all the features in the Residential Deluxe Voice Mail package. In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings and program Group Lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 30 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

5. Enhanced Voice Mail

This mailbox package includes all the features in the Residential Deluxe Voice Mail package. In addition, this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e., business, mobile, home or pager) to be consolidated into a single number.

D. Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Simple Voice Mail

Includes the following features:

- Maximum greeting length: 60 seconds
- Message capacity: 20
- Maximum message length: 90 seconds
- Message Retention: 15 days new, 5 days saved
- Date & time stamp
- Message Notification
- Stutter dial tone or visual light(1) select one at no charge or both for an additional monthly charge
- Voice Mail Call Fwd Busy/No Answer

Note 1: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

D. Business Mailbox Packages (Continued)

2. Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 30 days new, 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification(2)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(3)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer(4)

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

D. Business Mailbox Packages (Continued)

3. Basic Business with Subs

In addition to the main mailbox, this package allows up to six users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs). Only the main mailbox will have the ability to customize greetings, Reminder Service/Future Delivery, and program Group Lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 30 messages is shared between all users on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with Constant Touch feature.

Includes the following features:

- Maximum Greeting Length: 90 Seconds
- Maximum Message Length: 120 Seconds per message
- Message Retention is 30 days new or saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging(1)
  -Reply to Message
  -Copy/Forward a Message
- Reminder Service/Future Delivery (30 days out, maximum)
- Extended Absence Greeting
- Special Delivery Options

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

D. Business Mailbox Packages (Continued)

4. Deluxe Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes message composition, revert, to attendant, and message tagging functions.

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 50 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new, 15 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging(1)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification(2)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(3)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer(4)

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 3: Alphanumeric or numeric notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

D. Business Mailbox Packages (Continued)

5. Enhanced Voice Mail

This mailbox package includes all the features in the Business Deluxe Voice Mail package. In addition this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e. business, mobile, home or pager) to be consolidated into a single number.

6. Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path.

E. Business Voice Mail - Optional Applications

1. Auto Attendant

This service provides custom applications for the answering and routing of in-bound calls. Callers are greeted with customized announcements that are used as a directory to present callers with a selection of up to nine options. This feature may be used with or without mailboxes. Maximum of six simultaneous auto attendant call forward paths(1). Call forward paths are NOT dedicated paths. This service is offered only where technically available and capacity exists.

Includes the following features:

- Call Routing
- Closed User Group
- Dial By Name
- Holiday Scheduling
- Operator Revert
- Repeat Options twice, then disconnect
- Time of Day/After Hours Greeting
- Time of Day/Day of Week Routing
- Call Forward Busy No Answer(1)

Note 1: Customers requesting more than six simultaneous Auto Attendant call forward paths will be handled on an Individual Case Basis (ICB).

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

E. Business Voice Mail - Optional Applications (Continued)

2. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of one call forward path. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:
- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer (1)

F. Residential/Business Mailbox Packages

1. Virtual Mailbox

This service provides a customer without a telephone a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting, and are then prompted to leave a message.

Includes the following features:
- Maximum Greeting Length: 60 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date and Time Stamp
- Fax Mail
- Group Lists: 2 lists maximum, up to 10 addresses per list
- Group Messaging (2)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification
  -Pager Notification (3)
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Wake-Up Service
- Voice Mail Remote Call Forward (4)

(T)

Note 1: Includes Call Forward Busy No Answer at no additional cost.
Note 2: This feature works within the Company's exchange groups only.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Voice Mail Remote Call Forward at no additional charge.

(T)

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

F. Residential/Business Mailbox Packages (Continued)

2. Virtual Enhanced Voice Mail

This mailbox package includes all the features in the Virtual Voice Mail package. In addition, this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e. business, mobile, home or pager) to be consolidated into a single number.

3. Residential/Business Migration Voice Mail Package (1) - Golden State Market

A voice mailbox equipped to play a personal greeting to the caller and record the caller's message.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date & Time Stamp
- Group Lists: 3 lists maximum, up to 25 addresses per list
- Group Messaging(2)
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification(3)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(4)
- Special Delivery Options
- Call Forward Busy No Answer(5)

Note 1: The Migration Voice Mail Package is limited to existing Voice Mail customers only and will not be offered to new Voice Mail customers. This mailbox allows existing customers to migrate to the new platform without incurring a price increase.
Note 2: This feature works within the Company's exchange groups only.
Note 3: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 4: Alphanumeric or numeric Notification to Pager.
Note 5: Also includes Call Forward Busy No Answer at no additional cost.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

F. Residential/Business Mailbox Packages (Continued)

4. Residential/Business Migration Enhanced Message Center and Premium Message Center Package(1) - Golden State Market

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes message composition, revert to attendant, and message tagging functions.

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 50 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new, 15 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging(2)
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification(3)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification(4)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer(5)

Note 1: The Migration Enhanced Message Center and Premium Message Center Package is limited to existing Enhanced Message Center and Premium Message Center Package customers only and will not be offered to new Voice Mail customers. This mailbox allows existing customers to migrate to the new platform without incurring a price increase.
Note 2: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.
Note 3: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge.
Note 4: Alphanumeric or numeric notification to pager.
Note 5: Also includes Call Forward Busy No Answer at no additional charge.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

F. Residential/Business Mailbox Packages (Continued)

5. For migration customers the following Supersedure conditions shall apply. The migration rate shall apply to the superceding customer(s), as follows.

Residential migration customers:

- Transfer of service between spouses or members of the immediate family, or when the transfer is made for reason of death and residing within the same residential service location.

- The superseding customer will assume responsibility for all outstanding charges including any previous balance or toll charges.

Business migration customers:

- Additions, changes or deletions between sole owner, partnership, corporation or association as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm.

- Merger of partnerships or corporations.

- A written agreement of new customer or customers to assume responsibility for all outstanding charges including any previous balance or toll charges. All parties are required to fill out and sign an Agreement of Transfer of Service form.

- If an agreement for telephone directory advertising is in place, responsibility for payment of that agreement is also assumed.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

G. Feature Descriptions

Auto Attendant - This application performs the function of an automatic call attendant, including custom call answering and message routing for in-bound callers. Callers are greeted with customized greetings, which instruct the caller to make a selection from the list of up to nine possible destinations. Once the caller makes a selection, the call is routed to the corresponding destination. Maximum of 6 call forward paths. All forward paths are NOT dedicated paths. This service is offered only where technically available and capacity exists.

Call Answering - Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant Touch™ - This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp - Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail - Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length - The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists - Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Group Messaging - Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Holiday Schedule - Allows the subscriber to predetermine greeting schedules based on Holidays within one calendar year. The Holiday greeting will automatically play the defined greeting based on the subscribers predetermined Holiday schedule. This is an enhanced feature, and is available on the Auto Attendant application only.

Mailbox Forwarding - Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity - The maximum number of messages a subscriber's mailbox may contain.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Message Length - The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

Message Notification - Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

Message Retention - The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing - Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Operator Revert - Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting - A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber’s mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery - Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

Special Delivery Options - Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Time of Day/After Hours Greeting - A subscriber can program a mailbox to have two (2) different greetings. Each greeting can be programmed to play during a specified time throughout the day. This feature is available only with Business Deluxe and Business Enhanced mailboxes, or with the Auto Attendant application.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Time of Day / Day of Week Routing - Allows the subscriber to program a time window of when or where they would like to receive a call. This may include time-of-day, day-of-week, and/or destination parameters. The service will use the parameters as set by the customer, and will direct calls as they correspond to the time window in which the call was received. This enhanced feature is available only with the Auto Attendant application.

Wake-Up Service - Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an "alarm/alert" from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

8.4.5 RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

Residential Packages	Monthly Charge	
-Basic Voice Mail	$7.45	(I)
-Deluxe Voice Mail	8.95	
-Deluxe Voice Mail w/Additional Boxes	9.95	
-Enhanced Voice Mail	14.95	
-Simple Voice Mail	4.95	
Business Packages		
-Basic Voice Mail	8.95	
-Basic with Sub Boxes	9.95	
-Deluxe Voice Mail	10.95	
-Enhanced Voice Mail	16.95	
-Simple Voice Mail	6.95	
Business Optional Applications		
-Announcement Only	5.95	
-Auto Attendant(1)	25.00	
-Message Routing	9.95	

Note 1: Auto Attendant Business Line call forward path charge applies in addition to this charge, plus the appropriate mailbox charges. Offered where technically available and capacity exists.

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.5 RATES AND CHARGES (Continued)

A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

	Monthly Charge
Residential/Business Mailbox Packages	
- Virtual Voice Mail	$12.95
- Virtual Enhanced Voice Mail	18.95
- Residential/Business Migration Voice Mail(1)	4.95
- Residential/Business Migration Enhanced Message Center(1)	5.95
- Residential/Business Migration Premium Message Center(1)	8.95
Add-On Feature	
- MWI –Stutter and Visual	1.00

Business Voice Mail Term and Volume Discounts

Quantity	Tier	0 Months	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	$ 3.00	$ 5.00	$ 7.00	$ 9.00
25 - 49 Boxes	2	13.00	18.00	24.00	29.00
50 - 99 Boxes	3	37.00	48.00	59.00	70.00
100-200 Boxes	4	97.00	119.00	142.00	164.00
200 Plus Boxes		ICB(2)	ICB(2)	ICB(2)	ICB(2)

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic, Business Deluxe and Business Enhanced packages only.

Note 1: The Migration Packages are limited to existing Voice Mail customers only and will not be offered to new Voice Mail customers. This mailbox allows existing customers to migrate to the new platform without incurring a price increase.

Note 2: Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.5 RATES AND CHARGES (Continued)

A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

	Monthly Charge
Auto Attendant Call Forward Path	
- 1 Line Call Forward Path	$80.00
- 2 Line Call Forward Path	75.00
- 3 Line Call Forward Path	70.00
- 4 Line Call Forward Path	65.00
- 5 Line Call Forward Path	60.00
- 6 Line Call Forward Path	55.00
- 7 or more	ICB(1)

	Nonrecurring Charge
Installation Charges	
- Auto Attendant - Initial Install /Set Up	$55.00
- Auto Attendant - Subsequent Revisions	35.00
- Installation Charge – Per Mailbox	
- Residential	10.00
- Auto Attendant	5.00
- Business	5.00

B. The minimum charge for services provided is one month.

Note 1: Customers requesting more than 7 simultaneous all forward paths will be handled on an Individual Case Basis (ICB).

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.6 SPECIAL CONDITIONS

A. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.

B. Rotary hunting services may not be compatible with Voice Mail service.

C. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.

D. Voice Mail service may be offered as a stand-alone service and can be provisioned to a customer without requiring the customer to subscribe to local exchange service.

E. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.

F. The number outdialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.

G. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.

H. If requested, the company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

SECTION 8 - VOICE MAIL SERVICE

8.5 VOICE MAIL SERVICE – GLOBAL VALLEY MARKET

8.5.1 APPLICABILITY

Voice Mail Service is an optional central office based voice message system with the capability to record and store voice messages for subsequent playback for business or residence customers.

8.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.5.3 RATES AND CHARGES

	Non-Recurring Charge	Monthly Rate	
A. Basic Mailbox:	$15.00	$4.45	(I)
1. Message Length, 2 minutes 2. Message Storage, 5 messages 3. Message Retention, 15 days 4. Greeting Length, 1 minute			
B. Enhanced Mailbox:	15.00	7.95	
1. Message Length, 5 minutes 2. Message Storage, 15 messages 3. Message Retention, 15 days 4. Greeting Length, 2 minutes 5. Message Delivery Option 6. Paging Option 7. Private Option 8. Receipt Option 9. Urgent Option			
C. Professional Mailbox:	15.00	14.95	
1. Message Length, 5 minutes 2. Message Storage, 25 messages 3. Message Retention, 15 days 4. Greeting Length, 2 minutes 5. Group Lists Option 6. Message Delivery Option 7. Paging Option 8. Private Option 9. Receipt Option 10. Urgent Option			

SECTION 8 - VOICE MAIL SERVICE

8.5 VOICE MAIL SERVICE – GLOBAL VALLEY MARKET (Continued)

8.5.3 RATES AND CHARGES (Continued)

	Non-Recurring Charge	Monthly Rate
D. Executive Mailbox:	$15.00	$24.95
1. Message Length, 5 minutes		
2. Message Storage, 65 messages		
3. Message Retention, 15 days		
4. Greeting Length, 2 minutes		
5. Group Lists Option		
6. Message Delivery Option		
7. Paging Option		
8. Private Option		
9. Receipt Option		
10. Urgent Option		
E. Announcement Only Mailbox or Greeting Only Mailbox:		
Message Length 2 minutes	15.00	1.95
Message Length 5 minutes	15.00	6.95
F. Tree Mailbox	15.00	1.95
G. Options:		
1. Message Waiting Light	.00	1.95
2. Reset Voice Mail Password	15.00	.00

8.5.4 SPECIAL CONDITIONS

A. Description of Service:

Default Mailbox - This is a mailbox for messages storage when the calling party has not designated a specific mailbox to leave a message in. The mailbox owner will select either the first or last mailbox within the tree for the message to be recorded.

Greeting Length - The time allotted for the message a caller hears when accessing a mailbox.

Group Lists Option - A feature, which allows a message to be sent simultaneously to two or more system users.

1. Ad Hoc List - A list input by the customer for this message only.

2. Master List - A list prepared by the customer, which can be used by anyone in the system.

3. Personal List - A stored list prepared by an individual customer for his/her own use.

SECTION 8 - VOICE MAIL SERVICE

8.5 VOICE MAIL SERVICE – GLOBAL VALLEY MARKET (Continued)

8.5.4 SPECIAL CONDITIONS (Continued)

A. Description of Service: (Continued)

Message Delivery Option - A form of message notification that allows the system to place a telephone call to a mailbox user, ask for a passcode, and play messages to the user.

Message Length - The maximum time, in minutes, a caller has to leave a message in a mailbox.

Message Retention - The number of days a played or unplayed message will remain in the mailbox.

Message Storage - The maximum quantity of messages a customer may save for subsequent retrieval.

Paging Option - The process through which the VoiceMail system will outdial to activate a user's pager when a new message is received. Three types of pagers are supported; tone, display, and voice.

Private Option - A message designation which prevents a message marked "Private or Confidential" from being given to another mailbox.

Receipt Option - A feature class of service option that allows a user to request notification that a particular message has been played.

Tree Mailbox - This is the announcement or greeting box. An announcement or greeting box can just provide information as a stand alone box or it can provide a greeting and direction to the caller as to how and where to leave a message in one of the attached child boxes. A tree box provides direction to the caller as to how and where to leave a message in one of the attached child boxes.

Urgent Option - A feature that allows a caller or user to mark a message "urgent" so that it is presented ahead of other messages.

B. Regulations:

1. The minimum charge for services provided under this section shall be one month.

2. Voice Mail Service requires use of a dual tone multi-frequency compatible telephone set.

3. This service is not available on party line services.

SECTION 8 - VOICE MAIL SERVICE

8.5 VOICE MAIL SERVICE – GLOBAL VALLEY MARKET (Continued)

8.5.4 SPECIAL CONDITIONS (Continued)

B. Regulations: (Continued)

4. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Voice Mail Service.

5. Call Forward Busy and Call Forward Busy – No Answer are included with each voice mail package, which allows calls to be automatically forwarded to the Voice Mail Service. The standard number of rings for business are three and residence four, but the customer can change this.

C. Limitations:

1. The Utility is not responsible for any toll charges that may occur when the customer is accessing/utilizing Voice Mail Service.

2. Requires Digital Centrex Service for use with multi-line accounts.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (T)

8.6.1 APPLICABILITY

Applicable to residence and business service.

8.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Message Center service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB. (T)

8.6.3 GENERAL

Frontier Message Center is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement. (T)

8.6.4 REGULATIONS

A. Frontier Message Center service is furnished only from digital central offices that have been equipped to provide this feature. (T)

B. Frontier Message Center is subject to applicable service order charges. (T)

C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

8.6.5 DESCRIPTION

A. Frontier Message Center service is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement. (T)

B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification(1): Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

2. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging:
- Message Notification(1): Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging(1):
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

(D)
(D)

D. Frontier Residential Voice Mail – Optional Applications

- Alternative ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply. (N) (N)

- Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provided Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling. Customers will also have the ability to forward voice mail messages to an email address and have a personal address book. (N) (N)

Note 1: This feature works within Frontier Voicemail box's on the same platform.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging(1)
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

2. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging(1)
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box’s on the same platform.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging(1)
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to ten Sub Mailboxes

(C)

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features**:**

- Call Routing to voice mailbox
- Call Forward Busy No Answer(2)

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: If Remote Call Forward (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.5 DESCRIPTION (Continued)

F. Frontier Business Voice Mail --Optional Applications

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

G. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.5 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved or deleted. The ability to manage voice mail settings and Pin via the Web is also included. (T) (T)

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

8.6.6 RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

	Monthly Charge	
Frontier Residential Packages		
-Frontier Basic Voice Mail	$12.49	(I)
-Frontier Deluxe Voice Mail	14.49	(I)
-Frontier Deluxe Voice Mail with Subs	14.49	(I)
Frontier Business Packages		
-Frontier Basic Voice Mail	$10.49	
-Frontier Deluxe Voice Mail	13.99	
-Frontier Basic Voice Mail with Subs	12.99	
-Frontier Basic Voice Mail with 10 Subs	17.99	
Business Optional Applications		
-Frontier Announcement Only	$7.95	
-Frontier Message Routing	9.95	
Add-On Feature		
-Alternate ID(1)	$5.00	
-Unified Messaging – Residential	2.49	
-Unified Messaging – Business	3.99	

Note: (1) Per each additional set of 3 numbers.

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued) (T)

8.6.6 RATES AND CHARGES (Continued)

B. The following monthly discounts are in addition to any applicable charges for main telephone service: (1)

Business Voice Mail Term and Volume Discounts

Quantity	Tier	0 Months	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	$ 3.00 (VDT10)	$ 5.00 (VDT11)	$ 7.00 (VDT12)	$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(1) The term and volume discounts are grandfathered to existing customers at existing locations. All other customers will be offered discounts on an Individual Case Basis (ICB). (N) (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (N)

8.7.1 APPLICABILITY

Residential
Voicemail is a central office based voicemail service, is a computer-based system, which provides a reliable method of answering calls, whether the telephone line is busy or unanswered.

Business
Voice Messaging is a service offering of the Frontier Enhanced Service Provider to Frontier's end users, which provides voicemail boxes, message storage, message retention and a variety of additional features.

8.7.2 DEFINITIONS OF SERVICES

OnePoint Voicemail (OPVM) Service. A voice message service that provides residential and business customers the ability to utilize a single voicemail box for both wireless and wireline voice messages.

Home Voicemail. A voice message service for residential customers, which includes call answering, reminder, and wake-up capabilities (wake-up capabilities are available to residential customers only). Home Voicemail is also available with Ring Options where facilities and conditions permit.

Voice Messaging Service. A service that provides the ability for business customers to record and store messages for playback at a later time. The customer needs no additional equipment other than a touchtone telephone.

8.7.3 REGULATIONS

These Regulations apply in addition to the Rules and Regulations set forth in Schedule Cal. P.U.C. NO. R1, Rules and Regulations of the Local Exchange Tariff.

A. APPLICATION FOR SERVICE

The Utility, on its sole discretion, shall offer Home Voicemail/Voice Messaging Service in locations where technical capabilities exist.

B. RATES AND CHARGES

Rates and charges for Home Voicemail/Voice Messaging Services are set forth in this Service Catalog. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.3 REGULATIONS (Continued)

C. CHANGES TO RATES AND CHARGES

The Utility may also enter into contracts for Home Voicemail/Voice Messaging Services at rates other than current Service Catalog rates. These contracts will be filed with the Commission and become effective on the thirty-first day after filing absent any protest.

D. LIMITATION OF LIABILITY

1. Limitations

Limitations of liability for Home Voicemail/Voice Messaging Services are set forth in Schedule Cal. P.U.C. NO. R1, Rule 31, Limitation of Liability of the Local Exchange Tariff.

2. Temporary Suspension for Repairs

The Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Schedule Cal. P.U.C. NO. R1, Rule 15, Interruptions or Service Outages of the Local Exchange Tariff.

3. Installation

Upon request, Customers will be given an estimated installation date. The Utility is not liable if installation of the service is delayed.

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE

1. Establishment and Reestablishment of Credit

Establishment and reestablishment of credit for Home Voicemail/Voice Messaging Services shall be consistent with the specifications in Schedule Cal. P.U.C. NO. R1, Rule 15, Interruptions or Service Outages of the Local Exchange Tariff.

2. Advance Payments and Deposits

Advance payments and deposits for Home Voicemail/Voice Messaging Services shall be consistent with the specifications set forth in Schedule Cal. P.U.C. NO. R1, Rules and Regulations of the Local Exchange Tariff.

(N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.3 REGULATIONS (Continued)

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE (Continued)

3. Rendering and Payment of Bills

Rendering and payment of bills for Home Voicemail/Voice Messaging Services shall be as specified in Rules and Regulations set forth in Schedule Cal. P.U.C. NO. R1, Rules and Regulations of the Local Exchange Tariff.

4. Disputed Bills

Disputed bills for Home Voicemail/Voice Messaging Services shall be resolved as specified in Rules and Regulations set forth in Schedule Cal. P.U.C. NO. R1, Rules and Regulations of the Local Exchange Tariff.

F. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICEMAIL/VOICE MESSAGING SERVICES

1. Termination or Refusal of Home Voicemail/Voice Messaging Services

If the Customer is in violation of any provision under this Service Catalog, and such default continues after notice thereof is given by the Utility, the Utility may, without liability and without waiving any other remedies available to it, cease providing the Home Voicemail/Voice Messaging Service(s) to the Customer.

2. Discontinuance of Home Voicemail/Voice Messaging Services

The Utility, on its sole discretion, may discontinue offering Home Voicemail/Voice Messaging Services, in part or in its entirety, without liability to affected Customers and applicants. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.3 REGULATIONS (Continued)

F. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICEMAIL/VOICE MESSAGING SERVICES (Continued)

3. Termination by Customer

The Customer may order Home Voicemail/Voice Messaging Services on a term commitment plan basis, as opposed to month-to-month.

In the case of termination of any service purchased on a month-to-month basis, the minimum charge for any portion of the month shall not be less than the monthly recurring charge for that service.

If a customer has nonrecurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, the customer may be liable for the previously waived nonrecurring charges.

Additional requirements for refusal, termination or discontinuance of Home Voicemail/Voice Messaging Services are detailed under 4. Termination Liability of this section.

4. Termination Liability

a. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

25% X MRC X # of Lines/Channels/Paths X Remainder of Term = Termination Charge

b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

(N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.3 REGULATIONS (Continued)

F. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICEMAIL/VOICE MESSAGING SERVICES (Continued)

4. Termination Liability (Continued)

c. End of Term Options

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

d. Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,

- The Company provides the new service via this Service Catalog or on an individual case basis (ICB), and

- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.3 REGULATIONS (Continued)

G. RESTRICTIONS ON CUSTOMER USE AND RESALE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES

1. Resale

No Customer may resell a Home Voice Mail/Voice Messaging Services without the express written permission of the Utility.

2. Regulations and Codes

The Customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of Home Voice Mail/Voice Messaging Services. The Customer shall indemnify and hold the Utility harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of the Customer's failure to comply with such federal, state and local laws, regulations and codes.

3. Fraudulent Use

The Customer may not charge any calls to the service access number or mailbox number, or otherwise use a Home Voice Mail/Voice Messaging Service in a fraudulent manner. The Utility is not liable for any such charges.

H. ASSIGNMENT

1. Customer Assignment

The Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of Home Voice Mail/Voice Messaging Services to another Customer, without the prior written consent of the Utility.

2. Utility Assignment

The Utility may, at any time, assign any and all of its rights and delegate its duties under this Service Catalog to (i) any present or future affiliate, or (ii) any other company, if such assignment will, in Utility's opinion, assist in the implementation of any law or ruling issued by any judicial or other governmental authority. Said assignee will not be bound by the terms and conditions of this Service Catalog, and is free to offer such Home Voice Mail/Voice Messaging Services under new terms and conditions.

I. SPECIAL FEATURES

From time to time, customers may request features, which are not described in this Service Catalog. These special feature requests will be offered on an individual case basis and provided under contract at the discretion of the company. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES

A. PRELIMINARY STATEMENTS

This section is applicable to enhanced services provided in the State of California by the Utility in compliance with the State of California Public Utilities Code and according to requirements established by the California Public Utilities Commission for services classified as enhanced.

B. SPECIAL CONDITIONS

1. Home Voice Mail/Voice Messaging Service

a. Home Voice Mail A voice message service for residential customers, which includes call answering, reminder, and wake-up capabilities.

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox), Saved Message Retention - 30 days, and Automatic Message Review.

Home Voice Mail - Standard includes 30 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox), Saved Message Retention - 30 days, Automatic Message Review, Reminder Messages, and Wake-Up Calls.

The nonrecurring charge associated with establishing a voice mailbox is not applicable for customers who choose to upgrade any existing Home Voice Mail to a higher-level service. Customers who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

b. Voice Messaging Service Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

(N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

BASIC Mailbox A basic-feature mailbox sold exclusively to business customers with single-line(s), non- Centrex Service, service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Spanish Prompts, Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

A nonrecurring charge is not applicable for customers who choose to upgrade any existing Home Voice Mail to a higher-level service. Customers who choose to downgrade their mailbox service will be charged the standard one-time, nonrecurring charge for the new mailbox.

Enhanced Mailbox An enhancement to a message box, which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box A message storage service, which permits Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Frontier.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch-generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Voice Messaging receives a message for storage.

Message Notification Where facilities permit, the residence or business customer may also elect to have the Utility send and receive instructions relating to the customer's voicemails; e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail, to a non-Utility device that is technically capable of accepting and sending those instructions.

Home Voice Mail/Voice Messaging Optional Features Ring Count Change (RCC), Audible Ring Burst (ARB), and Spanish Prompts are network-enhanced features available with both Home Voice Mail and Voice Messaging services where technically feasible. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

Ring Count Change (RCC) allows the Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

Spanish Prompt is available upon request at time of new order at no additional charge.

c. OnePoint Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for both wireless and wireline voice messages.

1) OnePoint Voice Mail (OPVM) Service includes 50 message capacity, Standard or Personal Greeting, Busy Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox and to Non-Subscribers), Group Lists, Saved Message Retention - 30 days, Automatic Message Review, Reminder Messages, Wake-Up Calls, Personal Receptionist, Pager Notification, Special Delivery, Multiple Number Service, and Ring Count Change. Also includes up to eight Individual Mailboxes for residential customers or eight Extension Message Boxes for business customers.

(N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

c. OnePoint Voice Mail (OPVM) Service (Continued)

2) Conditions

OnePoint Voice Mail (OPVM) Service allows up to four additional Frontier or non-Frontier wireline or wireless telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function.[1] Customers who desire a Non-Frontier number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

OnePoint Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the rules and special conditions specified in this Service Catalog and other Frontier Service Catalog schedules. Non-Frontier wireline and wireless numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Frontier's network.

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any Home Voice Mail or Voice Messaging Service to OPVM. Customers who choose to downgrade their mailbox service will be charged the standard one-time, nonrecurring charge for the new mailbox.

(N)

[1] See Section 6, Custom Calling Service for applicable Call Forwarding rates.

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

c. OnePoint Voice Mail (OPVM) Service (Continued)

3) Feature Descriptions

Group List A feature that allows customers to create a list with the mailbox numbers of people to whom they send frequent broadcast-type messages. The customer records a message from the OnePoint Voice Mail (OPVM) mailbox or a Voice Messaging Services mailbox and then sends it to a specified group list. This feature is available with Voice Messaging Service and OnePoint Voice Mail (OPVM) Service for residential and business customers.

Individual Mailbox Permits residential customers to set up as many as eight secondary message boxes. Available as Extension Message Boxes to business customers.

Multiple Number Service A feature of OnePoint Voice Mail (OPVM) Service that allows up to four additional Frontier or Non-Frontier wireline or wireless telephone numbers, in addition to the main telephone number, to forward calls into a single mailbox.

Personal Receptionist A feature which permits a caller who has reached the OnePoint Voice Mail (OPVM) to press "zero" and be transferred to another telephone number (local or toll-free number only).

Ring Count Change (RCC) A feature that allows the Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) Permits the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.4 VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

c. OnePoint Voice Mail (OPVM) Service (Continued)

3) Feature Descriptions

Wake-Up Calls Allows the customer to program their Home Voice Mail to call their home telephone number at the time and day they have scheduled.

Reminder Messages Allows the customer to record a message and choose a future and time for delivery to their home telephone number.

Spanish Prompt is available upon request at time of new order at no additional charge.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch-generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Voice Messaging receives a message for storage.

Message Notification

Pager Notification A feature, which dials the customer's pager device when messages are received in the OPVM and shows the voice mail access number in the pager display window. The customer then calls the access number to retrieve their messages.

Special Delivery A feature which calls a number in the customer's regional calling area programmed by the customer and announces that a voice mail message has been deposited in their OPVM box. The customer inputs their passcode and the voice mail messages are played.

Where facilities permit, the residence or business customer may also elect to have the Utility send and receive instructions relating to the customer's voicemails to a non-Utility device that is technically capable of accepting and sending those instructions. (e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail). (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued)

8.7.5 RATES AND CHARGES

1. Home Voice Mail/Voice Messaging Service

a. Home Voice Mail Service[1]

	Unit	NRC	Monthly Rate	
Home Voice Mail - Basic	each box	$10.00	$7.45	(I)
Home Voice Mail - Standard	each box	10.00	8.45	(I)
Home Voice Mail Optional Features				
- Ring Count Change	each line	--	1.00	
- Audible Ring Burst (ARB)	each line	--	1.50	
- Spanish Prompt	each line	--	--	
- Message Waiting Indication Visual – FSK (Frequency Shift Keying)	each box	--	.50	
OnePoint Voice Mail (OPVM) Service[2]	each box	15.00	9.45	(I)

[1] NRC's apply in lieu of Service Charges in Section 2 of this Service Catalog.
[2] Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.5 RATES AND CHARGES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service

	Unit	NRC [1]	Monthly Rate
Remote Call Notification	each box	--	$3.00
Pager Notification	each box	--	5.00
Ring Count Change (RCC)	each line	--	1.00
Audible Ring Burst (ARB)	each line	--	1.50
BASIC Mailbox[2]			
No term plan	each order	$15.00	6.95
12-month term	each order	15.00	4.95
Message Boxes – Centrex Service Lines[2]			
No term plan	each box	2.50	14.00
12-month term plan			
from 1 to 50 boxes	each box	2.50	12.00
from 51 to 250 boxes	each box	2.50	9.50
36-month term plan			
from 1 to 50 boxes	each box	2.50	10.00
from 51 to 250 boxes	each box	2.50	8.75
from 251 to 600 boxes	each box	2.50	7.50
more than 600 boxes	each box	2.50	6.75
Message Boxes - All Other Lines			
No term plan	each order	15.00	14.00
12-month term plan	each order	n/a	12.00
36-month term plan	each order	n/a	10.00

[1] NRC's apply in lieu of Service Charges in Section 2 of this Service Catalog.
[2] See Rules and Regulations set forth in Schedule Cal. P.U.C. NO. R1, Rule 31, Limitation of Liability of the Local Exchange Tariff. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.5 RATES AND CHARGES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

	Unit	NRC [1]	Monthly Rate
Extension Message Boxes [1, 2, 3]			
First Message Box			
Centrex Service Lines			
No term plan	each box	$2.50	$19.95
12 month term plan			
from 1 to 50 boxes	each box	2.50	17.95
from 51 to 250 boxes	each box	2.50	15.95
36 month term plan			
from 1 to 50 boxes	each box	2.50	16.95
from 51 to 250 boxes	each box	2.50	14.95
All Other Lines			
No Term plan	each box	15.00	19.95
12-month term plan			
from 1 to 50 boxes	each box	--	17.95
from 51 to 250 boxes	each box	--	15.95
36-month term plan			
from 1 to 50 boxes	each box	--	16.95
from 51 to 250 boxes	each box	--	14.95
Additional Message Box			
Centrex Service Lines	each box	2.50	5.00
All Other Lines	each box	15.00	5.00
Enhanced Mailboxes			
with 50 Message Capacity	each box	--	4.00
with 100 Message Capacity	each box	--	15.00
Centrex Service			
Enhanced Mailboxes			
with 50 Message Capacity	each box	--	4.00
with 100 Message Capacity	each box	--	15.00

[1] NRC's apply in lieu of Service Charges in Section 2 of this Service Catalog.
[2] See Rules and Regulations set forth in Schedule Cal. P.U.C. NO. R1, Rule 31, Limitation of Liability of the Local Exchange Tariff. (N)

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued) (N)

8.7.5 RATES AND CHARGES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

	Unit	NRC [1]	Monthly Rate
Answering Mailboxes [1, 2]			
Centrex Service Lines			
Five (5) Minute Box	each box	$2.50	$21.90
Three (3) Minute Box	each box	2.50	9.95
All Other Lines			
Five (5) Minute Box	each box	15.00	21.90
Three (3) Minute Box	each box	15.00	9.95
Message Waiting Indicator Visual-FSK	each line	--	.50
OnePoint Voice Mail (OPVM) Service			
Single Line	each box	20.00	16.00
Hunt Group	each box	20.00	24.00

[1] NRC's apply in lieu of Service Charges in Section 2 of this Service Catalog. (N)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (T)

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SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1.1 APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

9.1.2 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund (CTF) Discounted Services as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

9.1.3 AVAILABILITY

A. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the CTF. This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below.

B. These organizations must apply to the California Public Utilities Commission for the CTF program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

C. The following business services are subject to a 25%[1] voice/50% non-voice discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available as follows: (D)

(D)

(D)

50% non-voice discount on the following:

- Digital Central Office Services – Datapath
- Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Access Service Tariff, Section 7
- High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Access Service Tariff, Section 7
- Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
- Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service

(D)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1.3 AVAILABILITY (Continued)

D. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

E. CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years.

(D)

(D)

9.1.4 FUNDING

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

(D)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

1. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than $50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.

2. Qualifying schools and libraries shall be entitled to a 50% non-voice discount off tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding, after first deducting the applicable E-rate discounts. The discount shall be calculated as follows: (C)

   a. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.

   b. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. (D) (D) (D)

   c. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

3. The following schools and libraries shall be entitled to a 50% non-voice discount off the entire tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts. (C)

B. Health Care Providers

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.

2. Qualifying hospitals and health clinics shall be entitled to a 50% non-voice discount off tariffed and/or Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates. (C)

(D)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.

2. Qualifying CBOs shall be entitled to a 50% non-voice discount off tariffed and/or Service Catalog rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 50% non-voice discount off tariff rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts. (C) (C)

D. California Community Colleges (CCCs)

Participating California Community Colleges (CCCs) shall be entitled to a 50% non-voice discount off the entire tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. (C)

E. Rural Health Care Providers (RHCP)

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice CTF discount shall be calculated as follows: (C)

1. The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year. (C)

2. The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received. (C)

(D)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

9.1.6 HOW DISCOUNTS ARE APPLIED

A. Federal funding or subsidy given to CTF participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in B through F below. (T)

B. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.

C. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not have an actual E-rate.

D. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.

E. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:

1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.

2. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.

3. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of Resolution T-17314 for funding for FY 2010-11 and FY 2011-12.

4. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.

5. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.

F. A teleconnect discount shall be applied after applying an E-Rate discount. The commission shall first apply an E-rate discount, regardless of whether the customer has applied for an E-rate discount or has been approved, if the customer, in the determination of the commission, meets the eligibility requirements for an E-Rate discount. (N) (N)

SECTION 10 – OBSOLETE SERVICES

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SECTION 10 – OBSOLETE SERVICES

10.1 TOLL STATION SERVICE

10.1.1 APPLICABILITY

Applicable to the establishment of toll stations.

10.1.2 TERRITORY

Within the territory of Drakesbad, which is adjacent to the Susanville district.

10.1.3 RATES AND CHARGES

A. Toll Service

Each toll station is a rate center for the purpose of determining mileages and corresponding rates for message telephone service. The rates for service to and from exchanges and toll points set forth in Section 3 will be in accordance with the provisions of that section.

B. Primary Station Rate

SERVICE	MONTHLY RATE
Toll Station Non-Coin	$45.00(1)

C. Line Connection and Service Order Charges as shown in Section 2 apply to this service.

10.1.4 SPECIAL CONDITIONS

The Utility will establish toll stations connected to its toll lines at its discretion in accordance with the following rates and conditions.

A. Toll stations are not installed within the urban area of an exchange.

B. Toll stations established for general and transient use by the public are in general located in towns, villages, and settlements adjacent to existing toll line routes.

Note 1: See Special Condition E.

SECTION 10 – OBSOLETE SERVICES

10.1 TOLL STATION SERVICE (Continued)

10.1.4 SPECIAL CONDITIONS (Continued)

C. Construction

1. Any construction necessary in establishing toll stations is provided by the Utility except where unusual cost or conditions are involved, in which case, the applicant may be required to provide the necessary construction.

2. Where construction is provided by the applicant the Utility ordinarily provides the drop and line wire.

3. Construction assumed by the applicant will be done in accordance with the Utility's standards and title ordinarily shall be vested in the Utility, which maintains it and makes replacements as necessary. Where construction is assumed by the applicant and ownership is not vested in the Utility, the applicant shall maintain it and make replacements as necessary, and control of the facilities shall rest with the Utility during the time they are used in furnishing toll station service to the applicant.

D. Coin-Box Equipment

At the Utility’s option, toll stations may be equipped with coin boxes under any of the following conditions:

1. When a public demand exists for longer hours of service than the customer, owner or lessee of the premises on which the station is located is willing to furnish.

2. When a customer, owner or lessee of the premises is not willing to supervise the placing of calls at the toll station owing to other duties.

3. When difficulties are experienced in collecting from the customer, owner, or lessee of the premises amounts due the Utility for billed use of the toll service.

4. Apparatus or facilities not provided or authorized by the Utility shall not be attached to or used in connection with telephone equipment and facilities provided by the Utility.

E. Under the application of the toll guarantee shown in Rates and Charges 10.1.3.B preceding, the customer is required to guarantee each month, from each primary station, toll revenue not less than the amount shown for toll message service. When the applicable revenue is less than the guarantee, the customer will be required to make up the deficit. The toll guarantee is applicable to current billed toll only.

SECTION 10 – OBSOLETE SERVICES

10.2 FARMER LINE EXCHANGE SERVICE

10.2.1 APPLICABILITY

Applicable to business and residence farmer line flat rate local exchange telephone service. This service is furnished only to the same customer, on the same premises as of February 1, 1980.

10.2.3 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing Farmer Line Exchange Service as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

10.2.4 RATES AND CHARGES

SERVICE

Farmer line business service

Farmer line residence service

	RATES PER MONTH	
Each Station	Business	Residence
Alturas	$20.25	$17.85
Bieber	20.25	17.85
Burney	20.25	17.85
McCloud	20.25	17.85
Susanville	10.50	17.85

10.2.5 SPECIAL CONDITIONS

A. Farmer line exchange charges shall be payable monthly in advance.

B. The Utility owns and maintains, at its expense, the necessary Central Office equipment and line facilities to the point of connection with customer-owned facilities. The point of connection is defined as the boundary of the base rate area in the Alturas, Bieber, Burney and Susanville exchanges.

C. The customer owns and maintains, at his expense, the necessary facilities from the point of connection with the Utility-owned lines. These facilities include telephone instrument, batteries and substation.

SECTION 10 – OBSOLETE SERVICES

10.2 FARMER LINE EXCHANGE SERVICE (Continued)

10.2.5 SPECIAL CONDITIONS (Continued)

D. Farmer line service is furnished to lines as a whole only. This service is furnished at the rates outlined in 10.2.3 preceding. It shall be the duty of the members of each farmer line to appoint or designate a secretary or manager for such line. No new members will be connected. If a farmer line member fails to pay the charges outlined in 10.2.3 preceding, it is the duty of the secretary or manager to disconnect the phone and refuse to permit reconnection until proper arrangements have been made.

E. The Utility shall render bills for exchange and toll service to the individual members of the farmer line unless requested to do otherwise by the secretary or manager. If a customer fails to pay a bill within the period set forth under the rules and regulations, the Utility may ask the secretary or manager to assist in collecting the unpaid bill. If, after reasonable effort the secretary or manager is unable to effect collection, the Utility will assume full responsibility for the unpaid charges.

F. In case the Utility does not secure payment of all charges against each member on any line within the period set forth under the rules and regulations, the Utility may deny exchange and toll telephone service to the line as a whole until the Utility shall have received notification from the secretary or manager that the telephone of the member or members from whom payment has not been received has been disconnected from the line.

G. Farmer line service is be furnished under the condition that the lines and other facilities owned by the customer or customers are properly constructed and in operating condition. The Utility reserves the right to disconnect farmer line telephone service to a customer or customers served if the customer-provided equipment or lines cause interference with service furnished to other customers. The Utility may refuse to reconnect that customer until their equipment is in proper operating condition.

H. A farmer line may not be connected to more than one exchange or to the lines or equipment of any other telephone system. In the event the farmer line is so connected, and upon failure, after notice to the secretary or manager of that line, to comply with the above provisions, the Utility shall then have the right to disconnect that line.

I. Farmer line service will not be provided on any line unless each and every person having a telephone connected to the line subscribes for telephone service.

SECTION 10 – OBSOLETE SERVICES

10.3 CHANNELS FOR FARMER LINES

10.3.1 APPLICABILITY

Applicable to channels for farmer line use. Farmer Line Services is restricted to the same customer on the same premises as of February 1, 1980.

10.3.2 TERRITORY

Within the exchange area of the Alturas, Bieber, Burney and Susanville exchanges where service is provided from Central Offices and/or Operating Systems capable of providing Farmer Line Exchange Service as said exchanges are defined on the maps contained in this tariff.

10.3.3 RATES AND CHARGES

Service	Monthly Rate
Channel Rate, each one-quarter mile or fraction thereof, air-line measurement	$4.00

10.3.4 SPECIAL CONDITIONS

A. Channel Facilities Furnished

1. Channels for Farmer Lines are cable facilities furnished by the Utility, which are suitable for use in connection with Farmer Line Service, subject to the availability of facilities.

2. In the Alturas, Bieber, Burney and Susanville exchanges, channels for farmer lines are furnished:

   a. between the base rate area boundary and the point or points at which connection is made with the customer's privately owned facilities; and

   b. in sections of cable between two or more points in the suburban area at which connection is made with the customer's privately owned facilities.

3. Connection of customer's service wires at intermediate points on the channel, if required, will be made only at locations designated by the Utility.

SECTION 10 – OBSOLETE SERVICES

10.3 CHANNELS FOR FARMER LINES (Continued)

10.3.4 SPECIAL CONDITIONS (Continued)

B. Mileage Measurement

1. For channels furnished as in Special Condition 10.3.4.A, the channel measurement is the air line distance measured between the point at which the Utility's cable crosses the base rate area boundary and the most distant point of connection with the customer's privately-owned facilities. For channels furnished as in Special Condition 10.3.4.A, the channel measurement is the air line distance measured between the two points of connection with the customer's privately-owned facilities which are the farthest apart.

2. If connections with the customer's privately owned facilities are provided on two or more legs of a cable, measurement shall be made point-to-point so as to form the shortest continuous air line measurement between the measuring points as specified in Special Condition 10.3.4.B, which will include each other point of connection with the customer's privately-owned facilities most distant on the route of its leg of the cable. Measurements shall be made separately in each section between measuring points along the pricing route, a fractional one-quarter mile in any section being considered as a full one-quarter mile.

C. The minimum charge for a channel will be that for one month.

D. The liability of the Utility for interruptions in service is set forth in Schedule No. R1, Rule No. 31.

E. Where unusual conditions are encountered in arranging for the service, such as loading, balancing or special arrangements, additional charges may be applied, based on costs thereof, subsequent to review thereof by the California Public Utilities Commission.

SECTION 10 – OBSOLETE SERVICES

10.4 CLASSIFIED TELEPHONE DIRECTORY ADVERTISING SERVICE – GLOBAL VALLEY MARKET

This service has been cancelled as of January 1, 1980.

SECTION 10 – OBSOLETE SERVICES

10.5 DIAL MOBILE RADIOTELEPHONE SERVICE – GLOBAL VALLEY MARKET

This service has been withdrawn as of May 1, 1995.

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SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET

11.1.1 APPLICABILITY

Applicable to business and residence foreign exchange service. This service furnished only to the same customer on the same premises September 20, 2007. No moves, additions, or changes to the service will be permitted. Existing customers are immediate family members residing at the premises.

11.1.2 TERRITORY

Within the Patterson and Livingston exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Foreign Exchange Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.1.3 RATES AND CHARGES

A. Network Access Line Service

Patterson Exchange

Foreign Exchange	Class and Type of Service	Rate Per Month(1)
Crows Landing	Res. Flat Rate Extended	Rates applicable in AT&T California's Guide Book, Part 4
Modesto	Res. Flat/Msg. Rate Extended	
Modesto	Bus. Flat Rate Extended	
Turlock	Bus. Flat Rate Extended	

Livingston Exchange

Foreign Exchange	Class and Type of Service	Rate Per Month(1)
Atwater	Res. Flat Rate Extended	Rates applicable in AT&T California's Guide Book, Part 4
Atwater	Bus. Message Rate Extended	
Hughson	Bus. Message Rate Extended	
Merced	Bus. Message Rate Extended	
Modesto	Bus. Message Rate Extended	

Note 1: In addition to the applicable allowance and rate per exchange message in the foreign exchange. The local exchange will charge 1¢ for each exchange message billed.

SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET (Continued)

11.1.3 RATES AND CHARGES (Continued)

	Each ¼ Mile or Fraction Thereof	Each ½ Mile or Fraction Thereof
B. Foreign Exchange Mileage Rates		
1. Within the Patterson and Livingston Exchange Areas:		
a. Each one-party access line		
Residence Service	$4.00	
Business Service		$8.00
b. Each two-party access line		
Residence Service	2.00	
C. Foreign Exchange Increment Charge (1)		
1. Business Service		23.75
2. Residence Service		15.95

	Nonrecurring Charge (2)
D. Foreign Exchange Connection Charge	
1. Business Service	$125.00
2. Residence Service	100.00

(D)

(D)

Note 1: In addition to Rates A, B, D.

Note 2: In addition to applicable Service Charges shown in Section 2.

SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET (1) (Continued)

11.1.4 SPECIAL CONDITIONS

A. The preceding rates comprehend service to all stations receiving service from exchanges within the local calling area of the exchange from which the foreign exchange service is furnished. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll rate provision of the foreign exchange.

B. The above local exchange area mileage rates are applicable to the airline distance between the network interface and the nearest point on the common boundary of the foreign and local exchange areas.

C. Foreign exchange service is furnished subject to the same conditions as to the use of the service by others than the customer or his representatives, which are applicable in connection with other classifications of customers' telephone service.

D. The Service Catalog provisions of the Evans Telephone Company applicable to the Service Charges in Section 2 will apply in connection with foreign exchange service furnished under this section. (T)

E. Foreign exchange service customers are not required to take service of the exchange from which local service normally would be rendered on the premises on which foreign exchange service is furnished.

F. Except as otherwise provided in this section, services furnished in the local exchange will be available in connection with foreign exchange service in accordance with the Service Catalog provisions of the Evans Telephone Company for the particular classification of service furnished.

G. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the Service Catalog provisions in effect for the directory containing the additional listing or line of information.

H. A suburban access line shall not be located within the base rate area.

I. Joint User Service will not be permitted in connection with Foreign Exchange Service.

J. A directory listing is provided for each primary station without additional charge in the directory of the foreign exchange and in the alphabetical section of the directory of the local exchange.

K. "Local Exchange" means the exchange in which the primary station is located and "Foreign Exchange" means the exchange from which the service is rendered.

L. Foreign Exchange Service is not offered in the San Antonio exchange.

M. In case where extraordinary construction is required, the customer will be billed for actual cost incurred by the Utility. Includes Federal Income Tax and California Corporate Franchise Tax gross-up. See Rule No. 3.

SECTION 11 – GRANDFATHERED SERVICES

11.2 EXTENSION SERVICE FOR ANSWERING PURPOSES BETWEEN NONCONTIGUOUS EXCHANGES – GLOBAL VALLEY MARKET

11.2.1 APPLICABILITY

Applicable to existing business foreign exchange extension service for answering purposes only, furnished in connection with business individual access line primary service located within a noncontiguous exchange of a connecting Utility. This service is limited to existing customers at existing locations as of September 20, 2007. No moves, additions, or changes to the service will be permitted. Existing customers are immediate family members residing at the premises.

11.2.2 TERRITORY

Within the Patterson and Livingston exchanges where service is provided from Central Offices and/or Operating Systems capable of providing Extension Service for Answering Purposes between Noncontiguous Exchanges as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.2.3 RATES AND CHARGES

	Rate per Month
A. Foreign Exchange Mileage Rate:	
Each extension service line:	
Each mile or fraction thereof	$12.80
B. Suburban Mileage Rate:	
Each extension service line:	
Each one-quarter mile or fraction thereof	0.75

11.2.4 SPECIAL CONDITIONS

A. Service under this section will be furnished only to customers receiving business individual access line service in a foreign exchange listed above. Service will be furnished where facilities and operating conditions permit. This service is not offered in the San Antonio exchange.

B. Each extension service is provided solely for the answering of incoming calls in connection with the affairs of the customer to the associated primary service.

C. The extension service line will be equipped to prevent outgoing calls.

D. The foreign exchange mileage rate shown in Rates A., above is applicable to the airline distance between the toll rate center of the foreign exchange in which the primary service is located and the toll rate center of the local exchange in which the extension service is located.

SECTION 11 – GRANDFATHERED SERVICES

11.2 EXTENSION SERVICE FOR ANSWERING PURPOSES BETWEEN NONCONTIGUOUS EXCHANGES – GLOBAL VALLEY MARKET (Continued)

11.2.4 SPECIAL CONDITIONS (Continued)

E. The suburban mileage rate shown in Rates B., preceding is applicable in addition to the foreign exchange mileage rate shown in Rates A., preceding if the extension service is located outside the base rate or special rate area of the local exchange. The suburban mileage rate applies to the airline distance measured from the extension service to the nearest point on the boundary of the base rate or special rate area of the local exchange.

F. The toll rates applicable in connection with toll service over foreign exchange extension service lines will be in accordance with toll rate provision of the foreign exchange from which service is rendered.

G. Foreign exchange service will be furnished subject to the same conditions as to the use of the service by others than the customer or his representative, which are applicable in connection with other classifications of customers' telephone service.

H. Individual line business customers for whom an extension service is provided under this section are not required to take service of the exchange from which service normally would be rendered on the premises on which such extension service is located.

I. Except as otherwise provided in this section, services furnished in the local exchange will be available in connection with foreign exchange extension service in accordance with the Service Catalog provisions of the local exchange for the particular classification of service furnished.

Service Charges will apply in connection with foreign exchange extension service furnished under this section. (T)

J. Additional listings containing the address of the extension service will not be furnished.

SECTION 11 – GRANDFATHERED SERVICES

11.3 EMPLOYEE TELEPHONE SERVICE CONCESSION - APPLICABLE TO RETIRED EMPLOYEES ONLY – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

11.3.1 APPLICABILITY

Applicable to residence local exchange telephone service provided to the Utility's retired employees.

11.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Telephone Service Concession as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.3.3 RATES AND CHARGES

A. Each Bargaining Unit Employee's Residence Service - One non-FEX access line charge at fifty percent (50%) of the Local Exchange Tariff schedule.

B. Union Retired Employees - The employee discount will be available to union retired employees that retired prior to expiration of the present union contract, dated October 1, 1999, only until service is discontinued by the employee. The employee discount is discontinued for union employees that retire on and after expiration of the present union contract.

C. Each Non-Bargaining Unit Employee's Residence Service - One non-FEX access line charge at one hundred percent (100%) of the Local Exchange Tariff schedule.

D. Non-union Retired Employees - The employee discount will be available to non-union retired employees that retired prior to August 24, 2001 for the California Embedded Market and May 15, 1991 for Golden State and Tuolumne Markets and only until service is discontinued by the employee. The employee discount is discontinued for Non-union employees that retire on and after August 24, 2001 for the California Embedded Market and May 15, 1991 for Golden State and Tuolumne Markets.

E. Each Retired Employee will receive the following services at the rate of fifty percent (50%) of the Local Exchange Tariff schedule:
   1. One additional directory listing
   2. Service Charge(s) and programming fee. (T)

F. All other services will be provided at the regular filed rates.

11.3.4 SPECIAL CONDITIONS

A. Pensioned employee's concession rate will be the rate, which was applicable on the last date of employment with the Utility.

B. This service must be billed in the employee's name.

C. Management employees must be available by telephone during emergencies to be eligible for the concessions listed in 11.3.3.

SECTION 11 – GRANDFATHERED SERVICES

11.4 INTEREXCHANGE RECEIVING SERVICE – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKETS

11.4.1 APPLICABILITY

Applicable to Interexchange receiving service. ICRS service is furnished only to customers currently subscribing to the service as of September 24, 1992.

11.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Interexchange Receiving Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.4.3 RATES AND CHARGES

	Rate Per Month
- Each Interexchange receiving service - California Embedded Market	$6.25
- Each Interexchange receiving service: - Global Valley Market	
Livingston, Patterson, Westley, San Antonio	10.00
Guinda	7.50

11.4.4 SPECIAL CONDITIONS

A. The above service may be subscribed to by business single-party line customers, Private Branch Exchange (PBX) or order receiving service at the receiving exchange.

B. A customer to this service will be billed for all Interexchange messages from customers in the Utility exchange area. Under this section, the station-to-station rate is applicable to Interexchange messages.

C. A telephone number designation will be assigned to each service subscribed for, and will be listed in the Utility exchange telephone directory. Only calls to this number and which originate in the Utility exchange area will come within the scope of the service under this section.

D. Service connection charges as shown in Section 2 apply to this service.

E. Interexchnage receiving service will not be furnished in connection with foreign exchange service in the Global Valley Market.

SECTION 11 – GRANDFATHERED SERVICES

11.5 SPECIAL ASSEMBLIES OF EQUIPMENT – CALIFORNIA EMBEDDED MARKET

11.5.1 APPLICABILITY

Applicable to special assemblies of equipment to meet special requirements not included elsewhere in the Service Catalog. This service furnished only to the same customer on the same premises as of July 31, 1993.

11.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Special Assemblies of Equipment as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.5.3 GENERAL

A. When a customer is furnished special equipment for which provision is not otherwise made, an installation charge and monthly rate, and where applicable, a basic termination charge will be incurred based on the total cost of the equipment and/or special work required, subject to review of such charges by the California Public Utilities Commission.

B. Rules of the Utility applicable to services with which special assemblies of equipment are associated also apply to the special assemblies of equipment.

C. Unless otherwise specified, the rates and special conditions for special equipment furnished in this section are in addition to the charges, rates and special conditions applicable to, and as filed in other schedules of the Local Exchange Tariff and/or section of this Service Catalog for equipment items with which the special assemblies are associated.

D. Limitations

1. Special assemblies of equipment will be furnished only where they are compatible with other services furnished by the Utility.

2. The Utility will designate the equipment to be used to provide special assemblies of equipment.

3. Special assemblies of equipment in Special Condition E. apply only to those special assemblies in service as of June 3, 1982, and furnished to the same customer on the same premises.

E. The customer releases, indemnifies and holds harmless the Utility from any and all loss, claims, demands, suits and other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property whether owned by the customer or others caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such special assemblies of equipment and equipment and services associated therewith.

SECTION 11 – GRANDFATHERED SERVICES

11.5 SPECIAL ASSEMBLIES OF EQUIPMENT – CALIFORNIA EMBEDDED MARKET (Continued)

11.5.4 RATES AND CHARGES

	Monthly Rate
A. Direct Inward Dialing (DID) common equipment associated with other services rendered to the United States Army Depot in the Herlong Exchange	$264.00

B. DID service is provided within the serving areas of all digital offices and their remote units capable of providing the service. Equipment is arranged in Utility's central office to provide in-dialing from the telecommunications network

	Installation Charge	Monthly Rate
Each Direct Inward Dialing Trunk(1)	$77.00	$9.22
Each 20 Direct Inward Dialing Station Numbers Assigned or Reserved		20.00
Each 100 Direct Inward Dialing Station Numbers Assigned or Reserved		70.00
Each 50 Direct Inward Dialing Station Numbers Assigned or Reserved		40.00

C. To provide groups of 50 or 100 directory numbers for the purpose of furnishing radiotelephone and paging services. Groups of numbers will be provided only from a digital central office.

	Installation Charge	Monthly Rate
Per 100 directory numbers	$75.00(1)	$55.00(1)

D. Type 291 Emergency Reporting Systems

	Basic Termination Charge	Installation Charge	Monthly Rate
1. Single Trunk Systems			
10 Station Capacity	$3,800.00	$1,500.00	$101.25
20 Station Capacity	4,600.00	2,000.00	123.75
20 Station Capacity (Standish)	N/A	N/A	140.00
30 Station Capacity	5,500.00	2,400.00	170.00

Note 1: Refer to Special Condition D.

SECTION 11 – GRANDFATHERED SERVICES

11.5 SPECIAL ASSEMBLIES OF EQUIPMENT – CALIFORNIA EMBEDDED MARKET (Continued)

11.5.4 RATES AND CHARGES (Continued)

D. Type 291 Emergency Reporting Systems (Continued)

	Basic Termination Charge	Installation Charge	Monthly Rate
2. Dual Trunk Systems			
10 Station Capacity	$3,900.00	$1,500.00	$125.00
20 Station Capacity	4,800.00	2,000.00	150.00
30 Station Capacity	5,700.00	2,500.00	170.00
3. Station Related Equipment			
Station Module 2			140.00
Station Connection Module		Applicable Charges in Section 2	4.50
4. Remote Conference Access Trunk unit (maximum of 3 units per system)			
Each unit			4.45

E. Siren Control interval time module (maximum of 3 units per system) each unit 4.05

F. Conference circuit time out unit restores emergency system to "normal" 4 minutes after activation. Prevents "permanent condition" in the event of a receiver is in-advertently left off hook by an emergency conference station. 5.25

G. Associated Services

1. Each emergency reporting exchange access line. Applicable rates, charges and conditions as set forth in Schedule A1. of the Local Exchange Tariff.

2. Connections of emergency personnel's exchange access lines to the emergency reporting system. Applicable charges as shown in Section 2 of this Service Catalog.

SECTION 11 – GRANDFATHERED SERVICES

11.5 SPECIAL ASSEMBLIES OF EQUIPMENT – CALIFORNIA EMBEDDED MARKET (Continued)

11.5.4 RATES AND CHARGES (Continued)

	Monthly Rate
H. Rotary Services	
1. Each individual line or PBX trunk line including foreign exchange service arranged for rotary service.(1)	$1.50
2. Each rotary number reserved(1)	1.50
I. Multiple Bill copy Service	
Original with one to three copies per business account, only(1)	2.00
J. Optional Prefix Service - within an exchange or district area at the request of the customer, served from a central office which is not the serving central office, designated by the utility.	
1. Airline measurement between the central office designated by the utility and the requested central office, each line or trunk.(1) (See Special Conditions in 11.5.5)	7.00

11.5.5 SPECIAL CONDITIONS

A. Rates for the above service will be subject to review and subsequent change if it becomes necessary to alter the method of providing the services due to major equipment replacement or modification.

B. Maintenance of any equipment beyond that furnished by the Utility will be the responsibility of the customer.

C. If a premises visit is necessitated by equipment trouble subsequently found to be caused by the customer provided equipment (CPE), the customer will be billed in accordance with rates in Section 2 of this Service Catalog.

D. PBX Access Trunk rates from Schedule A1.of the Local Exchange Tariff, DID Trunk rates from Rate B. above and Dial Mobile Radiotelephone rates from Rate C. above will be applied for services in conjunction with blocks of 50 or 100 directory numbers.

E. An emergency reporting telephone system will be furnished under the provision of the Local Exchange Tariff to a fire protection district, a municipality, or other emergency service organization for use in transmitting reports of public emergencies and for the operation of public alarm signals. This offering is subject to the switching capability of the serving central office and the emergency reporting system.

Note 1: Service offering is applicable only to the Clarksburg, Courtland, Isleton, Meadowview, and Walnut Grove Exchanges.

SECTION 11 – GRANDFATHERED SERVICES

11.5 SPECIAL ASSEMBLIES OF EQUIPMENT – CALIFORNIA EMBEDDED MARKET (Continued)

11.5.5 SPECIAL CONDITIONS (Continued)

F. The Utility's liability to the customer for this service, or to any member of the public, or to any third party for any failure of the system, or any delay, interruptions, confusion or mistake in transmission of any message or signal or any consequence for the use, misuse or failure of the system of service shall be limited to an allowance for interruptions or failure of service as specified in the Rules of the Local Exchange Tariff. In no event will the Utility be liable to the customer, or any member of the public or any governmental body for any consequential damage arising from any of the foregoing.

G. Emergency personnel telephones must be compatible with the ringing characteristics of the emergency reporting system and the serving central office. Emergency personnel exchange access line services must have a common serving central office.

H. Each emergency response person is required to subscribe to either business or residence single party access line service. This access line will be independently billed to each volunteer fireman.

I. A siren control relay will be installed by the Utility. All other wiring necessary for the operation of the siren will be provided by the fire department.

J. Rates and charges for the 291 Emergency Reporting System contemplates the installation of Tellabs, Inc. 291 Emergency Reporting System or its equivalent. The Utility's offering is limited to the continued product availability and to limitations as described in Tellabs, Inc. technical manuals.

K. Direct Inward Dialing service will be provided in exchanges capable of providing the service. The minimum order placed by a customer shall be one block of 50 or 100 numbers. Spare telephone numbers may be reserved by the customer for up to six months to assure growth capacity for direct inward dialing service at the rates and charges shown above. Additional six month reservation periods may be granted by the Utility at its discretion.

L. The provisions of rate 11.5.4.J.1 will apply in addition to the primary service rate for the class, type and grade of service furnished, for the following service arrangements:

1. Dial service assistance for the physically handicapped.

2. Retention of assignment of a telephone number to a primary service located in a central office area other than the serving central office area.

M. The primary rate and calling area of the serving central office applies to each of the above serving arrangements.

N. The rate in 11.5.4.J.1 applies to the airline distance between the two central offices.

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER

11.6.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service. This service furnished only to the same customer on the same premises as of July 16, 2009.

11.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Silver Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.6.3 GENERAL

A. Frontier Silver is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line – California Embedded Market
Call Forward Busy & Call Forward No Answer
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Voice Mail – Residential Basic
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting, Cancel Call Waiting
Caller ID/w Name

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rates listed in 11.4.C.4.

Automatic Busy Redial or Busy Number Redial
Automatic Call Return or Call Return
Call Forward Variable or Fixed
Custom Speed Calling Eight-Code Capacity or Thirty-Code Capacity
Repeat Dialing
Three-Way Calling

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Silver bundle is provided at the following rates:

		Monthly Rate	
1.	All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	$38.99	
2.	Elk Grove and Meadowview exchanges – California Embedded Market	28.99	
3.	Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	9.99	
4.	Digital Phone Enhanced Feature Pack – California Embedded Market	7.49	(I)
5.	Frontier Silver - Golden State Market	20.15	
6.	Frontier Silver - Tuolumne Market	20.15	

11.6.5 SPECIAL CONDITIONS

A. The bundles are available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.

C. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

D. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.

E. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.5 SPECIAL CONDITIONS (Continued)

F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

G. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates located in the Local Exchange Tariff.

H. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Residential UnlimitedCA Long Distance Plan for each bundle ordered.

I. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Silver bundle for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Connection Charges listed in Section 2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Silver service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Silver features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscribe Line Charge is included in the monthly rate. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE

11.7.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service. This service furnished only to the same customer on the same premises as of July 16, 2009.

11.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Bronze Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.7.3 GENERAL

A. Frontier Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line, Unlimited Extended Area Service and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line – California Embedded Market
Call Waiting/Cancel Call Waiting
Call Waiting/ Caller ID
Caller ID w/Name
Unlimited Extended Area Service
One hundred (100) minutes applicable to domestic long-distance and Zone Usage Measurement service

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 11.7.4.C.

Automatic Busy Redial or Busy Number Redial
Automatic Call Return or Call Return
Call Forward Variable or Fixed
Custom Speed Calling Eight-Code Capacity or Thirty-Code Capacity
Repeat Dialing
Three-Way Calling

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Bronze bundle is provided at the following rate:

	Monthly Rate				
	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	
1. Frontier Bronze	$26.99	$26.99	$26.99	$26.99	
2. Digital Phone Enhanced Feature Pack	$7.49	$7.49	$7.49	$7.49	
3. Voice Mail –add on:					
- Basic Voice Mail	$4.49		$6.99	$5.95	(I)
- Deluxe Voice Mail	$9.99		$8.99	$7.95	(I)
4. Stay Connected Seasonal Offering See Special Condition (L)	$9.99		$9.99	$9.99	

11.7.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.

C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.5 SPECIAL CONDITIONS (Continued)

E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

F. No discounts will be given to customers that do not use all the features or have some features turned off.

G. The bundle is offered on a month to month.

H. The bundle will appear as a single line item on the bill.

I. Voice Mail will be offered as an add on to this bundle.

J. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Residential UnlimitedCA Long Distance Plan for each bundle ordered.

K. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Bronze bundle for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps in its Local Exchange Tariff, Schedule AB.
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. A $25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Bronze service will be temporarily deactivated.
5. If the customer does not notify the Utility to reactive their Frontier Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Bronze features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The monthly rate includes the Federal End User Common Line Charge.

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET – Grandfathered as of July 14, 2012 (L)

11.8.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Plus-2010 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.8.3 GENERAL

A. The Frontier Digital Phone Plus-2010 Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines
Call Forward Busy & Call Forward No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic
Unlimited Zone Usage Measurement Service
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.12.4.A.3 following.

Three-Way calling
Anonymous Call Rejection
Automatic Call Return
Automatic Busy Redial
Call Tracing Service
Caller ID
Call Forward Variable or Fixed
Call Waiting ID
Distinctive Ringing
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Priority Ring
Custom Speed Calling Eight-Code Capacity or Thirty-Code Capacity

(L)
(N)

Relocated from Section 7.

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET – Grandfathered as of July 14, 2012 (Continued)

11.8.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.

C. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	Monthly Rate	
1. All exchanges, excluding Elk Grove and Meadowview	$41.99	
2. Elk Grove and Meadowview exchanges	$31.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	$9.99	
4. Digital Phone Enhanced Feature Pack	$7.49	(I)

11.8.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.

E. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

F. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.

G. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET – Grandfathered as of July 14, 2012 (Continued) (L)

11.8.5 SPECIAL CONDITIONS (Continued)

H. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

I. The bundle is offered on a one, two or three year term.

1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

2. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A Utility may not use this contract change provision to change term-contract rates or charges.

3. If the customer cancels the bundle before the end of the term contract, an early termination charge of $200.00 shall apply.

J. The bundle will appear as a single line item on the bill.

K. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Plus-2010 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate.

(L)

Relocated from Section 7.

(N)

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET – Grandfathered as of July 14, 2012 (Continued) (L)

11.8.5 SPECIAL CONDITIONS (Continued)

M. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

N. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service. (L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (L)

11.9.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.9.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 2-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.9.3 GENERAL

A. Frontier Digital Phone Essentials 2-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID
Caller ID W/ Name
Three-Way Calling

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 2 of this Service Catalog.

Call Forward Variable
Call Forward Busy
Caller ID with Number
Call Return
Busy Number Redial
Custom Speed Calling Thirty-Code Capacity
Anonymous Call Rejection
Anonymous Call Acceptance
Call Trace
Voice Mail
Deluxe Voice Mail

(L)

(N)

Relocated from Section 7.

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

11.9.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.

C. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Essentials 2-2010	$23.99	
Unlimited Feature Pack	$7.49	(I)
Stay Connected Seasonal Service	$9.99	

11.9.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.

C. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

D. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

F. No discounts will be given to customers that do not use all the features or have some features turned off.

G. The bundle is offered on a month-to-month basis.

H. The bundle will appear as a single line item on the bill.

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued) (L)

11.9.5 SPECIAL CONDITIONS (Continued)

I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

J. Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.

K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2-2010 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.

3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 2-2010 service will be temporarily deactivated.

5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

8. The Federal Subscriber Line Charge is included in the monthly rate. (L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

(L)

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012

11.10.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.10.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 4-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.10.3 GENERAL

A. Frontier Digital Phone Essentials 4-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID
Caller ID W/ Name

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 2 of this Service Catalog.

Call Forwarding - Variable	Custom Speed Calling Thirty-Code Capacity
Call Forward Busy	Anonymous Call Rejection
Caller ID with Number	Anonymous Call Acceptance
Call Return	Call Trace
Busy Number Redial	Voice Mail
Three-Way Calling	Deluxe Voice Mail

(L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued)

11.10.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.

C. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	Monthly Rate	
Digital Phone Value Package	$21.99	
Unlimited Feature Pack	$7.49	(I)
Stay Connected Seasonal Service	$9.99	

11.10.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

G. No discounts will be given to customers that do not use all the features or have some features turned off.

H. The bundle is offered on a month-to-month basis.

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued) (L)

11.10.5 SPECIAL CONDITIONS (Continued)

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

K. Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.

L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 4-2010 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.

3. The applicable Service Connection Charges listed in Section 2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 4-2010 service will be temporarily deactivated.

5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

8. The Federal Subscriber Line Charge is included in the monthly rate. (L)

(N)

Relocated from Section 7.

SECTION 11 – GRANDFATHERED SERVICES

11.11 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.11.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 2-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.11.3 GENERAL

A. Frontier Digital Phone State with Essentials 2-2010 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Voice Mail, Extended Area Service and Unlimited Zone Usage Measurement Service.

B. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Caller ID W/ Name	Repeat Dialing
Call Forwarding	Call Return
Voice Mail – Basic	Call Waiting/Caller ID

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

C. Feature Packages

The following features may be added to the bundle at the rates listed in 7.28.4.C following.

Speed Calling Thirty-Code Capacity
Call Trace
Anonymous Call Acceptance
Anonymous Call Rejection (L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.11 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.11.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone State with Essentials 2-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone State with Essentials 2-2010	$28.99	(I)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	
Stay Connected Seasonal Offering	9.99	

11.11.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.
B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
F. The bundles are offered on a month to month.
G. The bundle will appear as a single line item on the bill.
H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

Relocated from Section 7.

SECTION 11 – GRANDFATHERED SERVICES

11.11 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.11.5 SPECIAL CONDITIONS (Continued)

J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.12 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.12.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 4-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.12.3 GENERAL

A. Frontier Digital Phone State with Essentials 4-2010 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Voice Mail and Extended Area Service and Unlimited Zone Usage Measurement Service.

B. Basic Bundle

Flat Rate Access Line	Call Forwarding
Caller ID W/ Name	Call Waiting/Cancel Call Waiting
Call Waiting ID	Voice Mail – Basic

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

C. Feature Packages

The following features may be added to the bundle at the rates listed in 7.29.4.C following.

Speed Calling Eight-Code Capacity	Call Return
Speed Calling Thirty-Code Capacity	Repeat Dialing
Anonymous Call Acceptance	Call Trace
Anonymous Call Rejection	Three-Way Calling

(L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.12 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.12.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone State with Essentials 4-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone State with Essentials 4-2010	$21.99	(I)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	
Stay Connected Seasonal Offering	9.99	

11.12.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.
B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
F. The bundles are offered on a month to month.
G. The bundle will appear as a single line item on the bill.
H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

Relocated from Section 7.

SECTION 11 – GRANDFATHERED SERVICES

11.12 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.12.5 SPECIAL CONDITIONS (Continued)

J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (L)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.13.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 2-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.13.3 GENERAL

A. Frontier Digital Phone Nationwide with Essentials 2-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Service, Unlimited Zone Usage Measurement Service and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Call Forward Busy/No Answer (Variable)	Repeat Dialing
Caller ID - Name and Number	Speed Calling Eight-Code Capacity
Voice Mail with Message Waiting Indication	Call Return

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.30.4.C following.

Speed Calling Thirty-Code Capacity	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.13.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Nationwide with Essentials 2-2010	$31.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected Seasonal Offering	$9.99	

11.13.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Customers may add or delete any features offered in the bundle without a service order charge.

D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.

E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

H. The bundles are offered on a month to month.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.13.5 SPECIAL CONDITIONS (Continued)

K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.14.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.14.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 4-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.14.3 GENERAL

A. Frontier Digital Phone Nationwide with Essentials 4-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features, Unlimited Extended Area Service, Unlimited Zone Usage Measurement Service and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.31.4.C following.

Speed Calling Thirty-Code Capacity
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Selective Call Acceptance
Selective Call Rejection
Three-Way Calling
Repeat Dialing
Speed Calling Eight-Code Capacity
Call Return

(L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.14.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Nationwide with Essentials 4-2010	$21.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected Seasonal Offering	$9.99	

11.14.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Customers may add or delete any features offered in the bundle without a service order charge.

D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.

E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

H. The bundles are offered on a month to month.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.14.5 SPECIAL CONDITIONS (Continued)

K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.15.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 2-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.15.3 GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Voice Mail, Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Call Forward Busy/No Answer (Variable)	Repeat Dialing
Caller ID - Name and Number	Speed Calling Eight-Code Capacity
Voice Mail with Message Waiting Indication	Call Return

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.32.4.C following.

Speed Calling Thirty-Code Capacity	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(L)

Relocated from Section 7. (N)

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.15.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	$31.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected Seasonal Offering	$9.99	

11.15.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

H. The bundles are offered on a month to month.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.15.5 SPECIAL CONDITIONS (Continued)

K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

L. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle will be activated on only one of the access lines designated by the customer.

M. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (L)

11.16.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

11.16.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 4-2010 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.16.3 GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.33.4.c following.

Speed Calling Thirty-Code Capacity
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Selective Call Acceptance
Selective Call Rejection
Three-Way Calling
Repeat Dialing
Speed Calling Eight-Code Capacity
Call Return

(L)

Relocated from Section 7.

(N)

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.16.4 RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

C. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	$21.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected Seasonal Offering	$9.99	

11.16.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

H. The bundles are offered on a month to month.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.16.5 SPECIAL CONDITIONS (Continued)

K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

L. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle will be activated on only one of the access lines designated by the customer.

M. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)

2. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

SECTION 11 – GRANDFATHERED SERVICES

11.17 SPECIAL ASSEMBLIES – WEST COAST MARKET (N)

SPECIAL SERVICE ARRANGEMENTS

Customer	Service	Advice Number
County of Del Norte 482 G. Street Crescent City, CA 95531	Centrex Service	(N)

SECTION 12 – OPERATOR SERVICES

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SECTION 12 – OPERATOR SERVICES

12.1 DESCRIPTION

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered:

(D)
(D)

A. Operator Assisted Station to Station (T)

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

B. Collect (T)

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

C. Operator Assisted Person to Person (T)

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

D. Operator Assisted Time and Charges (T)

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

E. Operator Assisted - Corrections (T)

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

F. Billed to Third Number (T)

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

SECTION 12 – OPERATOR SERVICES

12.2 RATES AND CHARGES

A. Service Charges

1. No Service Charge will apply when the Operator finds the called telephone line to be out of order.

2. Service Charges are assessed on a per call basis as specified below:

	Per Call	
Operator Assisted Station to Station	*	(C)
Collect	*	
Operator Assisted Person to Person	*	
Operator Time and Charges	*	
Operator Assisted - Corrections	*	
Billed to Third Number	*	(C)

3. Live Operator Fee

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:
• The automated payment systems are unavailable due to system outages.
• Customer is requesting a call to an emergency service.
• Call cannot be made by the automated system.

	Nonrecurring Charge	
Live Operator Fee, per occurrence	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

SECTION G1 – GENERAL TERMS AND CONDITIONS

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SECTION G1 – GENERAL TERMS AND CONDITIONS

Important Information From Frontier

GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN CALIFORNIA

Please read this important message carefully. Effective January 15, 2010, subject to approval of the California Public Utilities Commission ("CPUC"), the prices, service descriptions, terms and conditions for most retail services provided by Citizens Telecommunications Company of California d/b/a Frontier Communications of California ("Frontier") will no longer be on file with the CPUC. Instead, the prices, service descriptions and terms and conditions applicable to these services will be set forth in a Service Catalog. **Some services are not affected, such as basic residential service, 911 service and your choice of a long distance provider.** Your use of Frontier Services (as defined below) will constitute your agreement to be bound by the charges, terms and conditions set forth in the Service Catalog, (as defined below) including the general terms and conditions set forth below. For customers already subscribing to Frontier Services, you will no longer be governed by tariffs on file with any regulatory commission, but instead will be governed by the Service Catalog. If you do not accept the provisions of the Service Catalog, your option is to cancel your services subject to this agreement by calling 1-800-921-8101 for residential customers or 1-800-921-8102 for business customers, or writing to Frontier at 1398 S. Woodland Blvd, Deland FL 32720. You will be responsible for all usage charges, non-recurring charges, early termination charges under other agreements for Frontier products such as Frontier Digital Phone or Frontier Digital Phone Essentials and the pro rata portion of monthly recurring charges incurred prior to the effective date of the cancellation.

This document does not include the complete service catalog, which contains additional terms, including the description, charges, and other terms and conditions applicable to each of the services in the Service Catalog. The following general terms and conditions apply to all services in the Service Catalog. If you are looking for the terms and conditions applicable to specific services, please refer to the Service Catalog on Frontier's Website at http://carrier.frontiercorp.com/crtf/tariffs/.

G1.1 Application

A. The Service Catalog sets forth the terms and conditions under which Customers ("Customer", "you" or "your") agree to use the Services (as defined below) and under which Citizens Telecommunications Company of California d/b/a Frontier Communications of California ("Frontier", "Company" or "we") agrees to provide the Services to Customers, unless otherwise noted.

B. The Service Catalog is set forth on the Frontier website (the "Website") at http://carrier.frontiercorp.com/crtf/tariffs/ and you may request a printed copy of the terms and conditions applicable to the ordered Service by telephoning or writing Frontier at the above telephone numbers or address. Translation services are available upon request.

C. The Service Catalog becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Service Catalog applicable to your Service upon your use of the Service following notification to you of the availability of the Service Catalog either at the Frontier Website or by telephone, by email, by mail or other communication.

SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.1 Application (Continued)

D. Unless expressly stated otherwise, the Service Catalog applies to Customers who have entered into a separate agreement for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate agreement and the terms in the Service Catalog, the terms in the separate agreement shall control with respect to Services subject to that agreement. If you have an agreement, the terms and conditions of the agreement prevail over the Service Catalog.

G1.2 General Terms and Conditions

A. Services. "Service" or "Services" means all retail telecommunications products or services offered by Frontier in California. Services do not include non-telecommunication services, such as High Speed Internet, which were not included in Frontier's California intrastate tariff prior to January 15, 2010 and which are provided pursuant to federal tariffs or other oral or written agreements.

B. Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer, except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier's current rates and such charges are also subject to change without notice to Customer, except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.

C. Credit Check. Customer authorizes Frontier to conduct a credit search when ordering new or additional services, which Frontier will use to determine the credit worthiness of the Customer.

D. Service Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the use of the Services by Customer's family, guests, employees, third parties or the public. Customer shall remain responsible for such charges. Frontier reserves the right to discontinue or deny Service because of misuse or fraudulent use of the Services.

E. Indemnification. Customer agrees to indemnify and hold Frontier, our employees, affiliates and agents harmless from losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.

SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

F. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE SERVICE CATALOG OR OTHER WRITTEN AGREEMENT WITH FRONTIER, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE.

G. Limitation of Liability

1. Except for damages resulting from the unauthorized or illegal use of the services by you or your family, guests or employees, neither party (nor its suppliers or affiliates) shall be liable to the other party for punitive, special, consequential, incidental or indirect damages including without limitation, loss of business profits, or other commercial or economic loss arising out of the use or inability to use the services, even if the party has been advised of the possibility of such damages.

2. Frontier's liability to you for any other damages due to failures or disruptions in the services arising from our negligence or breach of our obligations under the Service Catalog shall be limited to the charges for the services affected by the failure for the period of such failure. This liability shall be in addition to any amounts that may otherwise be due you under the terms of the Service Catalog as an allowance for interruptions.

3. In the event the disclaimer of certain warranties, the limitation of liability or the exclusion of certain damages or any portions thereof, are unenforceable for any reason, our liability shall be limited to the maximum extent permitted by law.

H. Termination of Services. Frontier may discontinue or limit use of the Services by a Customer without liability and without notice, for the following reasons: a) The Services are being used in violation of any applicable law or regulation; b) The Services are being used in an unauthorized or fraudulent manner; c) The use of the Services adversely affects Frontier's equipment or its service to others; d) Such action is necessary to meet the exigencies of an emergency. Frontier may discontinue the Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Services provided; b) Customer fails to perform any other material obligation or violates any material term or condition of this Service Catalog, and such failure or violation is not cured within thirty (30) calendar days following notice by Frontier; or c) Frontier has other good cause to terminate service. Termination of the Services, for any cause, shall not release Customer from any liability which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation which, by its nature, survives termination.

SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

I. Performance Excused. Frontier's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, floods, storms, natural disasters, cut cable, terrorism, power failures or labor difficulties.

J. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefore.

K. Miscellaneous.

1. The Service Catalog, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Service Catalog. We may decrease prices without prior notice. Increases to the prices or material changes to the Service Catalog shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email. If you do not agree to the revision(s), you must terminate your Service(s) immediately by contacting Frontier at the above telephone numbers or address, subject to the termination provisions of the Service Catalog. By continuing to use the Services subject to this agreement after revisions are in effect, you are accepting and agreeing to all revisions**.** If you have an agreement, the terms and conditions of the agreement prevail over the Service Catalog.

2. Either party's failure to enforce any of the provisions of the Service Catalog or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Service Catalog. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Service Catalog will not affect the other parts thereof, and the remaining terms and conditions of the Service Catalog shall continue to apply as necessary to reflect the original intention of the parties.

SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

K. Miscellaneous. (Continued)

3. Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Service Catalog without notice.

4. This Service Catalog shall not provide any third party with a remedy, claim or right of reimbursement.

5. Services are offered in locations where made available by Frontier in its sole discretion.

6. No waiver of any breach of this Service Catalog will be deemed a waiver of any future breach.

7. Nothing in this agreement shall prevent a customer from filing a complaint with the CPUC. If you wish to file a complaint you may do so by contacting the CPUC online at www.cpuc.ca.gov or by calling 1-800-649-7570 or in writing to Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA. 94102.

R1 - GENERAL REGULATIONS

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R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth below.

ACCESS LINE: The Utility provided line from the central office switching point up to and including the termination of said line on the customer's premises at the local loop demarcation point (LLDP).

Access Line Hunting: (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

APARTMENT HOUSE PRIVATE SYSTEM: A telephone system installed in an apartment house for the convenience of tenants in communicating with the apartment house office, vestibule, or janitor's quarters. Exchange and toll service under the filed rates therefore may be provided in connection with an apartment or janitor's telephone.

APPLICANT: An individual or concern making application to the Utility for telephone service or installation of facilities.

AUTHORIZED REPRESENTATIVE (AGENT): An individual or concern designated in writing by the applicant/customer that represents such applicant/customer regarding telephone service including Intrabuilding Network Cable (INC). The written notice received by the Utility must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/ customer for payment of service, usage or adherence to other Rules set forth in the tariff. (See Property/Owner/Landlord/Agent)

AUXILIARY LINE: An additional individual line from the same central office to the same premises as the main individual line and associated therewith.

BATTERY POWER: Source of electrical power furnished during commercial power outages.

BUILDING: A non-mobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premise. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy - covered or not - do not create a single building.

Abutting structures having common hallways above ground level, occupied by a customer or his personnel as permanent work locations and appearing to function as one entity, are treated as a single building.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

BUILDING: (Continued)

A pier or wharf for mooring one or more boats is treated as a single building.

A trailer pad improved for regular use is treated as a single building.

Each of several single occupancy townhouse living units constructed on a separate lot within a continuous property is treated as a separate building for the provision of service connections.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single ownership as in a condominium.

BUILDING OWNER: See Property Owner/Landlord/Agent

BUILDING TYPES: (1) Single story - A building with one floor or level, excluding basements and garages or other parking facilities, if any. (2) Multi-story - A building with more than one floor or level. (3) Multi-unit - A building that has multiple tenants.

BUILDING USAGE:

Residential: (1) Single family - A multi-story or single story, but not multi-unit, building entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretakers' quarters, and other locations such as private laundries, patios, garden houses, and private swimming pools that are part of the family's domestic establishment and used a part of the single family residence are considered part of the premises where located on the same continuous property. (2) Multi-Family - a multi-unit, multi-story or single story, building occupied by more than one family or by more than one individual functioning as one domestic household. Examples include apartments, condominiums, townhouses and duplexes.

Commercial: (1) Single tenant - A multi-story or single story, but not multi-unit building entirely occupied by one business customer. (2) Multi- tenant - A multi-unit, multi-story or single-story building occupied by more than one business customer.

Mixed Residential and Commercial: A multi-unit and a multi-story or single story building occupied by both residential and business customers.

Mobile Home Parks: Mobile Home Parks, as defined below, shall not be considered Continuous Property. Instead, the Utility shall provide service to mobile home parks in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

BUILDING USAGE: (Continued)

A " Mobile Home Park" is an area or track of land which two or more mobile home lots accommodate manufactured homes or mobile homes. and (1) Which is subject to the permit to operate requirements under the Mobile Home Park Act (Health and Safety Code Section 18200, et.seq. or (2) That is (a) owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code 17008, regardless of the number of employees does not constitute a "mobile home park", unless such employee housing is incidental to the operation of the mobile home park and such park is otherwise subject to the permit to operate requirements under the Mobile Home Parks Act.

BURIED WIRE: A cable designed for use in underground construction and utilized in extending the Utility's telephone plant.

BUSINESS SERVICE: Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is principally or substantially of a business, professional or occupational nature.

CALIFORNIA RELAY SERVICE: A Dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

CALLCENTRAL: An optional central office-based voice message system with the capability to record and store messages for subsequent playback, furnished to single party Business and Residence customers.

CAMPUS ARRANGEMENT: See Continuous Property

CENTRAL OFFICE: A telephone Company's switching office unit by means of which one telephone station may be connected to another.

CENTREX: A central office based service provided to business customers from the Utility's digital central office facilities. This central office service offering is an alternative to customer PBX and key systems. Services are provided using single-party business access lines in conjunction with Centrex Service Lines for additional stations in the Centrex group. The number of lines in a group determines the maximum number of connections at a given time to the exchange network. If all access lines in a Centrex group are busy, the Service Lines may be used for calling station to station or to activate enhanced features within the group.

COIN-BOX SERVICE: See Paystations

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

COMPANY: See Utility

COMPLEX INSIDE WIRE: Also known as intrasystem wiring, includes all cable and wire and its associated components (e.g. connecting blocks, terminal boxes, conduits) located on the customer's side of the Local Loop Demarcation Point (LLDP) which connect station components to each other or to the common equipment of a PBX or key system. Connection of Complex Inside Wire to the telephone network is governed by Part 68 of FCC Rules and Regulations.

CONNECTING ARRANGEMENT: The term "Connecting Arrangement" denotes the equipment provided by the Utility to accomplish the direct electrical connection of customer-provided facilities with facilities of the Utility. Such connections will be made through an SNI or its equipment conforming to Part 68, Sub Part F, of FCC Rules and Regulations,

CONTINUOUS PROPERTY: Is land which is; (a) wholly owned by a single individual or entity, regardless of whether the owner leases all or a portion(s) of the property to another, and (b) which contains, or will contain multiple building where all portions of the property may be served without crossing a public thoroughfare or property of another. A " public thoroughfare" is a street, road or other means of passage across property, which is not subject to restrictions on ingress, egress or boundaries.

There are three basic types of Continuous Properties:

1. Single-tenant commercial in which one owner or tenant occupies all buildings.
2. Mixed Commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential use exists.
3. Multi-tenant commercial and/or residential in which several tenants occupy a building individually or on a per-floor per-section basis.

The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g. apartment building or complexes. Condominiums also are Continuous Property.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by entities in common do not constitute Continuous Property. this includes town-homes and homes in gated communities.

CUSTOMER: Refers to the person, firm or corporation responsible for ordering telecommunications services, for paying charges, and for complying with the rules and regulations of the Utility. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under the Utility's tariff.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

CUSTOMER GUIDE SERVICE: Customer Guide Service is a service, which allows long-distance companies (interexchange carriers) who are certified by the California Public Utilities Commission to provide toll service within California's LATAs, to list their name, long-distance Company Code, telephone number and/or intraLATA rates in the preface section of the Utility's White Page directories.

CUSTOMER OWNED PAY TELEPHONE (COPT): A customer owned and provided pay telephone (coin and coinless) for public or non-public use. This service is connected to a Utility provided public access line.

CUSTOMER PROVIDED EQUIPMENT (CPE): Customer provided equipment includes telephones, data equipment and ancillary equipment furnished by the customer.

DATAPATH: A central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath service provides asychronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps.

DATE OF PRESENTATION: The date upon which a bill or notice is mailed or delivered to the customer.

DEMARCATION POINT: See definition for Local Loop Demarcation Point (LLDP).

DIALAN SERVICE: (DMS Integrated Access Local Area Network) DIALAN Service allows for the simultaneous voice and data access to the switched telephone network over a single exchange access line. DIALAN Service provides data access at speeds from 110 bps through 19.2 kbps for asynchronous communication.

DIGITAL CHANNEL SERVICE (DCS): The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

Directory Assistance Call Completion (DACC): Allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number. (N) | (N)

DIRECT INWARD DIAL (DID): A feature, which allows callers to dial direct to a wanted PBX or Centrex extension without the intervention of an operator or attendant.

DIRECTORY LISTINGS: Essential information in the telephone directory whereby users may ascertain the telephone number of a customer's station.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

DISTRIBUTION CABLE FACILITIES: The Utility's cables, wires and associated supporting structures and appurtenances, located in dedicated streets and Utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with the Utility's service connection facilities. (See Line Extensions and Service Connections) On continuous property, these facilities include the Utility's cable and associated apparatus directly or indirectly routed to the Minimum Point of Entry (MPOE) in a building or buildings.

DISTRICT AREA: A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL PARTY RELAY SYSTEM: See California Relay Service

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP): Electronic Bill Presentment and Payment (EBPP) is an optional service provided by the Utility that allows customers to view and or pay their telephone bill on-line.

EMERGENCY: A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

EMERGENCY SERVICE ORGANIZATIONS: Law enforcement agencies and shelters for battered spouses and runaways.

END USER/END USER CUSTOMER: A customer who uses (rather than provides) telecommunications services. (See Customer.)

ENHANCED LIFELINE SERVICE/TRIBAL LANDS: Additional federal Lifeline assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals. (C)

EXCHANGE: A telephone system providing service within a specified area as shown on maps filed else- where in the tariff schedules and within which communications are considered as exchange messages, except those messages between toll points.

EXCHANGE AREA: An area shown on maps filed elsewhere in tariff schedules within which the Utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

EXCHANGE SERVICE: Telephone service furnished between customers within an exchange area.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

EXTENDED AREA SERVICE: Exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs.

EXTENSION LINE: An extension of a primary line provided directly or by means of a switching device.

FACILITIES: The elements of plant involved in providing a telecommunications service, such as service connection facilities, radio facilities, OCC facilities, central office equipment, etc.

FARMER LINE SERVICE: Exchange service furnished in the suburban area of an exchange by use of lines owned and maintained in part by the customers to the service. Such lines connect to the Utility's facilities at the boundary of the base rate area or the city limits when the latter boundary is located a greater distance from the central office than the former. Switching service is performed by the Utility at its central office. The customers own the telephones and batteries used in their services and maintain the facilities and instrumentalities owned by them.

FICTITIOUS NAME: A name or style employed by a concern to direct attention to a commodity or service or for any purpose other that the actual conduct of its business.

FLAT RATE SERVICE: Exchange service furnished for a fixed periodic charge.

FOREIGN ATTACHMENT: Equipment not owned or authorized by the company for use in the service extended.

FOREIGN EXCHANGE SERVICE: Exchange service furnished by means of a circuit connecting a customer's station with a central office in an exchange area other than that in which the station is located, or extension service in an exchange area other than that in which the primary station is located.

FULLY RENOVATED BUILDINGS: Buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining "fully renovated" status is the date of the Notice of Occupancy issued by the appropriate local agencies.

HUNTING SERVICE: An arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call. Multiline Hunt Group allows a number of lines to be grouped together to share common translation data.

INDIVIDUAL CASE BASIS (ICB): The term "Individual Case Basis" denotes a condition where the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

INDIVIDUAL LINE SERVICE: Exchange service furnished by means of a central office line or circuit assigned for use for one primary station only.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

INFORMATION PROVIDER: A customer of an inter- exchange carrier who subscribes to the interexchange carrier's 900 service for the purpose of providing information, entertainment and fund raising services to subscribers.

INFORMATION SERVICES CALL BLOCKING (ISCB): A central office call blocking service that allows the Utility's residential and single line business customers to block directly dialed calls placed from their telephones to 900 numbers. ISCB will be provided at the customer's serving central office, and when placed on the customer's line will prevent access to all directly dialed 900 numbers. If a customer dials a 900 number, they will get an announcement saying that their call cannot be completed as dialed. The customer will be able to dial other numbers.

INSIDE WIRE: See Simple Inside Wire or Complex Inside wire.

INSTALLATION CHARGE: An initial, non-recurring charge made under certain conditions to cover all or a portion of the cost of installing telephone equipment.

INTEGRATED SERVICES DIGITAL NETWORK - BASIC RATE INTERFACE: ISDN is a new offering supported by ISDN architecture. ISDN-BRI is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis.

INTERCOMMUNICATING SYSTEM: An equipment arrangement consisting of three or more telephone stations and one or more exchange lines, each station being equipped with a switching device by means of which it may be connected with any other station in its own system or with the central office. Calls from the central office can be transferred to any station of the system.

INTEREXCHANGE CARRIER: Any carrier registered with the FCC that is authorized to carry customer transmissions between LATAs interstate, or if approved by a state public utility commission, intrastate.

INTRABUILDING NETWORK CABLE (INC): INC is located on the customer's side of the Utility's Local Loop Demarcation Point (LLDP). INC connects the end of the Utility's local loop at the Minimum Point of
Entry (MPOE) to the INC demarcation point at the terminal(s) within a customer's continuous property. The purpose of the INC is to provide the communications path from the Utility's service entrance facility to the end-user's service location. (See Rule 27.)

JACK: A device used to connect stations or telephone components.

JOINT USER: An individual or concern authorized by the Utility and the customer to share in the use of the customer's business telephone service.

LANDLORD: See Property Owner/Landlord/Agent

LATE PAYMENT FEES: A fee applicable to an unpaid balance of $20.00 or more not received at the Utility or one of its authorized payment locations by the "late payment date" printed on the bill.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

LATERAL CABLE: (See Intrabuilding Network Cable)

LINE EXTENSIONS: Line extensions consist of over- head or underground extensions to plant from existing distribution facilities to new service connections, and exclude additions to plant along existing telephone facilities. (See Distribution Facilities and Service Connections.)

LOCAL ACCESS AND TRANSPORT AREA (LATA): The term “Local Access and Transport Area” denotes a geographic area established by the Utility for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic, and other purposes. The Utility will offer services to customers within a LATA only.

LOCAL CALL: A completed telephone call or telephonic communication between exchange stations in the same local service area except messages between toll points.

LOCAL EXCHANGE SERVICE: Service provided to a customer location in the local exchange network for communication between other customary locations served from that same exchange area.

LOCAL EXCHANGE SERVICE AREA: An area within which are located the stations which customers may call at the access line rates for local exchanges, in accordance with the provisions of the exchange tariffs. The local exchange service area may include the whole or part of an exchange area, or parts of all of two or more exchange areas.

LOCAL LOOP DEMARCATION POINT (LLDP): The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Utility and building/property owner/landlord/agent or the end-user customer. The LLDP is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility, but can also be the closest practicable point to where the wiring enters a multi-unit building or buildings. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). For copper landline facilities only, the LLDP shall be located at the MPOE.

Installation and maintenance of facilities and equipment beyond the Utility's LLDP is the responsibility of the property owner/landlord/agent or the end-user customer. For continuous multi-tenant property, only the property owner or his or her agent may request relocation of the LLDP.

When a LLDP lacks sufficient power and/or space to support provisioning of a new service, such service will be provisioned as close as practicable to the existing demarcation point.

LOCAL PRIVATE LINE TELEPHONE SERVICE: A service furnished for the customer's own use by means of a line to which are permanently connected two or more telephone stations and which shall not be connected for exchange service.

MEASURED RATE SERVICE: A telephone service, which includes the exchange access service monthly rate based upon the number of outgoing local calls plus the applicable usage charges.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

MILEAGE CHARGES: The additional charges for extension stations of individual and party line service, and to all stations of Private Branch Exchange Service (PBX).

MINIMUM POINT OF ENTRY (MPOE): The MPOE is the closest practical point to where the utility's facilities cross a property line or the closest practicable point to where the utility's facilities enter a multiunit building or buildings. Also see Local Loop Demarcation Point (LLDP).

MINIMUM POINT OF PRESENCE (MPOP): See Local Loop Demarcation Point (LLDP).

MOBILE HOME PARKS: See Building Usage

MOVE AND CHANGE CHARGE: A charge for a change of location, service or type of equipment on the same premises made at the customer's request where there is no interruption of service, other than that incident to the work involved, and which is not initiated by the Utility or required for the proper maintenance of the equipment or service.

NETWORK TERMINATING WIRE (NTW): The wire between the protected terminal and the Standard Network Interface (SNI). NTW includes wire that connects the building entrance terminal to the Utility placed network access termination. This wire connection is also called a cross connect. Also see SPCs.

NON-RECURRING CHARGE: A one-time charge designed to cover expenses applicable to certain Utility provided services and facilities.

PARTY LINE SERVICE: A telephone service furnished by means of a line to, which may be assigned two or more primary stations.

PAYSTATIONS: Public telephone service is a non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Utility.

Note: Semi-ic Coin Box Service has been deregulated. Rates and charges are now the same as the Public Access Line (PAL) charges for requests of this service.

PERMANENT DISCONNECT: A discontinuance of service in which the facilities used for the service are made available for use for another service.

PREMISES: See Building Usage

PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (HVP): Is required in high voltage environments where a single line ground (SLG) fault will produce a ground potential rise (GPR) greater than 1000 volts peak asymmetrical. The High Voltage Protection (HVP) isolates the telephone company's facilities from the power companies ground and the ensuing ground potential rise out to a point calculated to where the GPR will be less than 300 volts peak. This isolation is provided by way of isolation transformers or other electronic devices that provide an electrical gap between the phone company's signal path (cable) and the high voltage environment. Inclusive with this equipment is the conditioning of the telephone facilities to insure no cable sheath is grounded within the 300 volt GPR zone of influence (ZOI) and there remains continuity of the sheath from the HVP equipment out past the 300 volt ZOI. Additional equipment is required when non-interruptible service is required or when the calculated GPR is excessive.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

PRIMARY LINE: A main telephone line (excluding extension lines) or private branch exchange switchboard station of a customer's service.

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM SERVICE: Exchange service furnished by means of a PBX switchboard, intercommunicating system or mechanical equipment located on the customer's premises and local stations with local communication between them and communication to the general system by means of exchange trunks to the Utility's central office.

PROPERTY OWNER/LANDLORD/AGENT: The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.

PUBLIC ACCESS LINE (PAL): Individual line service connected through a network interface or other Utility provided interface to an authorized customer provided pay telephone located on a customer premises.

PUBLIC TELEPHONE SERVICE: See Paystations

PUBLIC UTILITIES COMMISSION: The Public Utilities Commission of the State of California, sometimes referred to as the Commission.

RESIDENCE: That portion of an individual house, building, flat, or apartment (a dwelling unit) occupied entirely by a single family or individual functioning as one domestic establishment. A room or portion of a dwelling unit occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of California LifeLine Service.

RESIDENCE SERVICE: Exchange telephone service furnished a customer at a residence or place of dwelling where the actual of obvious use is for domestic purposes.

RIGHT OF WAY: Denotes the legal permission granted the Utility by the property owner to allow the Utility install, maintain, and repair INC and any associated plant facilities on a property. This permission is usually in writing and is recorded as an easement against the property.

RISER CABLE: See Intrabuilding Network Cable (INC)

ROOM: A space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

SERVICE CATALOG: Those documents that contain the standard descriptions, pricing, and other terms and conditions for services offered on a detariffed basis pursuant to D.07-09-018. Also known as the Citizens Telecommunications Company of California, Inc., Service Catalog.

SERVICE CONNECTIONS: Wire or cable, and associated underground supporting structure where used, from the point of connection with the Utility's distribution facilities to the point of connection with the interior wiring at the building served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or Utility easement. (See Distribution Cable Facilities and Line Extensions)

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

SERVICE CHARGE: A charge intended to cover in part operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system. (T)

SERVICE CONNECTION FACILITY: Denotes wire/cable either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's LLDP.

SERVICE PROVISIONING CROSS-CONNECTS (SPCs); Wires that connect the utility's network access termination point to the building owner's access terminal.

SERVICE LINE: See Centrex Service.

SIMPLE INSIDE WIRE: Any wire on the customer's side of the local loop demarcation point (LLDP) running between the demarcation point and the customer's premises equipment (CPE) served by two pairs of wire or

SIMPLE INSIDE WIRE: (Continued) less. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include CPE.

SNI: See Standard Network Interface

SPECULATIVE PROJECTS: Projects involving oil wells, mining operations, stock or other promotional schemes, club memberships or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sales or in which the proprietor has only a minor financial interest, and other projects, including subdivisions for which the utility is unlikely to recover its investment.

STANDARD NETWORK INTERFACE (SNI): A type of Utility-owned network interface at which customer-owned facilities are connected to the telephone network. The SNI is also a modularized connection and testing point, this allowing the customer to isolate trouble to inside wire without Utility involvement. It also serves as the official LLDP between the customer's responsibility and the Utility's responsibility.

SUBDIVISION: Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more non-temporary main telephones and/or PBX trunk line terminations, at a density of at least one per acre.

SUBSCRIBER: See Customer

SUBURBAN SERVICE: Party line service furnished in a portion of the exchange area by means of a central office line to which four customers may be assigned.

SUPERSEDURE: The transfer of a customer's complete service, including the telephone number from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

TARIFF SCHEDULES: The entire body of effective rates, toll, rentals, charges, classifications, and rules, as set forth herein.

TARIFF SHEET: An individual sheet of the tariff schedule.

TEMPORARY DISCONNECT: A temporary discontinuation of service without complete termination of the service, made at the request of the customer or on the initiative of the Utility, in which the facilities and telephone number are held available for resumption of service.

TEMPORARY SERVICE: Service to premises or enterprises the temporary nature of which can be determined in advance from the known limited duration of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places and other enterprises of like limited duration.

Service for a specified short term to premises or enterprises normally permanent in nature.

Service to projects of abnormal risk or of unpredictable duration such as mine development, oil well drilling or lumbering operations.

TENANT: A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

TERMINAL EQUIPMENT: Terminal equipment includes devices or apparatus and their associated wiring provided by a customer that do not constitute a multiline terminating system and that where connected to the communication path of a telecommunications network are connected either electrically, acoustically or inductively. Terminal equipment includes telephones, data equipment and ancillary equipment.

TOLL MESSAGE: A completed telephone call or telephonic communication between exchange stations when the called station is not within the local service area of the calling station, between toll stations, or between a toll station and an exchange station.

TRACT OR SUBDIVISION: Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main residential telephones.

TRADE NAME: The name or style under which a concern conducts its business and by which it is generally known to the public.

TRENCHING COSTS: Cost of excavating, backfilling and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRUNK LINE: A telephone circuit from one central office to another or between a private branch exchange system and Utility central office.

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

UTILITY NETWORK CROSS-CONNECTS (UNCs): Wires that connect the utility's building entrance terminal to the utility's network access termination point, e.g. ready access terminals (RATs) or Network Interface Units (NIUs).

UNDERGROUND SUPPORTING STRUCTURE: Conduit, manholes, handholes, and pull boxes where and as required plus trenching costs.

CALIFORNIA LIFELINE TELEPHONE PROGRAM): A class of local telephone service designed to meet minimum residential communication needs of customers who are eligible under the Moore Universal Telephone Service Act for the subsidized telephone service funded by a limited tax on users of intrastate interLATA telecommunications services.

USER: The user of a service regardless of the identity or location of the subscriber or customer of the service.

UTILITY: Citizens Telecommunications Company of California

VOICE MAIL SERVICE: See CallCentral

711 Abbreviated Dialing Code: Payphone owners are not permitted to charge for connection to California Relay Service via 711. 711is a free call to TRS/CRS.

900 SERVICE: Information, entertainment and fund-raising services provided to customers by information providers using the 900 area code.

R1 - GENERAL REGULATIONS

R1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. General

1. Exchange service is available through facilities owned and maintained according to the Utility's standards.

2. Frontier Wire Maintenance is available, however, there are competitive alternatives.

B. The Utility provides telephone service, under it's effective rate schedules, as follows:

1. Class of Service - The following classes of service are furnished:

   a. Business Service
   b. Residence Service

2. Type of Service - The following types of services are furnished:

   a. Business Flat Rate Service
   b. Business Measured Rate Service
   c. Residence Flat Rate Service(1)
   d. Residence Measured Rate Service(1)
   e. Paystation Service (Public)

3. Grade of Service - In general, the following grades of service are furnished:

   a. Single-Party Line
   b. Two-Party and Four-Party Line (Residence four-party service is furnished only to the same customer at the same premises as of June 1, 1973. Two-party service is only furnished to the same customer at the same premises as of August 25, 1988)
   c. Suburban Service (Suburban Service is only furnished to the same customer at the same premises as of August 25, 1988).
   d. Private Branch Exchange
   e. Public Access Line (PAL)

4. Unless specifically specified as such, two and four wire circuits provided in the Local Exchange Tariff are not intended to support high speed data applications.

5. Single and party line Business and Residence Service and Private Branch Exchange (PBX) system service is provided in the exchange area.

6. Optional services are offered by the Utility under its schedule of rates.

Note 1: See the Local Exchange Tariff, Schedule Cal. P.U.C. No. A1.

R1 - GENERAL REGULATIONS

R1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Continued)

B. The Utility provides telephone service, under it's effective rate schedules, as follows: (Continued)

7. The application of business and residence rates to private and public telephone service is governed by the actual or obvious use made of the service by the customer.

a. Business rates will apply in offices, boarding houses with more than five room available for rent, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, airport hangars, hospitals and private and public institutions, Business rates will apply at any location when the listing of "office" or any title indicating a trade, occupation or profession is listed, except as modified under Section 1 of the Service Catalog.

b. Business rates will apply to private residences or places of dwelling when the customer has no regular business telephone service and the use of the service by the customer, members of the customer's household, or the customer's guests is more business than residence in nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards or other means.

8. Customer-Provided Equipment may be connected only when the sum of the F.C.C. registered or C.P.U.C. certified ringer equivalence numbers do not exceed 5.0.

9. Off-Premises Extension and PBX Terminations except those of a subsidiary dial PBX, will be installed off the premises on which the primary terminations or PBX is located, in accordance with the following:

a. Same Customer - An off-premises extension will be installed on a premises of the customer provided, however, that a residence extension will not be installed on a business premises except for answering purposes only.

b. Different Customer - An off-premises extension will be installed on a premises of a party other than the customer to the off-premises extension service only when the occupant of the premises on which the extension is to be installed is a customer to single line, party line, or PBX service, provided however, that a residence extension will not be installed on a business premises, except for answering purposes only.

10. Extensions of subsidiary dial PBX's will be installed off the premises on which the subsidiary PBX is located in accordance with the above statements.

11. When two or more off-premises extension services are furnished on the premises of one or more other customers, such other customers shall not use those off-premises extension services for communicating with each other.

R1 - GENERAL REGULATIONS

R1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Continued)

B. The Utility provides telephone service, under it's effective rate schedules, as follows: (Continued)

12. Extension or PBX terminations will be installed off the premises on which the primary station or PBX switchboard is located and outside the exchange area in accordance with the conditions governing Foreign Exchange Service.

13. Suburban Service is provided within the exchange area.

14. Farmer Line service is provided within the exchange area, to less than three customers provided that the total minimum exchange revenue of not less than that shown in the schedules.

C. Exchange Service Telephone Calls Billed to Other Than the Service From which the Message Originates:

1. Upon request, the charges for a telephone call between two exchange stations located within each other's local service area may be billed to or collected from the called telephone (i.e., charges may be reversed), or billed to other than the calling or called station.

2. Such service will be furnished at rates equivalent to the minimum toll rates for two-point operator station service, as set forth in Section 3 of the Service Catalog.

D. Switched FEX Services - Switched FEX Service is provided by establishing a central office-switching center in the local exchange utilizing the normal wire routes to the customer's premises. It is in lieu of the central office-switching center in the foreign exchange and the cross-boundary wire routes to the customer's premises. The customer retains the calling area, directory services and toll rate center of the foreign exchange.

R1 - GENERAL REGULATIONS

R1.3 RULE NO. 3 - APPLICATION FOR SERVICE

Application For Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.3.

R1 - GENERAL REGULATIONS

R1.4 RULE NO. 4 - MINIMUM CONTRACT REQUIREMENTS

Contracts for detariffed services will be required when such services are furnished at rates, terms and/or conditions other than those contained in this Service Catalog.

R1 - GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

Special Information Required On Forms rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.5.

R1 - GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION

Establishment and reestablishment of credit rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.6.

R1 - GENERAL REGULATIONS

R1.7 RULE NO. 7 - DEPOSITS AND ADVANCE PAYMENTS

Deposits and Advance Payments rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.7.

R1 - GENERAL REGULATIONS

R1.8 RULE NO. 8 - PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

Priority of Establishment and Supersedure of Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.8.

R1 - GENERAL REGULATIONS

R1.9 RULE NO. 9 - NOTICES

Notices rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.9.

R1 - GENERAL REGULATIONS

R1.10 RULE NO. 10 - ISSUANCE AND PAYMENT OF BILLS

Issuing and Payment of Bills rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.10.

R1 - GENERAL REGULATIONS

R1.11 RULE NO. 11 - DISPUTED BILLS

Disputed Bills rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.11.

R1 - GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE

Disconnection and Restoration of Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.12.

R1 - GENERAL REGULATIONS

R1.13 RULE NO. 13 - RATES AND OPTIONAL RATES

Rates and Optional Rates rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.13.

R1 - GENERAL REGULATIONS

R1.14 RULE NO. 14 - TEMPORARY SERVICE

Temporary Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.14.

R1 - GENERAL REGULATIONS

R1.15 RULE NO. 15 - INTERRUPTIONS OR SERVICE OUTAGES

Interruptions or Service Outages rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.15.

R1 - GENERAL REGULATIONS

R1.16 RULE NO. 16 - OWNERSHIP AND USE OF TERMINAL EQUIPMENT ON CUSTOMER'S PREMISES

Ownership and Use of Terminal Equipment on Customer’s Premises rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.16.

R1 - GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

Line Extensions Service Connections and Facilities on Premises of Customer rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.17.

R1 - GENERAL REGULATIONS

R1.18 RULE NO. 18 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

Telephone Directories, Listings and Numbers rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.18.

A. White Page Directory Listings (N)

1. White page directories include business listings, local emergency numbers and local government pages.

2. The requirement to provide a free published directory can be satisfied using the procedures authorized in California Public Utilities Commission Resolution T-17302. Under this authorization, the customers will receive delivery of the directory electronically by CD-ROM or by on-line access at http://frontier.com/whitepages, unless a customer affirmatively elects to receive a traditional printed paper copy by contacting Frontier under the procedures authorized in Resolution T-17302. Customers may contact Frontier at 800-979-7978 to receive a traditional printed paper copy. (N)

R1 - GENERAL REGULATIONS

R1.19 RULE NO. 19 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

Customers' Private Service not for Public Use rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.19.

R1 - GENERAL REGULATIONS

R1.20 RULE NO. 20 - ACCESS TO CUSTOMER'S PREMISES

Access to Customer's Premises rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.20.

R1 - GENERAL REGULATIONS

R1.21 RULE NO. 21 - CONNECTION WITH CERTAIN CUSTOMER-OWNED FACILITIES

Connection with Certain Customer-Owned Facilities rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.21.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.1 APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provision of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

R1.22.2 TERRITORY

Within the suburban areas of all exchanges and Zones B and C of the Elk Grove Exchange Area as shown on maps contained in its Local Exchange Tariff, Schedule AB.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

	Charge	
A. Aerial or, at Utility's option, underground reinforcements to plant along with existing exchange circuits of this Utility	No Charge	
B. Aerial or, at Utility's option, underground extension to plant beyond existing exchange circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Condition L following)		
1. Free Footage Allowance: Applications on or before December 31, 2012		(T)
a. California Embedded, Golden State & Tuolumne Markets The Utility will construct at its expense a maximum of 700 feet of line extension and/or 300 feet of service connection per applicant. (See Special Conditions B and C following)	No Charge	
b. Global Valley Market The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge	
c. West Coast Market - The Utility will construct at its expense a maximum of 500 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge	

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.) (Continued)

B. (Continued)

2. Extensions to Plant Exceeding Free Footage Allowance: Applications on or after August 5, 2014 (C)

a. The Utility will construct at its expense a maximum of 200 feet of line extension and/or 100 feet of service connection per applicant (See Special Conditions B and C following) No Charge (C)

b. Each additional foot Actual Cost * (D)

(D)

* Includes Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS (Continued)

R1.22.3 SPECIAL CONDITIONS

A. General

1. Charges under this section are for abnormally long plant extensions to prevent unreasonably burdening the general body of existing customers.

2. Charges in this section are:

a. Applicable to aerial and underground facilities whether Utility or jointly owned or rented and to all classes, types and grades of service;

b. Not applicable to new subdivisions and real estate developments (see Special Condition L following); or to farmer lines, toll station service and tree-contact-type construction.

B. A line extension is defined as the extension of the Utility's outside plant distribution facilities, as determined by the Utility, to the point of connection with the customer's facilities.

C. Service connection is defined as the drop or block wiring or cable from the point of connection with the Utility's distribution facilities up to and including the Local Loop Demarcation Point.

D. The Utility will build all line extensions, eliminating all questions of legal rights-of-way, government required permits and proper insurance coverage.

E. In lieu of the charges applicable for any excess service connection footage, the applicant may clear the right-of-way, furnish and set poles where aerial construction is employed, or furnish and install the underground supporting structure all in accordance with the Utility's specifications. The Utility in that case will furnish and install the fixture and wire or cable at it's expense. Ownership of facilities so provided by the applicant shall be vested in the Utility, except that underground supporting structures for service connections on private property shall be owned and maintained by the customer (see the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17).

F. Charges under this section are payable in advance and, except as described in Special Conditions I and J following, are not refundable.*

* Includes Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS (Continued)

R1.22.3 SPECIAL CONDITIONS (Continued)

G. Regular service connection charges, as shown in this section, are applicable in addition to any line extension charges for service established.

H. Route, Type and Measurement of Line Extensions and Service Connections:

1. The line extension distance for determining free footage and charge is measured from the point of connection with the nearest feasible distribution facilities, as determined by the Utility, to the point at which the service connection is made.

2. Where a proposed route over private property will be part of a route to serve two or more customers, or where, at the Utility's option, a route will be on private property rather than on public roads, such routes will be treated as line extensions.

3. The service connection distance (excluding the length of aerial drop wire, if any) for determining free footage and charge is measured from the point of connection with the nearest distribution facilities to the Local Loop Demarcation Point.

I. Collective Application and Grouping of Applicants:

1. When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof, and who might benefit by being included in the project. Allowances are made only for those prospective customers making bona-fide applications for service.

2. All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two or more projects are combined and this results in lower charges (or no increase in charges) for all applicants involved. When separate projects are established, line extension charges are determined by measurement from the last applicant in each project.

3. An applicant at any premises receives only a single line extension allowance regardless of the number of services ordered at that premises.

4. Where an applicant orders service at more than one premises, he is treated as being a separate applicant at each premises for purposes of this section.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS (Continued)

R1.22.3 SPECIAL CONDITIONS (Continued)

J. Apportionment of Charges to Group of Applicants:

1. Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants.

2. The second group includes all remaining applicants on the project. The over-all charge for the project is divided equally among all applicants in the second group.*

3. Exceptions:

a. No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the Utility.

b. Charges for service connections are assumed by applicants on whose property such extensions are made and these charges are not included in the overall charges for the project. Likewise, the free service connection footage allowance on private property is not included in the collective allowance for the project.

K. Charges to Subsequent Applicants, and Refunds to Existing Customers:

1. When a new applicant(s) is secured who can be served from a completed project, within one year from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant.

a. Where no additional construction is required to serve the additional applicant(s) the original line extension charge is re-divided by the new total number of applicants. The resultant figure will be charged to the new applicant(s). The difference between the original charge per applicant, and the new charge per applicant, will be refunded to each original applicant, less one-twelfth (1/12) for each month of service used from the date of the original establishment to the date of connection for the new applicant(s).

b. Where additional construction is required for an applicant to be served from a project less than one year old, the charges are recomputed, as above, if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS (Continued)

R1.22.3 SPECIAL CONDITIONS (Continued)

K. Charges to Subsequent Applicants, and Refunds to Existing Customers: (Continued)

2. In the event the Utility attaches interexchange toll facilities to an aerial line extension within the one-year period, the Utility will refund a prorated amount to cover the unexpired portion of the line extension charges for that part of the line extension facilities so used.

3. If within one year of completion of the original project, construction treated as service connections becomes treated as being on public roads, or if a private road is dedicated to public use, the service connections charges shall be recomputed and refunds made to the initial applicants where applicable.

L. Line Extensions to Serve New Subdivisions or Real Estate Developments in their Entirety:

1. Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions:

a. The applicant, in addition to any labor or material to be furnished by him, will pay in advance the estimated total cost of the Utility's construction*. Any difference between the amount advanced and the actual cost shall be paid or refunded, as the case may be, within sixty days after the completion of the Utility's construction.

b. When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the Utility will refund the charge in 2.3.4.1.a. above. If, at the end of the three-year period the subdivision density requirement has not been met, the Utility will refund that portion of the charge proportional to the ratio of the then permanent main telephone and PBX trunk line terminations density to the subdivision density requirement. No interest will be paid on such charges.

2. Where underground facilities are to be constructed to and within new subdivisions or real estate developments, line extensions and service connections will be provided in accordance with its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

M. When one or more customers on a project disconnect, no refund is made of the line extension charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS (Continued)

R1.22.3 SPECIAL CONDITIONS (Continued)

N. Re-Use of Facilities:

1. When a customer disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.

2. Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional line extension charges in addition to his total original obligation.

3. Where a customer has paid line extension charges for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional line extension charges greater than his original obligation unless additional construction is required.

O. Contracts covering periods of not to exceed three years of telephone service, may be required by the Utility as a condition precedent to establishment of the service when line extensions are necessary. Such contracts will not require advance or unusual payments in excess of those otherwise required by this section, and shall not interfere with the Utility's right to collect amounts as provided for elsewhere in its Local Exchange Tariff schedules and/or Service Catalog.

P. Saving Clause - In exceptional circumstances, when the application of this section appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission of the State of California for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

* Include Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.

R1 - GENERAL REGULATIONS

R1.23 RULE NO. 23 - BUSINESS AND RESIDENCE SERVICE

Business and Residence Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.23.

R1 - GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET

Special Construction of Exchange Facilities rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.24.

R1 - GENERAL REGULATIONS

R1.25 RULE NO. 25 - BASIS OF MILEAGE CHARGES

Basis of Mileage Charges rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.25.

R1 - GENERAL REGULATIONS

R1.26 RULE NO. 26 - COMPENSATION TO UTILITY'S EMPLOYEES

Compensation of Utility's Employees rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.26.

R1 - GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS

Demarcation Points rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.27.

R1 - GENERAL REGULATIONS

R1.28 RULE NO. 28 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

Legal Requirements for Refusal of Discontinuance of Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.28.

R1 - GENERAL REGULATIONS

R1.29 RULE NO. 29 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

Facilities to Provide Replacement of Aerial with Underground Facilities rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.29.

R1 - GENERAL REGULATIONS

R1.30 RULE NO. 30 - TEMPORARY, SEASONAL, INTERMITTENT OR SPECULATIVE PROJECTS

Temporary, Seasonal, Intermittent or Speculative Projects rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.30.

R1 - GENERAL REGULATIONS

R1.31 RULE NO. 31 - LIMITATION OF LIABILITY

For services offered on a detariffed basis, pursuant to Decision No. 07-09-018, see Frontier's Service Agreement available at: http://carrier.frontiercorp.com/crtf/tariffs/.

R1 - GENERAL REGULATIONS

R1.32 RULE NO. 32 - MONITORING AND/OR RECORDING OF TELEPHONE CONVERSATIONS

Monitoring and/or Recording of Telephone Conversations rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.32.

R1 - GENERAL REGULATIONS

R1.33 RULE NO. 33 - NONPUBLISHED SERVICE

Nonpublished Service rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.33.

R1 - GENERAL REGULATIONS

R1.34 RULE NO. 34 - RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

Release of Credit Information and Calling Records rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.34.

R1 - GENERAL REGULATIONS

R1.35 RULE NO. 35 - CONCURRENCES – WEST COAST MARKET (N)

Concurrences rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.35. (N)

R1 - GENERAL REGULATIONS

R1.36 RULE NO. 36 – SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS – WEST COAST MARKET (N)

Service Performance Guarantee for Business and Residence Customers rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.36. (N)